



DOT Auto Safety Hotline Vehicle Owner's Questionnaire TO REPORT VEHICLE SAFETY DEFECTS

1-888-DASH-2-DOT
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

| FOR AGENCY USE ONLY | |
|----------------------------|--------------------------------|
| Date Received | Od_or r_dt od_n up_jr |
| 2004 AUG 12 PM 4:16 | Reference No. |
| 10089163 | |
| DeVilbiss Telephone Number | |

OWNER INFORMATION (Type or Print)

Name: [Redacted]
 Street: [Redacted]
 City: Rome State: PA 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: 7/23/04

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (Located at bottom of windshield on driver's side): 2C3HD36J4YH Make: Chrysler Model: Concorde LXI Year: 2000

Purchased Date: 10-11-99 Dealer's Name: Scoville-Meno Dodge Inc Engine Size (CID/OCL): 3.2L Turbo: Diesel: Gas: Fuel Injection:
 New Used Dealer's City: SAYRE State: PA Zip Code: 18740 No. Cylinders: 6 Fuel Injection:

Manufacture Date (on driver's door or pillar): 7-99 Transmission Type: Manual Automatic Restraint System: Driver's Side Air Bag Motorized Passenger's Side Air Bag 2-Point Belt 3-Point Belt Cruise Control: Yes No Drivetrain: Front Rear 4-Wheel Vehicle Type: Car Sport Utility Truck Minivan Motorcycle Other Body Style: 2-Door 4-Door Station Wagon Pick Up Truck Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s): Decorative Piece at Tip of Hood Protecting Windshield Location: Left Right Front Rear Failed Part(s): Original Replacement Handicap Adaptive Equip: Yes No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand: _____ Tire Name: _____
 Complete Tire Size: _____ DOT No.: _____

No. of Failures: _____ Date(s) of Failure(s): _____ Mileage at Failure(s): _____ Vehicle Speed at Failure(s): _____
 Failed Part(s) Available? Yes No NHTSA Previously Contained? Yes No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash: Yes No Fire: Yes No
 Number of Persons Injured: 0 Number of Fatalities: 0 Reported to Manufacturer: Yes No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): While heading East on I 80 in PA. on Sunday 7-19-04 about 1 1/2 miles from Grove City rest stop my wife said that the thing that protects the windshield wipers is loose. I slowed down and told her we would stop at the rest stop in about a mile. Within the next 10 seconds the 5 1/2 foot long section broke loose from the clips that hold it in place and flipped over the car roof creating a very severe traffic hazard to the cars in back of me. The cars in back seeing this 5 1/2 foot thing coming at them went in different directions. Lucky enough there was no accident. The plastic

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 501. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

Section shattered on the highway. I called the dealer on 7-19-04 and was told this was something that happens more than you would expect. I called Chrysler and was told the car was too old to do anything. I saw on the NHTSA web-site that this is not the first time this has been reported, are you going to wait until someone is killed to have a recall. If the service manager in a small market like Sayre, PA says this happens a lot, how many people have not reported it. Enclosed see that all the clips are still in place with broken plastic still attached.

ATTACH ADDITIONAL SHEETS IF NECESSARY

Department of Transportation
National Highway Traffic Safety Administration

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

Official Business
Penalty for Private Use \$300



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, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT!

1-888-327-4236

DOT Auto Safety Hotline

(DASH) 2 DOT

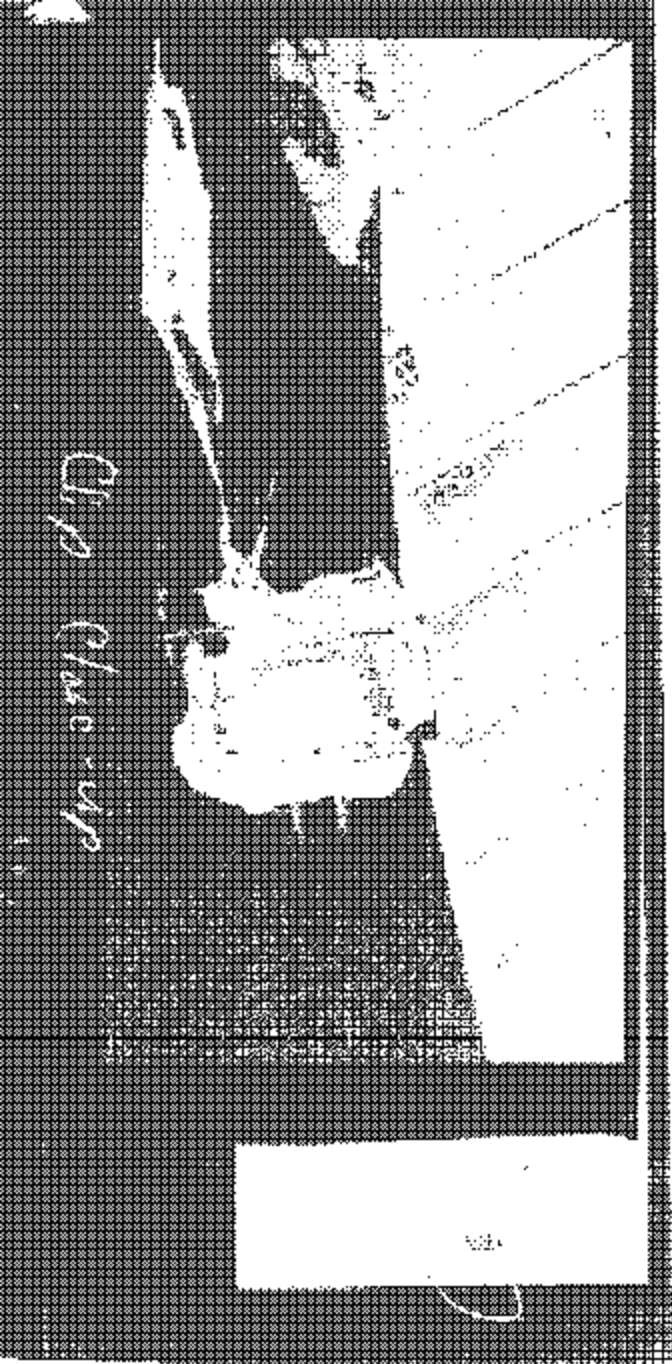


U.S. Department of Transportation
National Highway Traffic Safety Administration

www.nhtsa.dot.gov/hotline



Clips w/H
Plastic



Dr. P. Glass-up

1984