



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 1376

Date Received

2003 APR 23  
20-MAR-2003

Repository ☐

Reference No.  
10012176

OWNER INFORMATION (Type or Print)

Name

Address

City

VIRGINIA BEACH

State VA

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 09/06/03

VEHICLE INFORMATION

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

3C3EL457TT322777

Make

CHRYSLER

Model

SEBRING

Model Year

1996

Date Purchased

08/26/96

Dealer's Name and Telephone Number

DOMINION CHRYSLER

Engine:

No. Cylinders

6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

VA BLM BLVD

State

VA

Zip Code

23455

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-MAR-2003

Failure Mileage

50565

Failure Speed

TRANSMISSION REPLACED AT 50569 MILES AT  
TRANSMISSION CENTER \$1490.60

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM15ABC036)

☐ 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).

VEHICLE'S OIL LIGHT ILLUMINATED WHEN STOPPED, AND GOES OUT WHEN IN MOTION. THE DEALER SERVICED THE VEHICLE BUT THE PROBLEM RECURRENT. THE NEXT DAY THE CONSUMER HEARD A "SCREECHING" NOISE WHEN DEPRESSING THE GAS PEDAL, THEN VEHICLE THEN STALLED WITHOUT WARNING. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO THEN ADVISED THE CONSUMER THE TRANSMISSION NEEDED TO BE REPLACED. \*NLM

TOOK THE CAR AT GREEN GIFFORD

6440 N. MILITARY HIGHWAY

NORFOLK, VA 23518

757-855-2091

MY DEALER CHANGE HANDS TO HALL SEEP-CHRYSLER.

OVER

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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

I Believe Dealer could have caused some kind of damage when they removed the transmission to replace engine freeze plugs. Dealer kept denying they removed the transmission to replace the plugs until I picked up the car on the 21<sup>st</sup> mar.

Dealer's service dept is very unprofessional all they cared about was find other problems then fixing the original problem. NO test data was provided while they tested engine oil pressure. Dealer kept car for extended period of time trying to diagnose a problem without any concern of inconveniencing the customer.

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 73173 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 Safety  
Administration  
Help information and questionnaire

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**