

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 130

Date Received

19-JUN-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

863775

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3XA46K5LF76767	DODGE	SPIRIT	1990	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type	Body Style
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inertia Belt <input type="checkbox"/> 2-Point Belt	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	<input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
08510000 08310000 12110000	ELECTRICAL SYSTEM:IGNITION:SWITCH ELECTRICAL SYSTEM:WIRING:HARNES:FRONT:UNDERHOOD INTERIOR SYSTEMS:PASSIVE RESTRAINT:AIR BAG	<input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	<input type="checkbox"/> Original <input type="checkbox"/> Replacement

No. of Failures	Date(s) of Failure(s)	Mileage at Failure(s)	Vehicle Speed at Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	_____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

IGNITION SWITCH WAS FAILING AGAIN AFTER BEING REPLACED 3-4 YEARS AGO. ALSO, WIRING HARNESS WAS FAULTY, CAUSING HEATER AND AIR CONDITIONER MOTOR SWITCH NOT TO OPERATE/ AIRBAG LIGHT STAYED ON CONTINUOUSLY ON THE DASHBOARD/,BRAKE ROTORS FELL OFF THE RIGHT FRONT WHEEL WITHOUT ANY WARNING/ GEAR SELECTOR FAILED, DID NOT SHOW THE CORRECT GEAR, AND REARVIEW MIRROR FELL OFF. PARTS FOR WIRING HARNESS WERE UNAVAILABLE BECAUSE OF THE YEAR OF VEHICLE. *AK

CONTINUED ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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FOR AGENCY USE ONLY 160

Date Received 00 JUL 18 AM 10:46
19-JUN-2000
OFFICE OF DEFECTS INVESTIGATION

Ord. or _____
Da. N. _____
up. Itr. _____

Reference No.
863775

OWNER INFORMATION (Type or Print)

[Redacted Name and Address]

288367

Work Number
[Redacted]

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date _____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) **1B3XA46K6LF76767** Vehicle Make **DODGE** Vehicle Model **SPIRIT** Vehicle Year **1990** Current Odometer Reading _____

Purchase Date See attached letter Dealer's Name _____ Engine Size (CID/CC/L) _____ Turbo
 New Used City _____ State _____ Zip Code _____ No Cylinders 4 Diesel
 Fuel Injection

Transmission Type Manual Automatic Antilock Brakes Yes No Restraint System 3-Point Belt Motorbelt Driverside Airbag 2-Point Belt Passengerside Airbag Cruise Control Yes No Drive Train Front Rear 4-Wheel Vehicle Type Car Sport Utl Van Truck Minivan Motorcycle Other _____ Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component **08510000** Part Name(s) **ELECTRICAL SYSTEM:IGNITION:SWITCH** Location Left Right Front Rear Failed Part(s) Original Replacement

No of Failures _____ Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____ Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash Yes No Fire Yes No Number of Persons Injured _____ Number of Fatalities _____ Estimated Property Damage _____ Reported to Police Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

IGNITION SWITCH WAS FAILING AGAIN AFTER BEING REPLACED 3-4 YEARS AGO. ALSO, WIRING HARNESS WAS FAULTY, CAUSING HEATER AND AIR CONDITIONER MOTOR SWITCH NOT TO OPERATE/ AIRBAG LIGHT STAYED ON CONTINUOUSLY ON THE DASHBOARD, BRAKE ROTORS FELL OFF THE RIGHT FRONT WHEEL WITHOUT ANY WARNING/ GEAR SELECTOR FAILED, DID NOT SHOW THE CORRECT GEAR, AND REARVIEW MIRROR FELL OFF. PARTS FOR WIRING HARNESS WERE UNAVAILABLE BECAUSE OF THE YEAR OF VEHICLE. *AK
Parts purchased from other Dodge Dealer, - See attached letter; Rt. Front Brake Pads fell off with NO advance warning!

CONTINUE ON BACK IF NEEDED

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678
↑
Shorted & Char wires inside Smoke in Cabin

Saved message

From: [REDACTED]
Date: Wed, Jul 5, 2000, 7:35pm (PDT-1)
To: OIC-ImpSalon@egroups.com
Cc: jcmartin@webtv.net (James Martin)
Subject: Customer Service" & "Your Government at work"

I experienced shorted wires & fire in our 1990 Dodge Spirit on 2 Sept. 1996. Believing the problem to be a Chrys. Corp. engineering & or assembly error, I contacted the local Chrys. Dealer. While explaining the details to a service representative, I was unaware, another employee was writing a work order in the amt. of \$160 to "investigate" the problem. I refused to sign the work order & requested to speak with the service manager. I was told, the Auto was over 12 months/12,000 miles, "out of warranty" & the extended warranty I had purchased did not cover "electrical" problems. I purchased a \$15 torque set screw driver & found the problem in an hours time. I then contacted Chrys. Zone office in Pleasanton, Calif. For a period of two & one half months I attempted to get relief. My request to have the Zone representative investigate the safety Hazard in my car was denied. At one time, I was told, Chrys. would schedule an appt. to have the problem investigated at no cost to me. (Reference NHTSA literature) On returning from an errand, I was notified, Chrys. Legal Dept. had advised, NO appt would be made & the problem was mine & not Chrys. Corp. I would agree, the problem is mine BUT the responsibility for rectifying the problem at no cost to me is a Chrys. "Problem". I then filed a Safety Report with NHTSA. (ODI# 511493) on 15, Nov. 1996

To paraphrase NHTSA literature, they state:

- 1) they regard loss of lighting & fire as two examples of a SAFETY problem
- 2) NO set numbers have to be received before we "investigate" the problem.
- 3) The Manufacturer is to repair the SAFETY problem at NO cost to the Consumer.

My reading of NHTSA literature AND Title 49, United States Code, Sec. 301 indicate to me, NO recall must be necessary for item 3 above to be enforced. I asked a NHTSA Supervisor, "What do you do with the Reports, people send in?". He replied, "We send them to the Manufacturer, so they are aware of the problem". I contend

Chrys. AND NHTSA were aware of the problem when Chrys. issued Technical Service Bulletin (TSB) 08-16-90, published

09-24-90 (NHTSA# SB 012836) effecting 3 models of 1989/1990 Chrys. products. I assume "SB" refers to SAFETY Bulletin, indicating, a SAFETY problem exists.

I then contacted My House Rep. Anna Eshoo & Karen Chapman, District Director for Rep Eshoo. The staff worked diligently for eight months on my behalf. The end result was a "Form Letter" from Ms. Kathleen DeMeter, Director of The Office of Defects Investigation, which would qualify as an insult to the Village Idiot!

INVESTIGATION?? To this day, NO one from Chrys. or NHTSA has "investigated" the safety defect in the Auto. I threw in the towel out of disgust with NHTSA & Chrys. at this point. Regarding NHTSA's claim of, "Needing NO set number of claims before we investigate", "Your call is important to us", I feel their "Claims" run contrary to their operation & stated purpose of protecting the Consumer when Auto Safety is involved.

It may interest you to know, after my experience with Chrys. & NHTSA, I did not bother reporting the following:

I requested to see the Technical Service Bulletin (TSB), gleaned from NHTSA's Web site..... Some answers I got were, told won't come up on the Computer, I asked if they had a library. One Employee said they're up in the Attic, Another said, No, They're in that room over there. (Pointing) Other reply's I received were, we don't have time to look for them, We're not going to pay some one \$25 an hour to search for them. I presented them with the TSB# 081690 & asked if that would help. An employee took the TSB # & my phone number and indicated he would make the TSB available to me, when he had time.

My trust in them was ebbing at this point and I obtained the TSB from another source. Two days later I returned & asked if they found the TSB. They had not found time, so I presented them with a copy and requested it be given to the next customer who requested one.

Now, things get funnier IF you have a ghoulish sense of humor!

Being naturally curious I called Dealer Parts Dept's. in the area to inquire about the repair kit for the defective switch & harness, my mechanic had reported unavailable.

1) Dealer #1- Who had reported the Kit as being unavailable. Told me Repair harness unavailable. No Kit listed. When I mentioned the TSB, he was more interested in where I had received my information.

2) Dealer #2. Recording from 4:13pm to 4:48pm. No contact.

3) Dealer #3. Never answered phone.

4) Dealer #4. Put on hold for 10 minutes & phone hung up. Re-dialed & was informed Kit A604 EATX was harness for Transmission & suggested I bring the car in for a Diagnostic Check. When told the Check had been performed by a Shop other than the Dealer, I was chastised for not having a Dealer do the work. (If you've read this far, would you have your Auto serviced by any of the above Dealers?)

I have witnessed Obfuscation to a level never before obtained!

SUGGESTIONS I WOULD MAKE

1) Ethics Training for all Dealer Personnel

2) Chrys. Corp. To repair Safety problems at first notification (ODI# 511493, 11/15/96) to eliminate a re-occurrence of the problem

3) Requirement for employment at NHTSA. A reading & understanding of Title 49, United States Code, Sec.301

4) Repair the safety items on my Auto per NHTSA's stated literature

5) Reimburse me for expenses incurred by me which rightfully belong to Chrys. Corp.

6) Most importantly, Chrys. to open their Data base to NHTSA so an accurate counting of A604 EATX Repair Kit sales would be shown, reflecting the enormity of the Safety Hazard present in Three 1989/1990 Chrys. product models(89/90 Dynasty and

90 Spirit & Daytona.) A safety problem, I contend, Chrys was aware of as early as August, 1990 when TSB# 081690 was published on 24 Sept.

1990. I feel, if NHTSA & Chrys. had performed their Corporate and Safety duties responsibly regarding ODI# 511493

dated 2 Sept. 1996, the SECOND ignition switch fire in my Auto could have been prevented and his letter would have been unnecessary.

Respectfully

