



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 1368

Date Received

2003 JUN 17
27-MAY-2003

Repository ☐

Reference No.
100216240

OWNER INFORMATION (Type or Print)

Name

Address

City

SAULT SAINTE MARIE

State MI

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 _____, access to the vehicle manufacturer.

Signature of Owner

Date 6/10/03

VEHICLE INFORMATION

Make

CHRYSLER

Model

SEBRING

Model Year

1996

Date Purchased

4-30-96

Dealer's Name and Telephone Number

O'CONNORS (906) 475575

Engine:

No: Cylinders

6

Fuel Type:

Unleaded

Original Owner

☒

Dealer's City

Pickford, MI

State

MI

Zip Code

6

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

021600 SUSPENSION; FRONT: WHEEL BEARING - REAR

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

24-MAY-2003

Failure Mileage

Failure Speed

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: DOTN15ABC036)

☐ 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).

THE WHEEL BEARING FAILED FOR THE TENTH TIME. *NUM I have had 10 wheel bearings replaced, since I purchased the car in April of 1996. Enclosed are the receipts for the 10 replacements, and other paperwork regarding these incidents.

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)

Wheel Bearings Replaced

#1 and #2	Rear @ 12,302	(Warranty)	3-1997
#3 and #4	Rear @ 35,131	(Warranty)	12-1998
#5	Rear @ 64,815		OCT. 2000
#6 and #7	Front-Rear 74,000		Mar. 2002
#8	Right Front @ 85,000	] This one only, set was lasted 6000 Oct. 2002 miles Apr. 2003	
#9	Left Rear @ 85,000		
#10	Right Front @ 91,073		

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
DOT Auto Safety Hotline, NSA-10.1
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



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National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

[REDACTED]
Sault Ste. Marie, MI [REDACTED]

October 5, 2002

Bill Moore:

I am writing in regard to my 1996 Chrysler Sebring LXI, which I claim to be a lemon car. I have replaced 9 wheel bearings during six repairs over the six years that I have owned the car.

Every mechanic that I have spoken to says that this is very extraordinary and this must be the fault of the car. I have taken excellent care of my car, rarely having driven it on rough roads.

I strongly insist that in all fairness, DaimlerChrysler reimburse me by replacing my car with a new one or at very least issue me a check for \$1417.16, for the total that I have had to pay because of the failure of the wheel bearings. Because of this vehicle's history, I also need to have an unlimited warranty on any future wheel bearing replacements

I am awaiting your immediate reply because I would like to get this matter solved without going through the legal process.

Enclosed are the receipts for the replaced wheel bearings.

Sincerely,
[REDACTED]

P.S. This car has caused me great concern, worry and time.

DAIMLERCHRYSLER

October 18, 2002

**DaimlerChrysler
Motors Corporation**

Sault Sainte Marie, MI

Dear

Thank you for your recent letter to DaimlerChrysler Motors Corporation.

We fully appreciate your concern, particularly, in view of the expense and inconvenience involved. However, we are unable to accommodate your request for consideration in this matter. The vehicle in question has exceeded the time or mileage limitations of the warranty (or warranties) we offered on that vehicle at the time it was purchased.

Although we are unable to provide a more favorable reply, we do appreciate your writing to share your concerns with us.

Sincerely,

Christopher J. Meadows

Christopher J. Meadows
Senior Staff

[illegible]

**CONSUMERSM
LEGAL
SERVICES, P.C.**
ATTORNEYS AND COUNSELORS



RONALD J. BOLZ
CHRISTOPHER M. LOVASZ
STEVEN S. TOTH
MARK P. ROMANO
STEVEN G. STANCROFF
TROY T. GORMAN
CHRISTOPHER A. WINKLER
MATTHEW W. DELEZENNE
KARL P. HEIL

30928 FORD ROAD
GARDEN CITY, MI 48135
(734) 261-4700
FAX: (734) 261-4737
E-MAIL: cls@lemoset.com

May 13, 2003

[REDACTED]
Sault Ste. Marie, MI [REDACTED]

RE: 1996 Chrysler Sebring

Dear [REDACTED]

At this time, it is our position that, although you may have a viable claim, we will be unable to undertake this matter on your behalf.

The law imposes certain time limits known as Statute of Limitations. If you want to file a claim you must do so before the Statute of Limitations expires. Limitation periods vary as little as 90 days up to 6 years or more.

**IF YOU WANT TO PURSUE THIS MATTER ANY FURTHER, YOU SHOULD
RETAIN ANOTHER ATTORNEY IMMEDIATELY.**

Very truly yours,

CONSUMER LEGAL SERVICES, P.C.

Ronald J. Bolz, Esq.

**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).**