



U.S. Department of Transportation  
National Highway Traffic Safety Administration

DOT Auto Safety Hotline  
**Vehicle Owner's Questionnaire**  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received: 21 AM 8:47  
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OFFICE INVESTIGATION

OWNER INFORMATION (Type or Print)

DEFECTS

Daytime Telephone Number  
Evening Telephone Number  
E-mail Address

Name  
Address  
City: BIRMINGHAM State: MI Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, NHTSA will not provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: 1/20/03

VEHICLE INFORMATION

2003 HEC 000007X HGT 1111  
Make: CHRYSLER Model: 300M Model Year: 1999  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: ROYSTER HILLS CHRYSLER (248) 650-9650 Engine: No. Cylinders 6 Fuel Type: GAS  
Original Owner:  Dealer's City: ROYSTER HILLS, MI State: MI Zip Code: 48067  
Transmission Type: \_\_\_\_\_  Antilock Brakes Powertrain: \_\_\_\_\_ Vehicle Component Code: D60000 ENGINE AND ENGINE COOLING  
 Cruise Control Multiple Failure: \_\_\_\_\_

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): EN 11/14 2002 Failure Mileage: 28,000 Failure Speed: 60MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: \_\_\_\_\_ Tire Model (Name or Number): \_\_\_\_\_ Tire Size (Example P215/65R15): \_\_\_\_\_  
DOT No. (Example: DOTM19ABC036)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ Tire Failure Type: \_\_\_\_\_

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: \_\_\_\_\_ Date Manufactured: \_\_\_\_\_ Model No./Name: \_\_\_\_\_  
Seat Type: \_\_\_\_\_ Installation System: \_\_\_\_\_  
Child Seat Component Code: \_\_\_\_\_ Failed Part: \_\_\_\_\_

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).  
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATES WHILE DRIVING AT HIGHWAY SPEED THE ENGINE SHUT DOWN. PLEASE PROVIDE ANY ADDITIONAL INFORMATION. TS  
CAR RANDOMLY STOPS RUNNING AT HIGHWAY SPEEDS. MULTIPLE TIMES NOW (11). LAST 2 TIMES BOTH NEARLY CAUSED MULTI-CAR ACCIDENT DRIVING UNDER 50 MILES FROM THE DEALERSHIP. DEALERSHIP IS ANNOYED AND DOES NOT WANT TO FIX OR UNABLE TO FIX BUT NOT WORRIED ABOUT MY SAFETY.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CAR HAS BEEN TO DEALERSHIP 11 TIMES IN ONE YEAR FOR:  
8 TIMES FOR DYING WHILE DRIVING ON FREEWAY  
2 TIMES FOR TRANSMISSION PROBLEM

VEHICLE HAS NEVER BEEN ABLE TO MAKE TRIP OVER A  
COUPLE HUNDRED MILES. VEHICLE IS UNSAFE BECAUSE IT STOPS  
RUNNING WHILE ON FREEWAY.

CHRYSLER HAS NOT FIXED THE VEHICLE THROUGH MULTIPLE TRIPS  
AND INSIST THAT IT IS MY PROBLEM. ALL MAINTENANCE FOR VEHICLE  
IS UP TO DATE. ALL WORK DONE AT DEALERSHIP WHERE CAR WAS  
PURCHASED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



DOT AUTO SAFETY HOTLINE

**VEHICLE  
OWNER'S  
QUESTIONNAIRE**



TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM

OR

**DASH2DOT**

and dial toll free at

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