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 252

Date Received	Repository
2003 SEP 12 AM 9:07 06-AUG-2003	Reference No. 10032324

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
[redacted]	[redacted]	
Address [redacted]	Evening Telephone Number [redacted]	
City FRONT ROYAL / State VA / Zip Code [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]se or address to the vehicle manufacturer.
Signature of Owner [redacted] Date 8/22/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1C3EJ56H0TN128912	CHRYSLER	[redacted] CIRRUS LX	1996

Date Purchased	Dealer's Name and Telephone Number		Engine No. Cylinders	Fuel Type
2-11-99	CLARK MOTORS INC 540-622-2500		6	GAS
Original Owner ☐	Dealer's City WINCHESTER	State VA / Zip Code 22630		

Transmission Type			Vehicle Component Code
AUTOMATIC	☑ Antilock Brakes ☑ Cruise Control	Powertrain	103000 POWER TRAIN:AUTOMATIC TRANSMISSION Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
06-AUG-2003	89455	30	

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: DOTMAL9ABC036)	☐ 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).

WHILE TRAVELING ON THE HIGHWAY AND WITHOUT PRIOR WARNING THERE WAS A EXPLOSION DUE TO TRANS AXLE LOOSENING AND BUSTING THE TRANSMISSION CASE. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

ON 7/30/03 LEAVING RESIDENCE EARLY MORNING TO GO TO WORK ONE MILE FROM RESIDENCE GOING DOWN BLUE MOUNTAIN [illegible] A VERY LOUD [illegible] SOUND CAME FROM UNDER THE VEHICLE, ENGINE CUT OFF LEAVING ME WITH LOSS OF POWER STEERING AND POWER BRAKES. I MANAGED TO GET OFF THE ROAD, LOST TRANSMISSION FLUID, IF I HAD NOT BEEN AN EXPERIENCED DRIVER THIS COULD HAVE RESULTED IN A VERY SERIOUS ACCIDENT! THERE WAS NO WARNING AT ALL!! CAR SERVICE ON 7/03 FOR TRANSMISSION [illegible] 7/25/03 [illegible] [illegible] [illegible] FOR BOTH [illegible] [illegible] I had [illegible] [illegible] [illegible] TO DETERMINE [illegible] [illegible] I FEEL THIS WAS A SERIOUS DEFECTIVE PRODUCT CHRYSLER HAS PUT ON THE ROAD. MY VEHICLE IS [illegible] [illegible] YOUR HELP ON THIS ISSUE WOULD BE APPRECIATED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

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400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

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

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

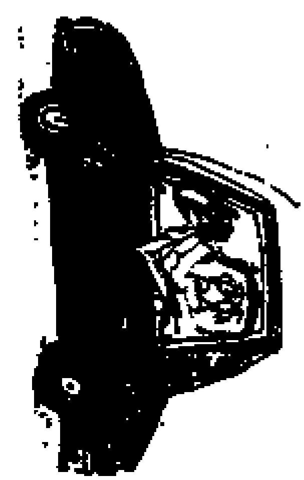
DASH2DOT

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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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).