

2003 OCT 15 PM 3:26

10032324

10/10/03

DEAR SIR:

THIS IS THE 3RD TIME I HAVE
ASK FOR A Simple Reply OF
THE STATUS OF THIS CLAIM.

CLAIM # 10032324 SENT 8/6/03

I WAS TOLD THERE WAS NO PHONE
NUMBER TO CONTACT. I TOOK THE
TIME TO FILL OUT THE FORMS
YOU SENT OUT AND SAFETY NOTICE
BECAUSE THIS WAS A SERIOUS MATTER.
I REALIZE IT DOES TAKE TIME.

AND I HAVE BEEN PROMISED I FEEL
I AT LEAST SHOULD HAVE A REPLY.

IF NO REPLY I MAY HAVE
TO TAKE FURTHER ACTION CONCERNING
THIS MATTER. I HOPE THIS DOES NOT
PROVE TO BE ANOTHER CASE. A CASE
WITH THIS DEFECT COULD CAUSE A SERIOUS
INJURY OR DEATH.

Maria
10/14/03


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

06-AUG-2003

Repository ☐Reference No.
10032324

OWNER INFORMATION (Type or Print)

Name

Address

City

FRONT ROYAL

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?
In the absence of your signature, the manufacturer of the vehicle must be notified by the manufacturer.

Signature of Owner

☐ YES ☒ NO

Date 8/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C3EJ56H9TN128912

Make

CHRYSLER

Model

CIRRUS LX

Model Year
1996

Date Purchased

2-11-99

Dealer's Name and Telephone Number

CLARK MOTORS INC 540-622-2500

Original Owner

Dealer's City

WINCHESTER

State VA

Zip Code

22630

Engine - 2.5T

No. Cylinders

6

Fuel Type:

GAS

Transmission Type

Automatic

☒ Anti-lock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-AUG-2003

Failure Message

P9455

Failure Speed

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: DOT45ABC036)

☐ 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, including location, date, and time.)

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(es).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what you done to correct the failure; (4) parts repaired or replaced (and if old part is available).

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

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-595) Title 5, U.S.C. 552a states that information is requested pursuant to an authority vested in the National Highway Traffic Safety Administration and Department of Transportation. You are under no obligation to respond to this questionnaire. Your responses may be used to conduct the NHTSA's investigation into whether a manufacturer could take appropriate action to correct a safety defect. If the NHTSA proceeds with a recall campaign or other action against a manufacturer, your responses, if a manufacturer, may be used in support of the agency's action.

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

ON 7/30/03 LEAVING REGIONAL EARLY MORNING TO GO TO WORK
ONE MILE FROM RESIDENCE GOING DOWN BLUE MOUNTAIN IN CAR
A VERY LOUD PLOPPING 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, LOSS
TRANSMISSION. EVENT, I HAD NOT BEEN AN EXPERIENCED
DRIVER, THIS COULD HAVE RESULTED IN A VERY SERIOUS ACCIDENT.
THERE WAS NO WARNING AT ALL!! CAR FORKILL ON 7/28/03
FOR TRANSMISSION & 7/28/03 BLAKE MONTANA 1300 ENGINE.
FOR BOTH PASSENGER & DRIVER I HAD VIBRATION SOME VIBRATION TO
ALTERING CHASSIS (BOTH ENGINES) I FELT THIS WAS A SERIOUS PROBLEM
DON'T CHARGE! HAS NOT ON THE ROAD. MY VEHICLE IS SUBJECT OF RECALL.
I REQUEST YOUR HELP IN THIS ISSUE WOULD BE APPRECIATED.
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



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