



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

2004

FOR AGENCY USE ONLY 1368

Date Received AUG 31 2004 07:07	Repository <input type="checkbox"/>
Reference No. 10087182	

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City ELKIN	State NC	Zip Code	[REDACTED]
Daytime Telephone Number	E-mail Address		

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 1/1

VEHICLE INFORMATION			
17 digit Vehicle Identification Number located at bottom of windshield on driver's side 4C3AUS2N3XE [REDACTED]	Make CHRYSLER	Model SEBRING	Model Year 1999
Date Purchased 4/1/99	Dealer's Name and Telephone Number Henderson + Wood 336-935-2165	Engine: No. Cylinders 6	Fuel Type: Unleaded
Original Owner <input checked="" type="checkbox"/>	Dealer's City ELKIN, NC	State NC	Zip Code 2862
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 014000 STEERING: RACK AND PINION
Multiple Failure: 1			

FAILED COMPONENT(S)/PART(S) INFORMATION		
Incident Date(s) 22-JUL-2004	Failure Mileage 35000	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: DOTM19ABC034)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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), Federal, Crash(es), and injury(ies).)				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured None	Number of Deaths None	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 CONSUMER EXPERIENCED ERRATIC STEERING CONTROL. DEALERSHIP INFORMED THE CONSUMER THAT PROBLEM WAS CAUSED BY A RACK AND PINION FAILURE. *AK
When I first test drove the car in April of 1999. I told the salesman (Donnie Parks) that the car didn't drive right. He said it was because the car was new & needed to be broken in. The steering has always been a little hard to steer. I had new tires & front end alignment done in 2002 - but that didn't help - Over the past year it has been getting worse - And now it is all I can do to keep it straight.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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)

Can do, to hold it in the road. I have taken the car to Henderson & Wood to the Chevrolet. They said the Rack & Pinion was bad - I really didn't believe them. Took the car to 2 other places One was B.P. on Bridge St. + B.P. on Elk Lane St. They all said the same thing - NO one ever charged me to look at the problem. But said that it was unusual for a Rack & Pinion to be so bad since the car is only five yrs old + only 35,000 miles on it. I was told not to take any trips out of town until it was fixed. I don't think I should have to pay for a new Rack & Pinion. It should be the dealership to pay for that. My window glass is ready to fall out because it's off track. And had been for 3 yrs. And they will not fix it either. These people want you to buy a car, but they never want to help you if your car needs anything.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US 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 NATL. 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



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and dial toll free at

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