



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 39

Repository ☐

08-JUL-2004

Reference No.
10081597 ✓

OWNER INFORMATION (Type or Print)

Name

Address

City ROSCOMMON

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2C3HD46JXWH

Make
CHRYSLER

Model
CONCORDE

Model Year
1998

Date Purchased

Dealer's Name and Telephone Number
THOMAS MOTORS 989-422-8703

Engine:
No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City
HOUGHTON LAKE

State
MI

Zip Code
48628

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

103500 POWER TRAIN: AUTOMATIC TRANSMISSION: LEVER AND LIN

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
18-JUN-2004

Failure Mileage
59000

Failure Speed

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: DOTM19ABC038)

☐ 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), condition(s), and injury(ies).)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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).

DEALERSHIP IS UNABLE TO PERFORM THE FLOOR SHIFT IGNITION PARK INTERLOCK RECALL 04V02T000 REPAIRS BECAUSE THE MANUFACTURER HASN'T RELEASED THE PARTS. CONSUMER CONTACTED THE MANUFACTURER, AND THEY WERE NOT PROVIDING ANY SATISFACTORY EXPLANATION FOR THIS ISSUE. *AK

PARTS STILL NOT RELEASED TO DEALER AS OF 7/26/04
DEALER CALLED 8/3/04 PARTS ARE IN. APPOINTMENT MADE
FOR REPAIR 8/3/04.
THANK YOU.

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.

DAIMLERCHRYSLER

SAFETY RECALL - TRANSAXLE FLOOR SHIFTER IGNITION/PARK INTERLOCK

Dear DaimlerChrysler Vehicle Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some of the following vehicles equipped with a floor mounted shifter and an automatic transaxle:

- > 1993 through 1999 model year Chrysler Concorde, LHS and 300M, Dodge Intrepid and Eagle Vision
- > 1995 through 1999 model year Chrysler Cirrus and Dodge Stratus
- > 1996 through 1999 model year Chrysler Sebring Convertible and Plymouth Breeze

NOTE: Some of the above vehicles were involved in a previous recall which did not fully correct the ignition/park interlock system.

The problem is...

The transaxle floor shifter ignition/park interlock system on your vehicle (identified on the enclosed form) may become inoperative. This may allow the shifter to be moved out of the "Park" position with the ignition key removed (or in the "Lock" position). It may also allow the ignition key to be removed when the shifter has not been placed in the "Park" position. If the shifter is not in the "Park" position, these conditions could allow the vehicle to roll away and cause a crash without prior warning.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the shift interlock system and either modify or replace the transaxle shifter as required. Shifter modification will take about 1/2 hour to complete. Shifter replacement, if necessary, will take about one hour. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- > Simply contact your dealer right away to schedule a service appointment.
- > Bring the enclosed form with you to your dealer. It identifies the required service to the dealer.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

**Buckle up
for Safety**

Customer Services Field Operations
DaimlerChrysler Corporation

C45

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

DAIMLERCHRYSLER

Please help us update our records by:

- Filling out the card to the right only if:

- The service described in the accompanying letter was previously performed on your vehicle (vehicle identification number printed on the card to the right) or;

- You no longer own the vehicle (vehicle identification number printed on the card to the right) or your name and/or address has changed.

- Detach the card to the right and mail it to us, postage-free.

Thank you for handling this matter promptly.

DaimlerChrysler Corporation



☐ This service was previously performed on my vehicle (check one if applicable):

- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired.

☐ This vehicle was (check one if applicable):

- ☐ scrapped ☐ stolen ☐ exported

☐ This vehicle was sold to (check one if applicable):

- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

☐ Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
- ☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Vehicle Identification No.
2C3HD46JXWH

Notification No.
C45

ROSCOMMON, MI

