

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

335

Date Received

17-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

868000

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 front of windshield or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2E3HD66FXSH510015	EAGLE	VISION	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06300000	Part Name(s) FUEL:FUEL INJECTION SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 0	Dates of Failure(s) 11-AUG-2000 Mileage at Failure(s) 111000 Vehicle Speed at Failure(s) 2	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER SAYS DLR WILL NOT HONOR THE WHOLE RECALL.

CONTINUE 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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DATE RECEIVED

00 SEP 14 PM 2:22
17-AUG-2000

OFFICE

DEFECTS INVESTIGATION

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

868000

OWNER INFORMATION (Type or Print)

627320

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

☒ YES☐ NO

Signature of Owner

Date 9/2/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2E3HD66FXSH510015		Vehicle Make EAGLE	Vehicle Model VISION	Vehicle Year 1995	Current Odometer Reading
Purchase Date	Dealer's Name		Engine Size (CID/CYL)	☐ Turbo ☐ Diesel ☐ Gas	☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport UT ☐ Van ☐ Truck ☐ Min van ☐ Motorcycle ☐ Other
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06300000	Part Name(s) FUEL:FUEL INJECTION SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 0	Date(s) of Failure(s) 1-AUG-2000 Mileage at Failure(s) 111000 Vehicle Speed at Failure(s) C	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

DEALER WILL NOT HONOR RECALL CONCERNING FUEL INJECTION SYSTEM FAILURE. *AK

CONTINUE ON BACK IF NEEDED

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Greenspoint Dodge of Houston, Inc.



"Houston's Oldest Dodge Dealership"

11655 North Freeway

Houston, Texas 77060

(281) 820-3355

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

ANY WARRANTY ON THE PRODUCT SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE DEALER, GREENSPPOINT DODGE OF HOUSTON, INC., HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, OTHER EXPENSES OR OBLIGATIONS, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY FOR A PARTICULAR PURPOSE, AND GREENSPPOINT DODGE OF HOUSTON, INC. NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO MAKE ANY SUCH WARRANTY OR STATEMENT IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

DEALER CODE: 68228
REPAIR 1: ☐ REPAIR 2: ☐ REPAIR 3: ☐
DATE AND MILEAGE AT TIME OF VEHICLE RELEASE
DATE: MILEAGE:
M.O.: DAY: YR.:
TOTAL LABOR: PRO RATA PERCENT: SUB TOTAL: AUTOMOBILE:
CLAIMS REVIEW: ☐ (CHECK /X/ APPROPRIATE BOX) AUTHORIZATION TO SUBMIT CLAIM: ☐ PARTS SCRAP OUT: ☐
\$ PARTS \$ LABOR \$ TOTAL

PROGRAM CODE: AUTHORIZATION NUMBER: COMMITMENT NUMBER:
TOTAL CLAIM:
DATE INSTALLED: ACCRUED MILEAGE: ORIGINAL P.O. NO.:
MO.: DAY: YR.: OAST TENTHS:
CUSTOMER NO.: 782104

ADVISOR: JOSE A TERAN
LABOR RATE: LICENSE NO.: MILEAGE:
YEAR/MAKE/MODEL: 95/EAGLE/VISION
VEHICLE ID. NO.: 2 E 3 H D 6 6 R X S H 5 1 0 0 1 5
F.T.E. NO.: P.O. NO.:
AUTHORIZED PERSON:
INVOICE DATE: 08/18/00
INVOICE NO.: DDCS21
STOCK NO.:
DELIVERY DATE:
DELIVERY MILE:
SELLING DEALER NO.:
PRODUCTION D:
R.O. DATE: 08/15/00
AUTHORIZATION DATE:

LABOR & PARTS-
JW 1 1800Z

DRIVEABILITY

HOURS: 1.30 TECH(S): 3079

WARRA

RECALL # 790

PER CHRY.

COMPLETED RECALL

NOTE FUEL LEAKING AT INJECTORS CUSTOMER NOTIFIED ABOUT LEAK AND NOT SAFE TO DRIVE CAR CUSTOMER REFUSED REPAIRS AND ONLY WANTED RECALL DONE

PARTS
JOB # 1
QTY: 1
P-NUMBER: CAXJ7901

DESCRIPTION
GCKT FRG 1081005

UNIT PRICE

WARRA

JOB # 1 TOTAL PARTS

JOB # 1 TOTAL LABOR & PARTS

COMMENTS:

NOT SAFE TO DRIVE LEAKING FUEL FROM INJECTORS CUSTOMER NOTIFIED AND DECLINED ALL NON WARRANTY WORK

TOTALS--

GREENSPPOINT DODGE OF HOUSTON
APPRECIATES YOUR BUSINESS.

IF YOU HAVE ANY QUESTIONS OR COMMENTS
CONCERNING YOUR REPAIRS, PLEASE CALL
YOUR SERVICE ADVISOR AT 820-3355.

TOTAL LABOR....

TOTAL PARTS....

TOTAL SUBLET....

TOTAL G.O.G....

TOTAL MISC CHG.

TOTAL MISC DISC

TOTAL TAX.....

TOTAL INVOICE \$

[Redacted Signature]

CUSTOMER SIGNATURE



NICK CORONIS
**Office of Defects Investigation
Recall Database**

Call the **Auto Safety Hotline** toll free at (888) 327-4236 to report safety defects or to obtain information on cars, trucks, child seats, highway or traffic safety.

Report Date: August 15, 2000 09:10:33 AM

NHTSA CAMPAIGN ID Number: 98V184000

Component: FUEL:FUEL INJECTION SYSTEM

Manufacturer: CHRYSLER CORPORATION

Mfg. Campaign #: 790

Year: 1995

Make: EAGLE

Model: VISION

Potential Number of Units Affected: 722600

Manufactured From: JUN 1992 To: JUL 1997

Year of Recall: '98

Type of Report: Vehicle

Summary:

*File No:
7580676*

Vehicle Description: Passenger vehicles built with 3.5L engines. The fuel injection delivery system can leak fuel from some of the sealing O-rings or from hair line cracks in the thermoset fuel injection rail.

Fuel leakage in the presence of an ignition source can result in a fire.

Dealers will replace the nitrile rubber O-rings in the fuel rail with fluorocarbon O-rings. If the fuel injector O-rings leak after pressure testing, the injector O-rings will be replaced as well. Owner notification began during January 1999. However, if a vehicle is leaking fuel from the O-rings or from a cracked fuel line, the vehicle should be taken into a dealer to have this repaired as soon as possible. Owners who take their vehicles to an authorized dealer on an agreed upon service date and do not receive the free remedy within a reasonable time should contact Chrysler at 1-800-992-1997. Also contact the National Highway Traffic Safety Administration's Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236).

800 - 424-9323

NHTSA CAMPAIGN ID Number: 99V215000

Component: SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER

Manufacturer: DAIMLERCHRYSLER CORPORATI

Mfg. Campaign #: 837

Year: 1995

Make: EAGLE