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 100147

Date Received: 2003 SEP 12 PM 1:25 — 17-JUL-2003

Repository ☐

Reference No. 10029485

OWNER INFORMATION (Type or Print)

Name: [redacted]

Address: [redacted]

City: HORSEHEADS | State: NY | Zip Code: [redacted]

Daytime Telephone Number: [redacted]

Evening Telephone Number: [redacted]

E-mail Address: [redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an [redacted] *or address to the vehicle manufacturer,*
Signature of Owner [redacted] Date ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
2C3-HD56T5SH-568297	CHRYSLER	CONCORDE	1995

Date Purchased	Dealer's Name and Telephone Number	Engine: No: Cylinders	Fuel Type:
9/30/1994	Redfield Motors (Chilson Wilcox now) 607-962-2434	6	Regular

Original Owner	Dealer's City	State	Zip Code
☒	Corning, NY	NY	14830

Transmission Type		Powertrain	Vehicle Component Code
Automatic	☒ Antilock Brakes ☒ Cruise Control		034520 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
~~29-JUN-2003~~ 6 JUN 2003	74575	~5 MPH	One ~~front~~ brake pad from each front wheel fell off.

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: DOTMA(SABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☒ Yes ☐ No	☐ Yes ☒ No	None	None	Y

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 THAT WHILE DRIVING AND WITH NO WARNING BRAKE PADS FELL OFF VEHICLE, CAUSING CONSUMER TO CRASH. DEALER NOTIFIED.*AK

See attached statement

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 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.

[redacted]
Horseheads
NY [redacted]

Phone [redacted]
E mail: [redacted]

August 8, 2003

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-216
400 7th Street SW
Washington, D.C. 20590

Gentlemen:

The purpose of this letter is to provide details of the accident involving a 1995 Chrysler Concorde (VIN 2C3-HD56T5SH-568697) on June 6, 2003.

We had reported the accident to Chrysler. An investigator from Engineering Analysis Associates representing Chrysler visited us to look over the failed parts and to provide his assessment to Chrysler. We have just received a response from Chrysler, denying any liability for the accident. I am not sure whether they plan to take any follow up action to prevent recurrence of such failures.

The most unsettling part of this accident was the fact that the brake pads failed without any prior warning, and could have resulted in far greater damage including personal injuries or even a loss of life. Had the brake failure occurred on the road, I might not have been around to write this letter. Chrysler's denial of responsibility for the failure is even more upsetting!

The Accident
Before the accident, the car was parked in my driveway. When I started to back up from the driveway was unable to stop the car in order to turn onto the road. It continued to move back. It barely missed the mailbox across the street and stopped in the bushes next to it.

Not realizing why the car did not stop, I decided to move the car back into the driveway, so it would not block the traffic on the road. However, when I put the car in drive, I could not stop it. The car continued to move forward. It crashed through the closed garage door and the entrance into the house from the garage, and stopped about three feet inside the house. The car was slowed down by a couple of ladders that fell in front of it, and was stopped by an inside wall. The walls separating the garage from the house were also knocked down during the accident. Figures 7 and 8 show the damaged garage door and the interior of the house, respectively.

The policeman who came to investigate the burglar alarm for the house set off by the accident found a brake pad on the driveway where the car was originally parked. We also found the other brake pad on the driveway.

The total damage for the house and the car from the accident was over $12,000 ($7,600 for the house and $5,104 for the car). Fortunately, no one was physically hurt. The potential for damage was far greater if the brakes had fallen off while driving the car in traffic.

Nature of the Failure
The brake failure was traced to the inner pads on each of the front wheels. Figures 1 through 4 show photos of the front brake pads and rotors removed from the car during repair. Each brake pad that fell off was located near where each of the front wheels would be while the car was parked in the driveway. A track of what appeared to be a powdery residue from the brake pads was also seen on the driveway, as seen in Figure 10, which also shows the approximate locations where the pads were found on the driveway.

Figure 1 shows the failed brake pads and backer plates. This photo shows the mating surfaces of the brake pads and the backer plates. Note the scrape marks from the failed rivets on the mating surface of the brake pad. The rivets rusted while the parts were in storage.

Figure 2 shows the front rotors along with all four brake pads. This photo shows the surfaces of the pads that rub against the rotors. . The photo indicates that the pads failed due to the rivets coming out of the countersinks holding them in place. The mode of failure is more clearly evident in Figures 5 and 6. The rotors do not show any unusual features such as wear marks. . The rust on the rotor surface occurred while in storage.

Figure 3 shows the brake pads along with the other surface of the front rotors. Conclusions from this photo are similar to those from Figure 2

Figure 4 shows a close up view of the four brake pads in order to compare the amount of material left on the pads that failed and those that did not. The failed pads were placed over the backer plates. The photo indicates that the thickness of the pads was comparable for the failed and in tact brake pads

Figures 5 and 6 show a close up view of each of the failed pads resting on the backer plate. As mentioned earlier, it shows failure of the countersinks in the brake pad as the failure mode. It also provides a better idea of the thickness of the brake pad.

Figure 9 shows another photo of the failed brake pads taken on the day of the accident.

Background
The car was brand new when we purchased it from the dealer. The brake pads that failed were the original ones that came with the car. The brakes were checked at the Chrysler dealership in Corning, NY at 69,758 miles on November 19, 2001. At that time, the mechanic had indicated that there was enough material left on the pad, and replacing the brakes was not necessary.

The car was driven about 5,000 miles since the brake inspection, as indicated by the mileage (74,575) at failure. The car was inspected at 71,650 miles on April 15, 2002. New York State inspection requires inspection of a front brake pad for wear. Again, nothing unusual was reported at that time.

Copies of the brake inspection by the Chrysler dealership and New York State inspection reports are attached.

There was no prior warning such as noise from metal to metal contact during braking prior to the accident. The only noise heard during braking was at the time of the accident – a sound similar to driving on a few pebbles, or on a rumble strip for slowing down on the highway was heard initially while braking. The sound may have been associated with the brake pads separating from the rivets. Figure 10 shows traces of what appears to be rust or flaked-off material from the brake pad on the driveway where the car war parked just before the accident.

I hope this information is sufficient to initiate a preventive action so that such a failure does not happen without adequate prior warning. If you have any further questions, please feel free to contact me by phone, e-mail or U.S. mail.

Sincerely,

[redacted]

Figure 1

Figure 2.

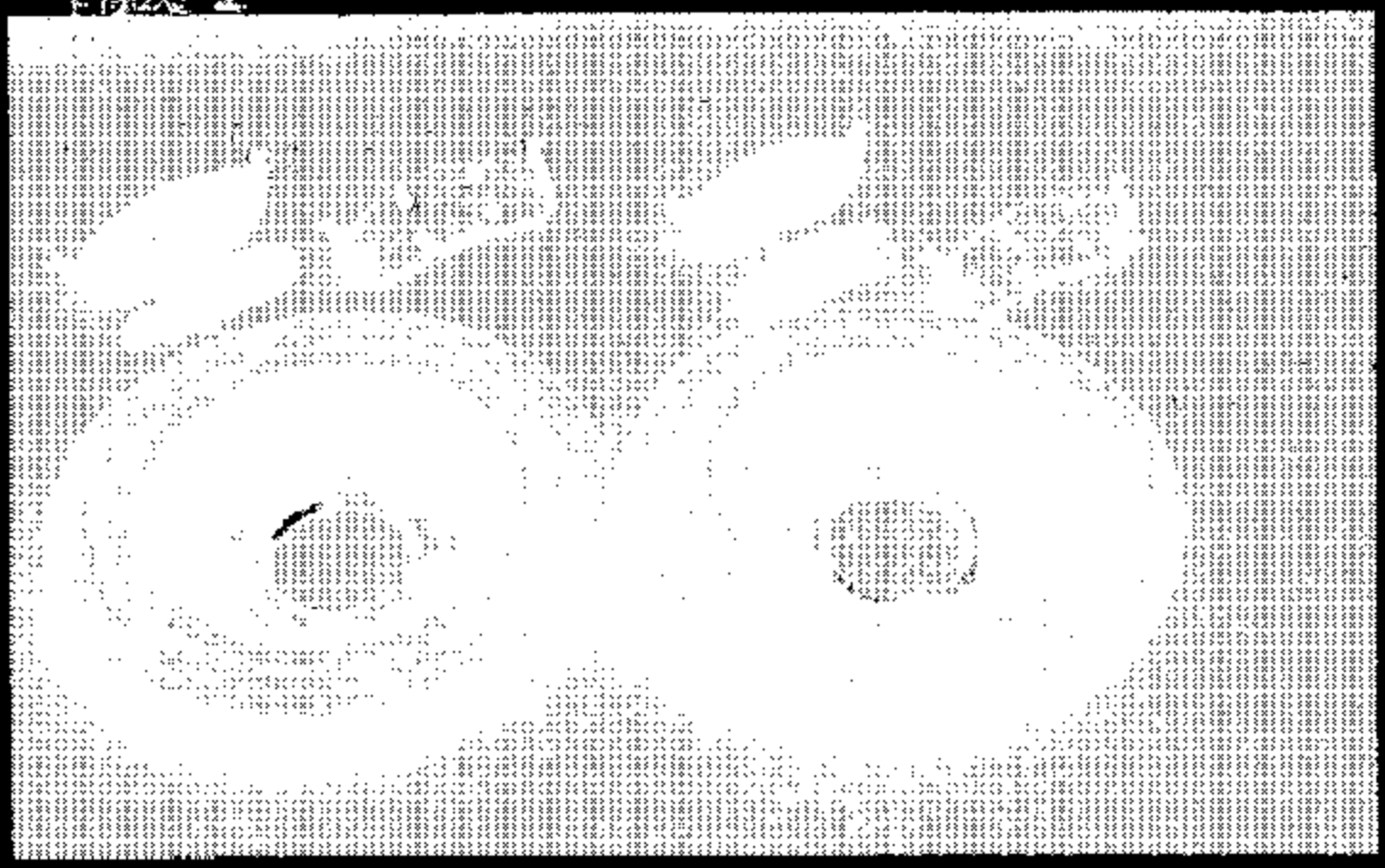

Figure 3

Figure 4

Figure 5

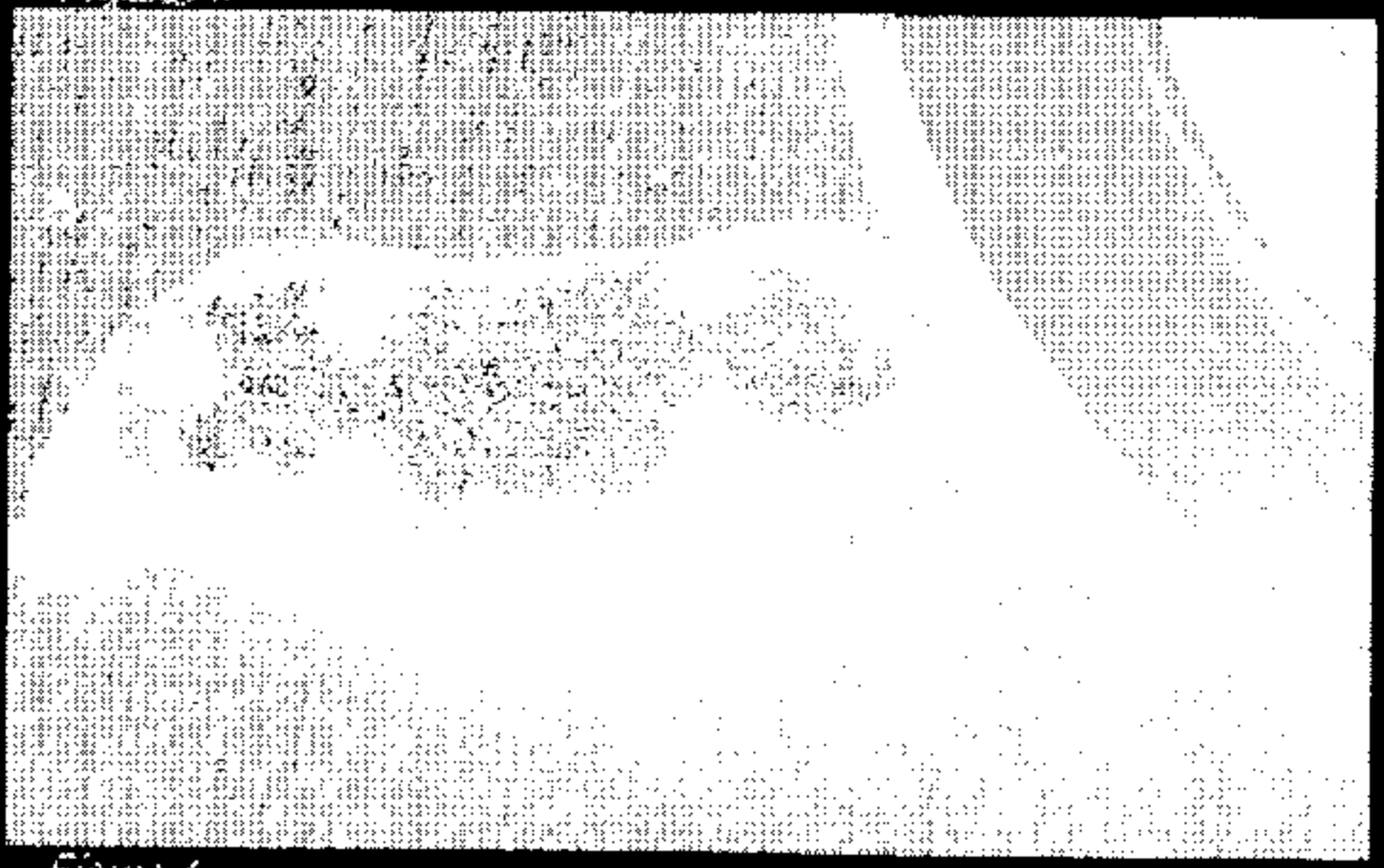

Figure 6

Figure 7

Figure 8

Figure 9 Failed brake pads. Photo taken on the day of the collision.

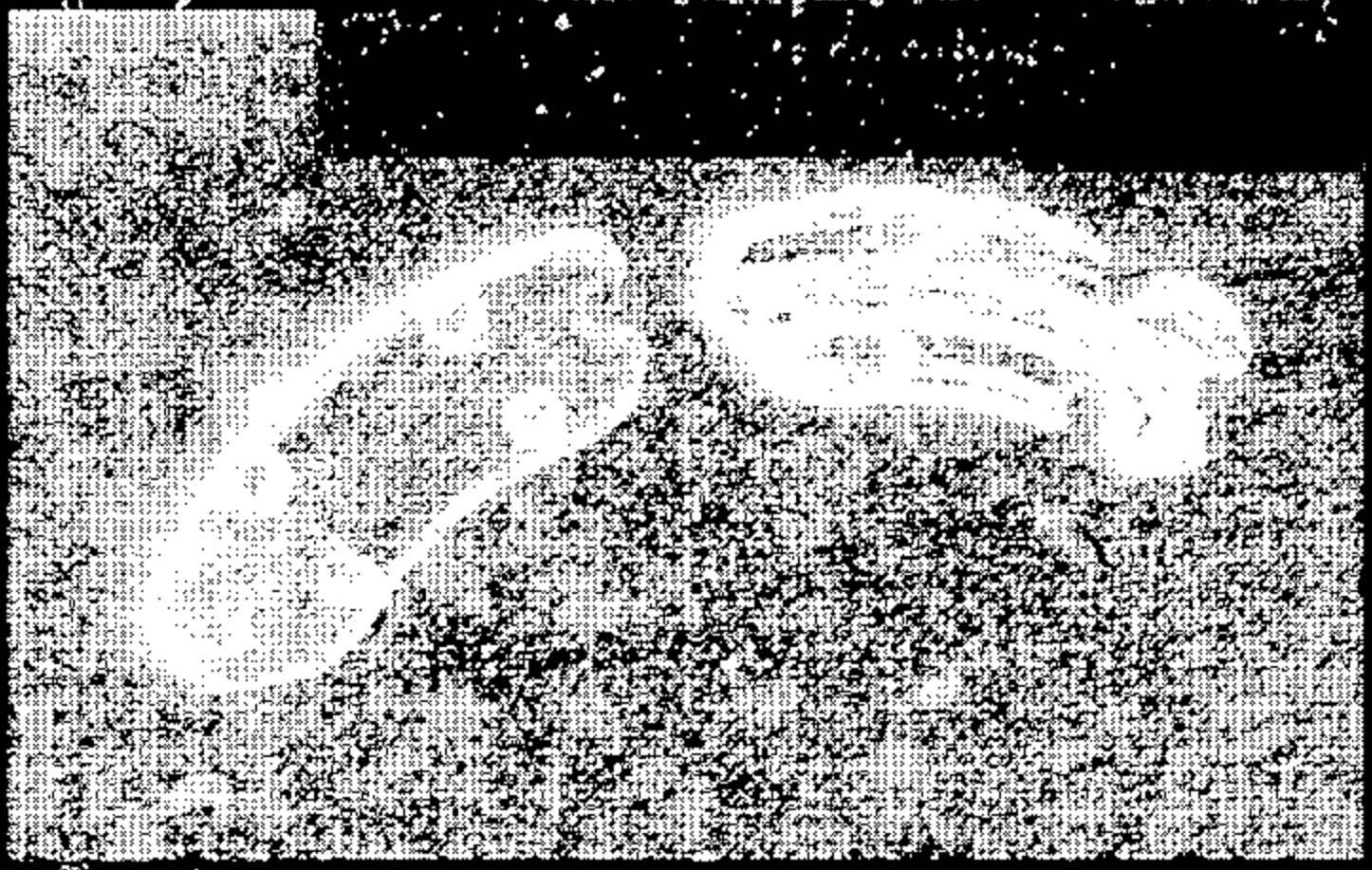

Figure 10

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Office of the General Counsel

August 4, 2003

[redacted]
Horseheads, NY [redacted]

Re: Vehicle: 1995 Chrysler Concorde
Vin: 2C3HD56T5SH568897
Date of Loss: 06/04/2003

Dear [redacted]

This is in response to your request to investigate the above referenced incident.

After a thorough investigation of this matter, we have determined that the cause of the incident that occurred on 06/04/2003 is not due to a DaimlerChrysler Corporation responsibility. Based on this information, we deny liability in this matter.

We are sorry we cannot be more helpful.

Very truly yours,

Karen M. Trickey

Karen Trickey
Customer Claims Resolution Group
(248) 512-4026
(248) 512-4051 (fax)
kt124@dcx.com

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).