



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 231

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OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City FREEHOLD State NJ Zip Code [Redacted]
Daytime Telephone Number [Redacted]
E-mail Address [Redacted]
Fax Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of [Redacted] your name or address to the vehicle manufacturer. YES NO
Signature of Owner [Redacted] Date 3/24/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2C3HD46R0VH353533 Make CHRYSLER Model CONCORDE Model Year 2000
Date Purchased 9-1-01 Dealer's Name and Telephone Number NOVO MOTORS INC Engine: No. Cylinders 6 Fuel Type: reg. gas
Original Owner Dealer's City MORRISTOWN State NJ Zip Code [Redacted]
Transmission Type Antilock Brakes Powertrain Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Auto Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 2-21-04 Failure Mileage 71368 Failure Speed 55 ENGINE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/85R15) [Redacted]
DOT No. (Example: DOTM1A9ABC036) 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 0 Number of Deaths 0 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).

WHILE DRIVING 55 MPH CONSUMER HEARD A LOUD BANG. ENGINE DIED. DEALERSHIP SERVICED THE VEHICLE, AND DETERMINED THAT ENGINE HAD BLOWN. *AK EST. REPAIR \$6000+?
Further investigation by owner indicates that this is ongoing problem with this engine. As of today's date Chrysler has refused to even open a case file. No RESULT ENGINES OR WHOLE NEW ENGINES ARE AVAILABLE.
The problem is that even with regular oil change, sludge builds up causing the engine to "blow"

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.