



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 1367

Date Received

Repository ☐

30-APR-2004 2004

Reference No. 5: 24
10071883

OWNER INFORMATION (Type or Print)

Name

Address

City

WEST SPRINGFIELD

State

MA

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 authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/26/04

VEHICLE INFORMATION

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

2C3HE66G000264034

Make

CHRYSLER

Model

3DOM

Model Year

1999

Date Purchased
12-DEC-02

Dealer's Name and Telephone Number

Engine:
No. Cylinders

6

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

Vehicle Component Code

160000 STRUCTURE

Multiple Failure: 1

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
12-JUN-2003

Failure Mileage
50000

Failure Speed

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: DOTM15ABC036)

☐ 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), cause(s), 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).

THE DASHBOARD HAD DEVELOPED A CUT OR TEAR, WHERE THE PASSENGER SIDE AIR BAG IS INSTALLED. THIS COULD RESULT IN PREMATURE DEPLOYMENT OF THE PASSENGER SIDE AIR BAG. THE DEALERSHIP INDICATED THAT THE TEAR IS A COSMETIC ISSUE AND IT IS NOT COVERED UNDER WARRANTY. THE TEAR CANNOT BE REPAIRED BECAUSE IT'S A SAFETY HAZARD, SO THE ENTIRE DASHBOARD NEEDS TO BE REPLACED. CONSUMER HEARD FROM OTHER SERVICE DEALERS THAT THE TEAR WAS DUE TO THE THINNING OF THE DASHBOARD TO MAKE THE DEPLOYMENT OF THE AIR BAG EASIER. *LA

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Federal Act of 1974-Public Law 93-479 This information is requested pursuant to authority vested in the Federal 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.