Form Approved: O.M.B. No. 2127-0038

U.S. Department of Transportation
National 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 125	
Date Received: 30-AUG-2000	Od_or ____ ____ rt_dt ____ ____ od_rt ____ ____ up_ltr ____ ____
	Reference No. 869129

[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)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1B3AP24D4RN161476	DODGE	SHADOW	1994	

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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
12310000	INTERIOR SYSTEMS:SEAT TRACKS AND ANCHORS	☐ Left ☐ Right ☐ Front ☐ Rear	☐ Original ☐ 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?
		☐ Yes ☐ No	☐ 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	Fire	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No				☐ Yes ☒ No

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

THE LOWER SEAT BACK ATTACHING BOLTS BROKE ON THE PASSENGER SEAT WHICH COULD CAUSE THE SEAT TO RELEASE FROM THE UPRIGHT POSITION. CONSUMER STATES THAT THE VEHICLE WAS RECALLED FOR THE SAME PROBLEM WITH THE DRIVER SEAT. RECALL NUMBER 99V212000. PLEASE GIVE ANY FURTHER DETAILS.

CONTINUE ON BACK IF NEEDED

Form Approved: O.M.B. No. 2127-0008

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RECEIVED
00 OCT -3 PM 1:49
OFFICE OF DEFECTS INVESTIGATION

FOR AGENCY USE ONLY 125

Date Received: 30-AUG-2000

Od_or
rt_dt
od_rt
up_ltr

Reference No. 869129

Work Number
Home Numb [redacted]

OWNER INFORMATION (Type or Print)

[redacted] 632274

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 Ow [redacted] Date 9/19/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Mak	Vehicle Mode	Vehicle Year	Current Odometer Readin
1B3AP24D4RN161478	DODGE	SHADOW	1994	114,596

Purchase Date: 1995 ☐ New ☒ Used

Dealer's Name: Capital Chrysler-Plymouth, Inc.
City: South Charleston State: WV Zip Code: 25303

Engine Siz (CID/CC/L: 2.2
No Cylinders: 4
☐ Turbo ☐ Diese ☒ Gas ☒ Fuel Injectio

Transmission Type	Antilock Brakes	Restraint System	Cruise Contro	Drive Trai	Vehicle Type	Body Style
☐ Manua ☒ Automatic	☐ Yes ☒ No	☒ 3-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag ☒ Motorbelt ☐ 2-Point Bel	☐ Yes ☒ No	☒ Front ☐ Rear ☐ 4-Wheel	☒ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Ut ☐ Truck ☐ Motorcycle	☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component	Part Name(s)	Location	Failed Part(s)
12310000	INTERIOR SYSTEMS:SEAT TRACKS AND ANCHORS	☐ Left ☒ Front ☒ Right (Passenger) ☐ Rear	☒ Original ☐ Replacemen

No of Failures: 1

Date(s) of Failure(s): 8-27-00
Mileage at Failure(s): 113,923
Vehicle Speed at Failure(s): not moving

Failed Part(s) ☐ Yes ☐ No

NHTSA Previously ☐ 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	Fire	Number of Persons Injured	Number of Fatalitie	Estimated Property Damag	Reported to Polic
☐ Yes ☒ No	☐ Yes ☒ No	0	0	0	☐ Yes ☒ No

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

LOWER SEAT BACK ATTACHING BOLTS BROKE ON THE PASSENGER SEAT WHICH COULD CAUSE SEAT TO RELEASE FROM THE UPRIGHT POSITION. VEHICLE WAS RECALLED FOR THE SAME PROBLEM WITH THE DRIVER SEAT. RECALL NUMBER 99V212000. PLEASE GIVE ANY FURTHER DETAILS.*ak

What the recall notice stated may happen to the drivers side seat actually happened to the passenger side seat. Chrysler refused to take responsibility for this. I have enclosed a copy of the recall notice.

CONTINUE ON BACK IF NEEDED

DAIMLERCHRYSLER

SAFETY RECALL TO REPLACE A BOLT IN YOUR VEHICLE'S DRIVER SEAT BACK

Dear Shadow or Sundance Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some **1991 through 1994 model year Dodge Shadow and Plymouth Sundance 2-door vehicles.**

The problem is...

One of the bolts that attaches the recliner mechanism to the driver's seat back on your Shadow or Sundance (identified on the enclosed form) **may break. This could result in the seat back suddenly reclining and cause an accident without prior warning.**

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your Shadow or Sundance free of charge (parts and labor). To do this, your dealer will replace the driver seat lower seat back recliner mechanism attaching bolt. The work will take about ½ hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.
- **Bring the enclosed Owner Notification Form with you to your dealer.** It identifies the required service to the dealer.

If you need help...

If you have trouble getting your vehicle repaired, please **call the DaimlerChrysler Customer Assistance Center, toll free, at 1-800-992-1997.** A representative will assist you in getting your vehicle repaired. If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the Toll Free Auto Safety Hotline at 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
729

Buckle up for Safety