

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 294

Date Received

27-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

874021

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 drivers side) 1C3XY66R6LD715706	Vehicle Make CHRYSLER	Vehicle Model FIFTH AVENUE	Vehicle Year 1990	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 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) 27-OCT-2000 Mileage at Failure(s) 62 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 CONTINUED TO OVERHEAT. IGNITION SWITCH HAS BEEN REPLACED 4 TIMES.*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.



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

284

Date Received

NOV 29 PM 4:

27-OCT-2000

OFFICE
EFFECTS INVESTIGATION

Od or

@_dt

od_n

up_itr

Reference No.

874021

OWNER INFORMATION (Type or Print)

651531

Work Num

Home Num

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 11/24/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1C3XY66R6LD715706	CHRYSLER	FIFTH AVENUE	1990	196 Book ESTIMATE 62,000
Purchase Date 8-31-91	Dealer's Name THEN RIVER CITY CHRYSLER NOW MIKE SHAD CHRYSLER City JACKSONVILLE State FL Zip Code 32210		Engine Size (CID/CC/L) 3.3	☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection
☒ New ☐ Used			No Cylinders 6	
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 3	Date(s) of Failure(s) 27-OCT-2000 Mileage at Failure(s) 62 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 0	Number of Fatalities 0	Estimated Property Damage 0	Reported to Police ☐ Yes ☒ No
--	---	--------------------------------	---------------------------	--------------------------------	---

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

IGNITION SWITCH CONTINUED TO OVERHEAT. IGNITION SWITCH HAS BEEN REPLACED 3 TIMES.*AK

FOURTH SWITCH NOW INSTALLED

PLEASE SEE NARRATIVE LETTER ATTACHED.

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 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.

11-24-00

1990 CHRYSLER FIFTH AVENUE

Narrative Description of Failures

VIN # 1C3XY66R6LD715706

This is the third replacement ignition switch now installed in this vehicle. With the absence of a fire, these electrical malfunctions duplicate the incident reported and recorded under your report number ODI ID: 522890 dated August 18, 1997 that I downloaded from your on line database.

When my first failure occurred on June 22, 1998, the air conditioning and power windows would not operate and the air bag warning light stayed on. The ignition switch was found to be burned out and was replaced. A few months later, when driving with the automatic air conditioning on, the cowl under the switch would get warm to hot and depending on the duration, the lock and key got hot. On October 13, 1999 the switch was again replaced before any other component failure.

On October 19, 2000 the re-occurring heat problem was getting worse. Also the ignition switch had to be actuated several times to electrically engage the engine starter solenoid. Hoping to obtain an accurate diagnosis and repair, I took the car to Mike Shad Chrysler. I discussed the problem and it's history to great lengths with their maintenance technician. This time they replaced the ignition switch, it's connector block and part of the scorched wiring harness. They also replaced the engine STARTER ?????

It is my belief that the load carrying capacity of the ignition switch and/or it's wiring is an electrical engineering defect. During hot weather the automatic air conditioning system operates on high fan until the inside temperature reaches the desired setting. It is during this extended high fan operation that the ignition switch heats up. Over months of operation, the overheating builds up an electrical resistance increasing the severity until component failure occurs. During milder outside temperatures when the high fan is operating for shorter periods the ignition switch will get very warm, then cool down as the fan speed reduces. I forced the high fan to operate for 30 minutes with this last new switch and it got slightly warm. If history repeats itself, I will be replacing this switch again if it doesn't cause a severe fire with extensive damage first.

My analysis indicates that adding the high fan circuit into the load of all other circuits being controlled by the ignition switch creates a current overload exceeding the existing capacity of the switch, connector or wiring resulting in dangerous overheating. I do not suspect any malfunction of the fan motor as it responds to automatic or manual control through all ranges.

The questionnaire form you sent indicates that a copy of this report may be sent to Chrysler. The following is a safety incident that occurred because of this last switch replacement and repairs made by Mike Shad Chrysler maintenance technicians. The first time I drove the car I was in rush hour traffic and the steering wheel was not tilted to my usual position. I unlatched the tilt mechanism and pulled the wheel down. ZAP!!! A short circuit occurred causing all systems to shut down. I narrowly avoided an accident while coasting across lanes of traffic into the center median. The car was towed back to Mike Shad Chrysler and kept overnight to repair whatever damage the short caused. A Maintenance technician had failed to properly bundle and route the wiring, which was cut or pulled loose when I actuated the tilt.

Absolutely no suggestions or positive actions have been offered toward solving this switch problem. Only the SYMPTOMS are being treated, not the CAUSE!

[REDACTED]



Address <http://www.nhtsa.dot.gov/cars/problems/complain/comprmy5.cfm>



Office of Defects Investigation Complaints 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: October 19, 2000 03:28:00 PM

ODI ID: 522890

Make: CHRYSLER

Model: FIFTH AVENUE

Year: 1990

Date of Failure: Monday, August 18, 1997

Incident: No

Fire: Yes

Number of Injuries:

Component: ELECTRICAL SYSTEM:IGNITION:SWITCH

Summary: ELECTRICAL FIRE DUE TO A SHORT IN THE IGNITION SWITCH. IN ADDITION, ELECTRICAL WIRING BURNED/MELTED, CAUSING AIR CONDITIONING/POWER WINDOWS/AIR BAG LIGHT AND E

ODI ID: 544021



CUSTOMER COPY
NAPA AUTO PARTS
GENUINE PARTS CO.
HONOLULU BRANCH
781-1050

7000020151103863

REMIT PAYMENT TO
P O BOX 102194
ATLANTA GA. 30368-2194

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

DATE	INVOICE NO.	STORE NO.	EMP	BR
10/13/99	110386	02016	2	120
TIME	PURCHASE ORDER NO.	ATTENTION		
14:08		90 CHRYSLER		

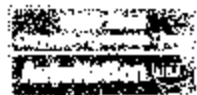
ACCT NO. SOLD TO
006000 CASH SALE
WE APPRECIATE YOUR BUSINESS
THANK YOU . FL.

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
1.00	1990 Chrysler K86557	New Yorker	1R1 01/3.0L V6 ECR SWITCH	47.000	32.990	32.99	T4
IGNITION - REPLACED 10-13-99							
SUB TOTAL		32.99	MISC	0.00	0.00	TAX	2.14
TOTAL		35.13		CASH			

THE SWITCH WAS REPLACED THIS TIME DO TO
OVERHEATING AND BEFORE ANY OTHER
COMPONENTS STOPPED OPERATING.

2ND REPLACEMENT

Ronnie Allan
Service Advisor
Here to Serve You!



AutoNation.com



MIKE SHAD
CHRYSLER Plymouth
Jeep

A Chrysler Five Star Dealer

Mike Shad Chrysler, Plymouth, Jeep
1730 Capital Ave.
Columbus, OH 43211
Phone: 604-493-7700 ext. 3041
Fax: 604-493-7711

THIRD REPLACEMENT

12526

RON ENRIQUEZ 6868

4721

10/18/00

WARRANTY NO
CHCS22350

51900

BLUE/

0

90/CHRYSLER/

1C3XY66R6LD 7 1 5 7 0 6

10/18/00

MO: 61800

JOB# 1 CHARGES

LABOR.....
1 51CHZ BODY ELECTRICAL TECH(S): 508 321.02
WHEN TRY TO START CAR AT TIMES JUST CLICKS .. HAVE TO
TRY SEVERAL TIMES BEFORE WILL START AND IGNITION
SWITCH AREA GETS TOO HOT TO TOUCH
FOUND TWO PROBS THE STARTER IS STICKING AND THE IGNITION
SWITCH ASSY AND CONNECTOR FRIED
REPLACED STARTER IGNITION RECEPTACLE AND CONNECTOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
	1	4797401	SWITCHPKG 8050083		41.48
	1	4686045	STARTER C 8052004		233.70
TOTAL PARTS					275.18

JOB# 1 TOTALS.....
LABOR 321.02
PARTS 275.18

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 596.20

MISC.....CODE.....DESCRIPTION.....CONTROL NO.....
JOB # A SS SHOP SUPPLIES RECOVERY 15.00
TOTAL MISC 15.00

ESTIMATE.....
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$700.00 (+TAX)

COMMENTS.....
CUSTOMER STATES ODOMETER HAS BEEN INOP FOR AN UNDETERMINE AMOUNT
OF TIME DROVE VEHICLE FOR AN EQUIVELANT OF 15 MILES

TOTALS.....
MIKE SHAD'S REPAIR WARRANTY IS 12 MO. 12K MILES (WHICH
EVER COMES FIRST). WE OFFER NO WARRANTY ON USED PARTS.3

* ☒ VISA ☐ MASTERCARD ☐ DISCOVER *
* ☐ CASH ☐ CHECK ☐ CHK # [] *
* ☐ AMER XPRESS ☐ OTHER ☐ CHARGE [] *

TOTAL LABOR..... 321.02
TOTAL PARTS..... 275.18
TOTAL SUBLET..... 0.00
TOTAL G.O.G..... 0.00
TOTAL MISC CHG..... 15.00
TOTAL MISC DISC..... 0.00
TOTAL TAX..... 39.76
TOTAL INVOICE \$ 650.96

THANK YOU FOR YOUR BUSINESS!!

IF YOU NOT COMPLETELY SATISFIED OR HAVE ANY SUGGESTIONS
WHICH MAY IMPROVE YOUR NEXT VISIT, PLEASE CALL OUR SERVICE
MANAGER (BRAD SCHAFER) @ 904-369-7792 EXT. 3333

CUSTOMER SIGNATURE

Paid 10-19-00
By Visa
Auth. 019551

Invoice 5878426
#07

ALL PRO AUTOMOTIVE

REGENCY
8825 ATLANTIC BLVD.
JACKSONVILLE, FL 32211
(904) 726-2277
MV-25443

SOUTHSHORE
4122 SOUTHSHORE BLVD.
JACKSONVILLE, FL 32215
(904) 842-4803
MV-20489

BAYMEADOWS
6855 PHILLIPS HWY.
JACKSONVILLE, FL 32246
(904) 281-2277
MV-10279

WESTSIDE
8018 MORRIS HWY.
JACKSONVILLE, FL 32222
(904) 883-2277
MV-10204

ORANGE PARK
314 BLANDING BLVD.
ORANGE PARK, FL 32073
(904) 272-6884
MV-08787

MIDDLEBURG
2496 BLANDING BLVD.
JACKSONVILLE, FL 32068
(904) 282-5884
MV-31306

NAME _____
ADDRESS _____
CITY _____

- All Pro employees may drive my car for road testing.
- All Pro is **not responsible** for vehicle or articles left in the vehicle in case of fire, theft, vandalism, accident, or other causes beyond your control.
- I may request a **written estimate** (see below) before work commences. **There is no fee** for the preparation of a written estimate.
- If I **cancel** this repair order I will pay the cost of **teardown** including parts and labor to replace items destroyed by **teardown**. The estimated **labor cost** of **teardown** and reassembly is the **amount** indicated **below**.
- I will pay a **storage charge** of \$18.00 / day commencing 3 days after phone notification that repairs have been completed.
- I agree to be responsible for payment of all charges for this service together with all cost of collection including reasonable attorney's fees.

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$100.

- ☐ I REQUEST A WRITTEN ESTIMATE.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$100.
- ☐ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

DATE 6/22/98 TIME _____
How did you hear about All Pro? _____
PHONE: _____
Additional Person to authorize repairs: _____
Name: _____
Phone: _____

ALL PRO WARRANTY
All new parts supplied by All Pro Automotive are warranted against defects for **LIFETIME** as long as you own the vehicle. Labor is warranted for 90 days or 3,000 miles. Any exclusions must be noted on the invoice.
Failure caused by abnormal use, misuse, neglect, accident or alteration are not covered by this warranty.
Consequential damages to other parts or additional incidental expenses you may incur as a result of a failed repair are not warranted, including, but not limited to, TOWING, LODGING, ALTERNATIVE TRANSPORTATION, POST WAGES, etc.
You must pay for non-warranted parts and labor performed in connection with a warranted repair.
Diagnostic services are not guaranteed to be accurate if repairs are attempted or performed by anyone other than All Pro Automotive.
YOU MUST PRESENT A COPY OF THE ORIGINAL REPAIR INVOICE FOR WARRANTY SERVICE. WARRANTY CLAIMS WILL BE HONORED ONLY AT THE LOCATION WHICH PERFORMED THE ORIGINAL REPAIR.
WARRANTY EXCLUSIONS

TECH(S) Brad

REPAIR ESTIMATE/REPAIR ORDER #500918

DESCRIPTION OF PROBLEM OR REPAIR REQUESTED:

electrical probs.
No AC, the door won't, Air Bag light on

RETURN REPLACED PARTS ☐ YES ☐ NO TIME PROMISED ASAP
FLAT RATE ☐ HOURLY RATE ☐ BOTH ☐
YR 90 MAKE Chevy MODEL 1990 5th Ave 3 TRANS A
TAG # TRV962 MILEAGE 50214 COLOR Blue
VIN # 1G3XV66346 5715706
QTY 1 PART # _____ WORK DESCRIPTION Brake & Repair \$ AMOUNT 231.00

Brake & Repair
Brake Taper Outboard

1 n 9 wds 1 n 9 wds

MISC. SHOP MATERIALS / DISPOSAL FEES / ETC. none
OTHER REPAIRS NEEDED _____
TOWING _____
SUBLET _____
SUBTOTAL 231.00
TAX 15.02
DISCOUNT/DEPOSIT _____
TOTAL \$246.02
A/R A/R

1ST REPLACEMENT

CUSTOMER COPY

PAYMENT METHOD: ☐ CASH ☐ CHECK ☐ CC ☐ EST ☐ ACT