



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

FOR AGENCY USE ONLY 1220

Date Received

28-SEP-2004

Repository ☐

Reference No.
10084536

OWNER INFORMATION (Type or Print)

Name

Address

City CHARLOTTE

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 11/1/04

VEHICLE INFORMATION

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

1C3EJ56H6M

Make

CHRYSLER

Model

CIRRUS

Model Year

1999

Date Purchased

12-11-98

Dealer's Name and Telephone Number

Deacon Sales 517-543-2610

Engine:

No. Cylinders

6

Fuel Type:

Original Owner

☒

Dealer's City

Charlotte

State

MI

Zip Code

48113

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-AUG-2001

Failure Mileage

28000

Failure Speed

70

ANY

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/B5R15)

DOT No. (Example: DOTM19A3C036)

☐ 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), crash(es), 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).

EVERY EIGHT TO TEN THOUSAND MILES THE ROTORS WARPED. WHILE STOPPING AT 70 MPH STEERING WHEEL FELT AS IF IT WAS GOING TO COME RIGHT OUT OF CONSUMERS HANDS. CONSUMER STATED THAT CHRYSLER MANUFACTURED THE VEHICLE WITH THE WRONG PART. THE BRAKES WERE WORKED ON THREE TIMES. BUT, PROBLEM RECURRED. *AK

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

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)

- 1 ON 8-01-01 I turned the rotor's for brake pulse AT 28450 miles.
- 2 ON 9-04-02 The Dealer put new rotor's on to correct brake pulse AT 34513 miles
- 3 ON 8-7-03 The Dealer put on new Caliper - rotor's & pad's to correct brake pulse AT 45024 mile's, Brake pulse shake's the car violently when stopping.
I am a NAPA Auto part jobber and found that a 14" tire brake system has a 10 1/2" rotor this car has 15" tire's which is to have 11 1/2" rotor's - the car was assembled wrong at the factory, Chrysler does not want to correct, there problem's HAD 53,000 mile's ANY QUESTIONS CALL [REDACTED]

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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

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

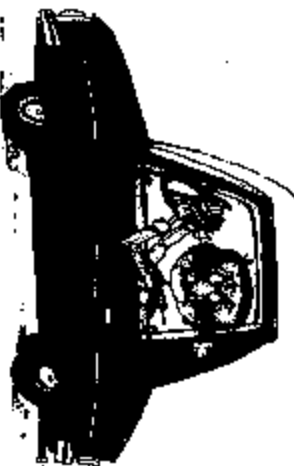
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and dial toll free at

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