



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 100079

Date Received
13 AUG 2004
28-JUL-2004

Repository
Reference No.
10083589

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Address [REDACTED]
City TRUMBULL State CT Zip Code [REDACTED]

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 [REDACTED] Date 08/31/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1C3EL56TX3N [REDACTED]
Make CHRYSLER Model SEBRING Model Year 2003
Date Purchased 01/10/03 Dealer's Name and Telephone Number PITZPATRICK'S 203 735-3391 Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City ANSONIA State CT Zip Code 06401
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-JUL-2004 Failure Mileage 12469 Failure Speed 40 MPH RUMBLING NOISE WHEN BRAKING

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P216/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC03B) 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 [REDACTED] Number of Deaths [REDACTED] 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 AND APPLYING THE BRAKES VEHICLE TOOK LONGER TO STOP. VEHICLE WAS TAKEN TO DEALERSHIP, AND MECHANIC REPLACED FRONT ROTORS AND PADS WHICH WORE PREMATURELY AT 12,649 MILES. REPLACEMENT WAS AT CONSUMER'S EXPENSE. *AK

Note - OWNER IS CHASE AUTOMOTIVE FINANCE. MR ROY LEASES THE VEHICLE
• ROTORS ONLY WERE REPLACED (SEE ATTACHED SERVICE INVOICE) NOT PADS
• SERVICE WAS PERFORMED BY AUTHORIZED DEALER NOT DEALER WHERE CAR WAS BOUGHT
AS A PROFESSIONAL RETIRED SAFETY ENGINEER (ASSE) I CANNOT UNDERSTAND WHY PADS WERE NOT AND ROTORS HAD TO BE REPLACED - DEFINITE SAFETY HAZARD - FAILURE OF BRAKES

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Brakes were RUMBLING when Braking @ Speed ABOVE 40MPH. AT FIRST I thought IT WAS THE ABS BUT IT OCCURRED IN ALL WEATHER CONDITIONS. This was a FRIGHTENING Experience - I REFUSED TO DRIVE THAT SAFETY HAZARD AN ACCIDENT WAS WAITING TO HAPPEN!!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

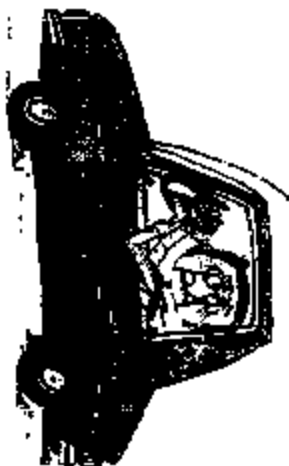
DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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**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).**