

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 125

Date Received

31-AUG-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

869211

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 on drivers side)		Vehicle Make DODGE	Vehicle Model STRATUS	Vehicle Year 1996	Current Odometer Reading
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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____					

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15900000	Part Name(s) EQUIPMENT: OTHER PIECES	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
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING DOWN THE DRIVEWAY FLOOR MAT BECAME ENTANGLED WITHIN THE STEERING COLUMN WHERE IT WENT DOWN TO THE FLOOR BECAUSE THER WAS NO PROTECTIVE COVER TO PREVENT THIS FROM HAPPENING. PLEASE GIVE ANUY FURTHER DETAILS. *AK

CONTINUED ON BACK (REVERSE)

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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DEFECTS INVESTIGATION

Od or

Year: 1996

od, r

1996

1996

1996

Reference No.

869211

OWNER INFORMATION (Type or Print)

632417

Work Number

Home Number

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 9/18/00

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)	Vehicle Make DOODGE	Vehicle Model STRATUS	Vehicle Year 1996	Current Odometer Reading 78,000
Purchase Date	Dealer's Name	Engine Size (CID/CC/L) 2.4L	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injected	
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders 4		
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☒ Driverside Airbag ☐ Motorbelt ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☒ Car ☐ Van ☐ Minivan ☐ Other		Sport Utility ☐ Truck ☐ Motorcycle Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 15900000	Part Name(s) EQUIPMENT: OTHER PIECES	Location ☒ Left ☐ Right ☒ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) Apr 7-2000 Mileage at Failure(s) 78,000 Vehicle Speed at Failure(s) 0 mph	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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage \$2000	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING DOWN THE DRIVEWAY FLOOR MAT BECAME ENTANGLED WITHIN THE STEERING COLUMN WHERE IT WENT DOWN TO THE FLOOR BECAUSE THERE WAS NO PROTECTIVE COVER TO PREVENT THIS FROM HAPPENING. PLEASE GIVE ANY FURTHER DETAILS.*AK

I have checked several other Stratus's & none of them have this protective cover, I have also went online to check with other owners, they don't have it either. This is very dangerous, please do something about this. I did write to Chrysler, & got a letter back which I have enclosed

CONTINUE ON BACK - NHTSA

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.

This is the letter I sent to Chrysler
Regarding my car.

To whom it may concern,

My husband and I own a Dodge Stratus SE. We have also looked at several other Stratus's. We have found out that your Stratus's are the biggest pieces of junk anyone could own, and most of the problems that people have with them are your fault. I personally think that you worry too much about the big trucks (money-makers) a whole lot more than you do the Stratus's that you are throwing together. We had to put a new head gasket kit on ours, which doesn't even have 100,000 miles on it yet and about 3/4 of the other suckers that own the same vehicles have had to do the exact same thing. Currently my car is in the shop getting a timing belt put on it and they need an inside shroud for it, which conveniently was just recalled and took off all of the shelves. Now it could be months before I get my car back. We have also noticed that most all of the Stratus's that we have seen didn't have a protective cover where the steering column goes into the floor. Needless to say I found out that mine didn't have one the hard way. I was luckily pulling out of my drive when the steering column ate up my floor mat, I had to get out and literally tip the mat from the column. It is a damn good thing that I wasn't on the highway or interstate, it could have caused a serious accident. I am not asking you to fix my car, but I am telling you my opinion and believe me I will tell others about my experiences so they don't get in the same situation. I definitely will NOT buy another Dodge product ever again. It used to be a great honor to buy American made products, big companies like you are the biggest reasons people no longer buy American products. You should give yourself a big pat on the back for that one don't you think?

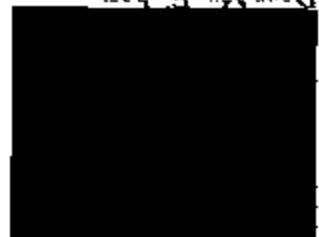


DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

June 22, 2000

Dear Mr. Fisher:



Thank you for your recent letter to DaimlerChrysler Motors Corporation.

The time and effort you took to express your viewpoint is appreciated. Constructive criticism of the kind offered in your letter is always welcomed and is one of the most important ways we have of getting feedback. We believe it will assist us in providing the greatest possible satisfaction for our customers.

We hope we will hear from you again whenever you have constructive comments or criticisms.

Sincerely,

A handwritten signature in dark ink, appearing to read "Alan R. Williams".

Alan R. Williams

Senior Staff

DaimlerChrysler Motors Corporation
PO Box 21-8004
Auburn Hills MI USA 48321-8004
Phone 508.992.1997

A Company of the DaimlerChrysler Group