



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 100078

Date Received

Repository ☐

29 APR 2004

19 MAR 2004

Reference No.

10063540

OWNER INFORMATION (Type or Print)

Name

Address

City

NEW BALTIMORE

State

MI

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 address to the vehicle manufacturer.

Signature of Owner

Date 04/12/04

VEHICLE INFORMATION

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

2C3HD46R12H000380

Make

CHRYSLER

Model

CONCORDE

Model Year

2002

Date Purchased

7-11-02

Dealer's Name and Telephone Number

ORCHARD CHRYSLER

596-336-0200

Engine: 2.7L V6

No. Cylinders

DOHC 24 VALVE

Fuel Type:

Gas

Original Owner

☒

Dealer's City

WASHINGTON

State

ME

Zip Code

48095

Vehicle Component Code

180000 VEHICLE SPEED CONTROL

Transmission Type

4 SPEED

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-MAR-2004

04-SEP-2003

Failure Mileage

26709

21,433

Failure Speed

ON

ACCELERATION

4-12-04 22,415 MILES - VAPOR CANNISTER - NVLD DETECTOR

3-9-04 NO REPAIR DONE

3-23-04 - THROTTLE POSITIONING SENSOR

8-10-03 - SEVERED CABLES - BUILDUP

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: DOTM18ABC036)

☐ 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 part is available).

WHILE DRIVING AT ANY SPEED VEHICLE WAS TOWED TO THE DEALERSHIP, AND TECHNICIAN REPLACED THROTTLE

SENSOR, BUT PROBLEM RECURRED. *AK

DRIVEN

SEE ATTACHED. (ENCLOSED)

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.

After various occurrences of stalling and jerking on acceleration, car was driven to dealership on 9-04-03. I explained at that time that it would jerk and hesitate as if not getting gas and the service engine light would come on, then go off. The service department said it was a carbon buildup and they cleaned it. It was suggested by a salesman that I use premium fuel on occasion, which I did.

The car continued to occasionally experience the same problem. On 3-03-04, while on a busy highway, the car was so bad that I could not accelerate. It was constantly jerking and slowing down and the engine light remained on. I called the dealership from my cell phone and was told to drive it to them. They assured me as long as the light for the engine was not blinking, it would be alright to drive. I was approximately 30 miles from the dealership and was concerned about being hit from behind because of the constant hesitation. I managed to slowly get to the dealership. This time they said it was the throttle positioning sensor and they replaced it.

Then on 3-16-04, while trying to accelerate and merge into traffic, my car started to stall again with the same problem. I was luckily able to avoid being hit by approaching traffic. On 3-17-04 I returned to the dealership with the same complaint. They drove it,

a mechanic took it home for the night, and said they could not duplicate the problem and unless the engine light is on, they can't fix it. It was returned to me on 3-18-04.

On 3-18-04 I contacted by phone the Chrysler Customer Service Assistance Center and spoke to Sue. She listened to my complaint and gave me a Cain file # 12154303 but I have not heard from them regarding this potential safety issue.

I admit the problem is occurring sporadically but surely there is a problem. I fear that one day while trying to accelerate and merge entering a freeway or some other high traffic road, my car may stall and cause an accident with approaching vehicles resulting in serious injury to myself or others.

Obviously with traffic and road conditions ~~as~~ ^{as} they are it is not practical for me to sit in my car waiting for no approaching traffic so I can safely enter a road just in case my car decides to stall.

On 4-09-04 the service engine light again came on, however the car was not experiencing any driving problems. The engine light came on and off 3 times over the holiday week-end. Today, 4-11-04, I returned to the dealership with engine light still on. This time they replaced the Vapor Connector and NVLD Detector and returned the car to me.

-3-

I'm not yet sure if this will fix the problem.

I have enclosed copies of all the repair orders.
Please contact me if further information is
required.

Thank you.

[REDACTED]
New Baltimore, MI [REDACTED]
[REDACTED]

3.

**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).**