



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) 2003 SEP 23
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

Repository ☐

29 JUL 2003

Reference No.
10031337

OWNER INFORMATION (Type or Print)

Name

Address

City

LENOIR

State NC

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?
In the absence of an answer, we will assume you do not authorize this.

☒ YES

Signature of Owner

Date 8-12-03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GTEAL3WB518615

Make
CHRYSLER

Model
TOWN AND COUNTRY

Model Year
1998

Date Purchased
OCT. 2000

Dealer's Name and Telephone Number
BLUE RIDGE MITSUBISHI 704-265-2271

Engine:
No. Cylinders 6

Fuel Type:
GAS

Original Owner
☐

Dealer's City
BOONE NC

State
NC

Zip Code
28607

Transmission Type
AUTO

☒ Antilock Brakes
☒ Cruise Control

Powertrain
A W D

Vehicle Component Code
050000 PARKING BRAKE

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage
55000

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: 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

WHEN THE PARKING BRAKE IS ENGAGED IT LOCKS UP AND WOULDN'T DISENGAGE. DEALERSHIP SERVICED THE VEHICLE, BUT PROBLEM STILL EXISTS. *AK

① CLARK TIRE AND AUTO FOUND BRAKE LINING OFF AND JAMMED IN DRUM. ② CHECK PARK BRAKE - 8-12-03 INSTALLED PARTS

③ ADJUST BRAKE - AND INSPECT 7-18-03

EVERY TIME THE BRAKES LOCK UP THE CABLE DISCONNECTS. THE CHRYSLER DEALER SAID THAT EVERY TIME YOU SERVICE THE BRAKES YOU HAVE TO REPLACE

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.

THE RATCHET THAT FREEZES UP. IT'S COST 15.48.00 PER BRAKE PLUS LABOR Total Cost on Parking Brake 429.92