



DOT Auto Safety Hotline

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

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 1375

Date Received

Repository ☐2003 MAR 27 PM 4:00
26 FEB 2003Reference No.
10009464

OWNER INFORMATION (Type or Print)

Name

Address

City

CINCINNATI

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side

2C3HD46RX2H131525

Make

CHRYSLER

Model

CONCORDE

Model Year

2002

Date Purchased

11/26/01

Dealer's Name and Telephone Number

JEFF WYLER

513-752-3447

Engine:

No. Cylinders

6

Fuel Type:

GAS

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes☒ Cruise Control

Powertrain (V)

Vehicle Component Code

20000 WHEELS

Multiple Failure: 1

ALL 4 WHEELS

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

26-FEB-2003

Failure Mileage

0 12000

Failure Speed

ALL 4 WHEELS - UNABLE TO SAFELY
REMOVE FROM CAR

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example #215/65R15)

DOT No. (Example: DOTM1SABC036)

☐ 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 HAD TO USE EXCESSIVE FORCE TO REMOVE THE WHEELS FROM VEHICLE, THE LUG NUTS UNSCREWED NORMALLY, HOWEVER A SLEDGE HAMMER HAD TO BE USED TO REMOVE THE WHEELS. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS 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, 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)

When I had the tires rotated @ 12000 miles, the garage attendant had to take a sledge hammer to the wheels after the lug nuts were removed to remove the wheels for rotation. I called the dealer (Jeff Wyley) to complain and was told that I should have used a special coating when I had the tires rotated at 6000 miles. There is no warning in the Owner's Manual about this. He had had a flat tire & tried to remove the wheel himself. There is no way the tire could have been removed while on a jack. The dealer's rep belittled me & said I should have known this. If it is a normal problem Chrysler should issue a warning to owners and service all the vehicles with this coating at no cost - or replace the wheels with ones which can be removed by owner in an emergency with no risk of injury to owner.

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

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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic
Administration
Washington, D.C.