



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 100079

Date Received: 2003 DEC 10 PM 2:55  
10-NOV-2003  
Repository   
Reference No. 10046892

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: ELKHART State: IN Zip Code: [Redacted]  
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorized name or address to the vehicle manufacturer,  YES  NO  
Signature of Owner: [Redacted] Date: 11/18/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1C4GP64L1YB524885  
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2000  
Date Purchased: 9-17-1999 Dealer's Name and Telephone Number: SORG CHRYSLER - 574-533-9605  
Original Owner:  Dealer's City: GOSHEN State: IN Zip Code: 46527  
Engine: No. Cylinders: 6 Fuel Type: Gas  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: FRONT WHEEL DRIVE  
Vehicle Component Code: 2D1000 WHEELS:RIM  
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-NOV-2003 Failure Mileage: 63900 Failure Speed: 30 MPH  
ALUM WHEELS LEAK-AIR BECAUSE OF RIM CORROSION BETWEEN TIRE AND SURFACE-WHEEL

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/85R16): [Redacted]  
DOT No. (Example: DOTM4LSBCCC35): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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).

CONSUMER STATED REAR AND FRONT RIM MEDALLION CHROME COMPLETELY RUSTED, AND WAS LEAKING AIR. DEALER STATED NEVER SEEN THIS BEFORE. \*AK

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 summarized summary thereof, may be used in support of the agency's action.

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

4-27-01 24705 Replaced Tire Because of Rim Leak (Damaged Tire)  
Replaced By DEARA S&B Chyler

8-13-03 58492 Replaced sub-Tire Because of Rim Leak (Damaged Tire)  
Replaced By S&B's AUTO CENTER

9-05-03 63000 Tire Repair By Discount Tire Show Rim Leak

11-03-03 63900 Same Tire Repair By Discount Tire Show Rim Leak  
This time was there to confirm rim leak, and then down of tire,  
inside was one mass of corrosion, contact surface above wheel rim & tire

ATTACH ADDITIONAL EVIDENCE 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 73175 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  
ON

**DASH2DOT**

and dial toll free at

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**1-888-327-4238**

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(DASH) & DOT



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http://www.nhtsa.dot.gov/dotfiles

**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).**