



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 120

Date Received: 2004 JAN - 13-NOV-2003
Repository:
NHTSA ID: 10047940

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: NEW FOUNDLAND State: 00 Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:
Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, please print your name and address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 2/11/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2C3HD36JBYH216960
Make: CHRYSLER Model: CONCORDE Model Year: 2000
Date Purchased: JULY 2002 Dealer's Name and Telephone Number: RYDAL GARAGE 709-466-2616
Original Owner: NO Dealer's City: CLAUVILLE NF State: NF Zip Code: [Redacted] Engine: 6 No. Cylinders: 6
Transmission Type: Antilock Brakes Powertrain: Cruise Control
Vehicle Component Code: 121000 EXTERIOR LIGHTING: HEADLIGHTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 13-NOV-2003 Failure Mileage: Failure Speed: HEAD LIGHT NO GOOD ON LOW BEAM

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: DOTM19A8C038) 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: 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(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 parts available).

CONSUMER WAS DISAPPOINTED WITH HEADLIGHTS. AS LONG AS HE WAS DRIVING IN DAY LIGHT EVERYTHING WAS FINE. BUT, WHEN HE WAS DRIVING AT NIGHT HE COULD NOT SEE. THE LOW BEAM GAVE HIM AN APPROXIMATE DISTANCE OF 75 FEET IN FRONT. CONSUMER COMPLAINED TO DEALER, BUT WAS TOLD BY DEALER THERE WAS NOTHING THAT COULD BE DONE BECAUSE THAT WAS THE WAY THE LIGHTENING SYSTEM WAS DESIGNED. ALSO, CONSUMER WAS TOLD THAT EVEN IF HE HAD THE HEADLIGHTS CHANGED IT WOULD NOT BE ANY DIFFERENT BECAUSE THE TYPE OF BEAMS THAT FITTED THIS VEHICLE WERE ALL THE SAME, AND THEY COULD NOT BE ADJUSTED. CONSUMER WAS AFRAID THAT HE COULD BE IN AN ACCIDENT BECAUSE IT WAS HARD TO SEE AT NIGHT. *AK

Include, if available, Police/Fire Department Report, Photos, and Repair Invoices.

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.

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

WHEN DRIVING AT NIGHT WITH HEAD LIGHTS ON LOW BEAM ON HIGHWAY WITH NO STREET LIGHTING I CANNOT SEE ANYMORE THE 75 FEET IN FRONT OF THE CAR. I HAVE TAKEN IT TO THE ROYAL GARAGE (DODGE) CLAREVILLE N.B. CANADA THEY SAY THEY CANNOT ADJUST THE LIGHT ANY HIGHER. THEIR OPINION IS THAT IT IS A MANUFACTURING DEFAULT, POOR DESIGN SYSTEM FOR HIGHWAY DRIVING. IT IS A SAFETY RELATED DEFECT" I WILL BE BUYING A NEW CAR NEXT YEAR, BUT IF I DON'T GET THIS PROBLEM TAKEN CARE OF IT WON'T BE A CHRYSLER PRODUCT

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**

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TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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and dial toll free at

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(DASH) 2 DOT



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