



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 ☐

06-JAN-2004

Reference No.

10053400

OWNER INFORMATION (Type or Print)

Name

Address

City

TUCSON

State

AZ

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? ☒ YES ☒ NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/14/04

VEHICLE INFORMATION

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

2C3HD48R7Y

Make

CHRYSLER

Model

CONCORDE

Model Year

2000

Date Purchased

02/00

Dealer's Name and Telephone Number

STEVE CHRISTY

Engine:

No. Cylinders

8

Fuel Type:

REG

Original Owner

Dealer's City

TUCSON

State

AZ

Zip Code

85730

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

014000 STEERING: RACK AND PINION

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

06-JAN-2004

Failure Mileage

53,000

Failure Speed

- 3+5 Mi

CAR WAS BEING PARKED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

0

0

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).

steering mechanism broke

WHILE PULLING INTO A PARKING LOT VEHICLE SHOOK. CONSUMER HAD VEHICLE TOWED TO HOME. CONSUMER HAD VEHICLE TOWED TO HOME FOR ANALYSIS, AND MECHANIC NOTICED THAT MAIN BOLT CONNECTED TO RACK AND PINION SHEARED OFF, AND NEEDED TO BE REPLACED. AS THE VEHICLE COULD NOT BE STEERED.

BOTH BOLTS THAT CONNECT THE TIE RODS TO THE RACK & PINION WERE BROKEN COMPLETELY OFF. TO REPAIR WE HAD TO REMOVE RACK & PINION DRILL OUT OLD BOLTS AND REPLACE WITH NEW BOLTS. INCIDENTALLY THE NEW BOLTS (FROM DEALER) ARE DIFFERENT THAN OLD BOLTS; THIS LEADS TO BELIEVE THEY HAVE PROBLEMS WITH OLD BOLTS. IF THIS WOULD HAVE HAPPENED ON HIGHWAY AT HIGH SPEEDS IT WOULD HAVE BEEN A DISASTER.

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.