



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 117

Date Received

04-DEC-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

875967

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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2B4GP25R1VR371708	DODGE TRUCK	CARAVAN	1997	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" 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 type="checkbox"/> Automatic	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	<input type="checkbox"/> Yes <input checked="" 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 Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 11614000	Par. Name(s) AIR CONDITIONER:OTHER PART	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Frnt <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) 65 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

HAD JUST TURNED ON AIR CONDITIONER WHEN THE CONDENSATION STARTED TO BUILD UP & DRIP ON THE BELT CONTROLLING THE STEERING. THIS CAUSES THE BELT TO SLIP & THE POWER STEERING TO LOSE POWER. TOOK TO DEALER & INFORMED BY MECHANIC A TECHNICAL SERVICE BULLETIN #19-01-97 REVISED A WAS SENT ON THE PROBLEM. REPLACING AIR CONDITIONER.

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.

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 117	
OWNER INFORMATION (Type or Print)		Date Received 04-DEC-2000		Reference No. 875967	
[Redacted]		659042		Work Number [Redacted]	
[Redacted]		Home Number [Redacted]		Reference No. 875967	
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.					
Signature of Owner _____ Date <u>12/27/00</u>					
VEHICLE INFORMATION					
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 2B4GP25R1VR371708		Vehicle Make DODGE TRUCK	Vehicle Model CARAVAN	Vehicle Year 1997	Current Odometer Reading 68000
Purchase Date A-97	Dealer's Name Holley Dodge		Engine Size (CID/CC/L) 3.3L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection	No Cylinders 6
<input checked="" type="checkbox"/> New <input checked="" type="checkbox"/> Used	City Middlebury State CT Zip Code _____		Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag
Cruise Control <input checked="" type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input checked="" type="checkbox"/> Minivan <input type="checkbox"/> Other	Sport Utility <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other S	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Component 11614000 01340000	Part Name(s) AIR CONDITIONER; OTHER PART STEERING; POWER ASSIST; BELT		Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	
No of Failures	Date(s) of Failure(s) Mileage at Failure(s) 65000 Vehicle Speed at Failure(s)		Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
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Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)					
HAD JUST TURNED ON AIR CONDITIONER WHEN CONDENSATION STARTED TO BUILD UP & DRIPPED ON BELT CONTROLLING STEERING. THIS CAUSED BELT TO SLIP & LOSS OF POWER STEERING. TOOK TO DEALER & INFORMED BY MECHANIC A TECHNICAL SERVICE BULLETIN #19-01-97 REVISED A WAS SENT ON THE PROBLEM. REPLACING AIR CONDITIONER. *AK					
CONTINUE ON BACK IF NEEDED					
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25 August, 2000

United States Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004
(800) 992-1997

Customer Service,

Please regard this letter as a request for reimbursement.

I purchased a 1997 Dodge Caravan in April, 1997, from Holley Dodge in Middletown, CT. Recently, I had been having problems with loss of power steering. At my 60,000 mile tune-up at a Firestone Service Center, I informed them of the problem and after inspecting the car gave me a Technical Service Bulletin (#19-01-97 Rev. A) which has been in effect since October, 1997. I called Holley Dodge to see if this would be covered under warranty or by a silent recall; I was informed that it would not and was told that they did not provide any additional coverage for their customers. Since I have never been satisfied with either the sales or service at Holley Dodge, I returned to Firestone for the repair.


I am displeased that Chrysler/Dodge does not consider something that effects one's steering a safety issue and did not notify it's consumers previously; in the very least, it should be covered as a silent recall for those who do experience the problem.

Since this was a design defect, and since the repair was required to ensure the safety of my family, I feel I am entitled to a reimbursement: initial inspection \$19.99 (see enclosed Invoice 006799), repair \$168.91 (see enclosed Invoice 007089) -- Total \$188.91.

In the event this request is ignored, you can be assured my satisfaction with Chrysler will be adversely affected. Denial and a lack of customer service would constitute a reason for the public to be informed of the situation.

Please respond promptly.

Cordially,



enclosures:
Invoices #006799, #007089, and TSB 19-01-97 Rev. A

DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

September 18, 2000



Reference # 07655001

Dear 

Thank you for your letter to DaimlerChrysler Motors Corporation.

We have thoroughly reviewed your correspondence and our entire file on this matter. Your concerns are understandable. We apologize, but there is nothing further we can do to more fully address these issues.

Although we cannot provide a more favorable reply, we appreciate your writing to share your concerns with us.

Sincerely,

Vaughn E. Beighle
Senior Staff

10/2/00 THERESA
CUSTOMER SERVICE
- NO REIMB UNLESS RECALL
- ONLY FOLLOWING MULTIPLE
COMPLAINTS.

Subj: Re: CONSUMER PROTECTION
Date: 10/3/00 2:25:28 PM Eastern Daylight Time
From: [REDACTED]
To: BKEngrPCH@aol.com

Please call our 3-On-Your-Side volunteers at 860-244-1750 or 1-800-688-9372 to get assistance in solving this problem. I have also sent a copy of this message to Deborah Kent, our consumer reporter.

>>> <BKEngrPCH@aol.com> 10/03/00 01:39PM >>>

As an owner of a 1997 Dodge Caravan, I recently found that I was losing my ability to steer.

In having my van serviced, they discovered a Technical Service Bulletin noting that due to a design defect, the AC condenser valve is either missing or is located over the serpentine belt; in either case, water is dumped onto the serpentine belt and intermittent loss of steering occurs.

I checked into a warranty or silent recall from both the dealer and Chrysler/Dodge, in which there was none. Since the loss of steering puts my family at danger, I had the repair performed at a cost of \$190. I contacted Chrysler, described the situation, and requested reimbursement since I felt a design defect, being neither a maintenance or failure/wear issue, and being a safety issue, would substantiate a reimbursement. I received a letter indicating that they would not reimburse me, and a telephone call initiated by myself resulted in the same reply.

I responded by explaining that my next step would be to make this as public as possible, and to deliver the message that Chrysler/Dodge does not feel that loss of steering due to their design flaws is a safety issue.

That is where you come in. The case here is probably too limited to constitute a "story" but I would think that some research would most likely turn up several Technical Service Bulletins that are possible safety issues and should be addressed with more attention.

The extra \$190 bill comes at a very inconvenient time with a new baby andGÇ™GÇ™it has really made me angry to be paying for something that is neither my fault nor my responsibility.

I hope you can help with my case.



----- Headers -----

Return-Path: <wlsb@mdp.com>

Received: from rly-ye02.mx.aol.com (rly-ye02.mail.aol.com [172.18.151.195]) by air-ye01.mail.aol.com (v76_r1.8) with ESMTP; Tue, 03 Oct 2000 14:25:28 -0400

Received: from chuckie.mdp.com (chuckie.mdp.com [192.223.4.10]) by rly-ye02.mx.aol.com (v75_b3.9) with ESMTP; Tue, 03 Oct 2000 14:25:01 -0400

Received: from email1 (email1 [192.223.2.75])

by chuckie.mdp.com (8.9.2/8.9.2) with SMTP id NAA08880