



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 241

Date Received

2004 OCT 29
29-OCT-2004

Repository ☐

Reference No.
10099034

OWNER INFORMATION (Type or Print)

Name

Address

City

SOUTH HOLLAND

State IL

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 1 / 1

VEHICLE INFORMATION

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

2C3AD36M93H

Make

CHRYSLER

Model

CONCORDE

Model Year

2003

Date Purchased

29-MAR-03

Dealer's Name and Telephone Number

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

036000 SERVICE BRAKES, HYDRAULIC:ANTILOCK

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-OCT-2003

Failure Mileage

2100

Failure Speed

0

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: DOTM19ABC036)

☐ 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

0

Number of Deaths

0

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(s).
i.e. parts repaired or replaced (and if old part is available).

THE ABS LIGHT WOULD INTERMITTENTLY ILLUMINATE WHILE DRIVING AT VARIOUS SPEEDS OF 0-30 MPH. THE VEHICLE HAS BEEN TO THE DEALER AND SEVERAL SENSORS WERE REPLACED. THE PROBLEM KEEPS RECURRING. *JB

The Air bag light would intermittently come on while I am driving at various speeds of 0-30mph now the light comes on and stays on everytime I start up the car
I'm asking for 1 moneyback 2. New Car 3. Apology from owner

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) provides that information 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)

I'm very upset I purchased my car in March of 2003. I started having problems as of April 2003 when my car ran out of oil I contacted the dealer they instructed me to bring the car in I did they fixed it. In Oct 2003 my air bag light started coming on intermittently after a number of attempts they could not find a fault code or so they said so I have taken my car to two other dealerships since my problem arose still until Aug 2004 no one detected the problem finally Conceptional of Chrysler in LaGrange found the problem they told me that the right air bag was defective and that they ordered the part on Aug 9 2004 but til date my car is still not fixed after sensor's & modules have been replaced why wasn't I given a new car when my car ran out of oil in April of 2003 I feel its not fair to me driving an unsafe vehicle I have a newborn baby that I transport in that car daily

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

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

DASH2DOT

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/online

**LISA MADIGAN**

Illinois Attorney General
Consumer Fraud Bureau
100 West Randolph Street, 12th Floor
Chicago, IL 60601
312-814-3000
1-800-386-5438 (Toll free in IL)
TTY: 1-800-964-3013
www.IllinoisAttorneyGeneral.gov

Office Use Only

CLAIM: _____

AG: _____

YOUR INFORMATION:Name: Mr. Mrs. Ma (circle one)

Address: _____

City: _____ State: _____ Zip code: _____ County: _____

South Holland, IL

Your Telephone Number:

Daytime () _____

Evening () _____

Your e-mail address (optional): _____

Are you a senior citizen?

Yes ☐No ☒Who referred you to this office? U.S. Attorney
General of MaineHas this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes NoIf yes, please give name, address, telephone number #. U.S. Attorney General of MaineIs court action pending? Yes ☐ No ☒207-941-3070**INFORMATION ABOUT THE TRANSACTION**

Date of Transaction:

March 25, 2003

Did you sign a contract?

(If yes, please attach a copy)

Yes ☒No ☐

Date contract was signed:

March 25, 2003Was the product or service advertised? Yes ☐ No ☒ When? _____

(Please attach a copy of the advertisement, if available)

How was the service advertised?

- ☐ Newspaper/magazine
☐ Radio advertisement
☐ Television advertisement
☐ Internet advertisement
☐ E-mail solicitation
☐ Direct mail solicitation
☐ Telephone solicitation
☐ Yellow pages of the telephone book
☐ Facsimile solicitation
☐ Door-to-door solicitation
☐ Display at merchant's place of business
☐ Display at a trade show/convention, etc.
☐ Other _____

Total Cost of product/service: \$3,095.24Amount paid to date/down payment: \$ 12,798 / 1,000 - Down Payment

Method of payment (circle one) (Please attach a copy)

Cash ☐Check ☒Money Order ☐Credit Card ☐Wire Transfer ☐Automatic Debit ☐Debit Card ☐Bank Draft ☐

Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes ☐ No ☒

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- ☐ At my home
- ☐ Over the telephone
- ☐ By mail
- ☐ Over the Internet
- ☐ Trade show/convention/home show
- ☒ At the firm's place of business
- ☐ By facsimile
- ☐ Other (please specify) _____
- ☐ There was no transaction

Have you complained to the company or individual?

☒ Yes ☐ No

If yes, provide name and phone number of the individual(s):

Manicci Motors 708-371-1250
 South Holland Dodge 708-333-1060
 Continental Chrysler Jeep 708-354-1400

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: Chrysler Model: Concorde Year: 2003 Now: ☒ Yes ☐ No As-is: ☒ Yes ☐ No
 Warranty: ☒ Yes ☐ No of Extended Warranty: _____ Purchase Date: _____ Current Mileage: _____ Mileage at Purchase: 0
 Expiration Date: _____ Powertrain 3/25/03
2010 or 20,000 miles

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. **PLEASE DO NOT SEND ORIGINALS.**

I'm very upset I purchased my car in March of 03. I started having problems as of April 03 til date from the car having no oil in it 3 weeks after purchase to the air bag light going on and off since Oct of 03 til date. I have never been reimbursed for my rental cars at this point. I'm asking for release of responsibilities for this car or money owed for my rental cars and an exchange for a new car with equal mileage at the time the problem arised.

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

(1) Money back (2) Exchange (3) Apology from Owner in person

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: 11/1/04

- ☐ Check here if you only want to notify our office of your concerns and do not want a mediation process initiated

Please return the completed form to the address at the top of this complaint form.
 Incomplete forms may be returned.



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

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

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures: VOQ
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-927-4238

July 6, 2004

RECEIVED

JUL 14 2004

To Daimler Chrysler Motors Company LLC:

My name is _____ and I purchased a 2003 from Daimler Chrysler with only 3 miles on the odometer (A new car, miles only used for test drive).

The car was purchased from Mancari Crestwood, located at 14120 S Cicero Ave, Using a 2000 Ford Concord as a trade in.

The car went back and forward on several occasions for service and still needs repairs as of this date.

I have a service contract from the time I purchased this car, I also have the repair receipts that will indicate that the car seems be a lemon.

Here are the 8 receipts to show the dates and repairs that took place on the 2003 Chrysler from the time of purchase to now.

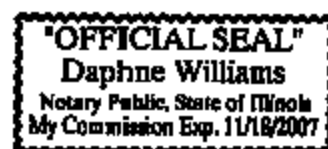
04/18/03, 12/23/03, 01/09/04, 03/09/04, 03/27/04, 05/03/04, 05/24/04, 05/27/04 receipts as exhibits for dates and time that the car dealer states that nothing is wrong with this vehicle.

Because of no help with the dealer I strongly feel that they are trying to wait until the warranty runs out.

If you have any questions or answers for me feel free to contact me at

Thank You

Cc: Daimler Chrysler Motors Company LLC
The lemon Law Arbitration Program
Attorney Generals office
Office of Banks



Subscribed and sworn to before me

this 10 day of July, 2004
at Lansing, County of Cook, State of Illinois.

Notary Public

A handwritten signature in dark ink, appearing to read "Daphne Williams", is written over the "Notary Public" text.



G: STEVEN ROWE
ATTORNEY GENERAL

Telephone: (207) 626-8800
TDD: (207) 626-8865

STATE OF MAINE
OFFICE OF THE ATTORNEY GENERAL
6 STATE HOUSE STATION
AUGUSTA, MAINE 04333-0006
August 12, 2004

REGIONAL OFFICES:

84 HARLOW ST., 2ND FLOOR
BANGOR, MAINE 04401
TEL: (207) 941-3070
FAX: (207) 941-3075

44 OAK STREET, 4TH FLOOR
PORTLAND, MAINE 04101-3014
TEL: (207) 822-0260
FAX: (207) 822-0259
TDD: (877) 428-8800

128 SWEDEN ST., STE. 2
CARIBOU, MAINE 04736
TEL: (207) 496-3792
FAX: (207) 496-3291

South Holland, IL

Re: Illinois Lemon Law

As per our telephone conversation, you need to contact the Attorney General's Consumer Office in Illinois (where you purchased your car) for assistance with your problem (800) 386-5438.

Sincerely,

Consumer Mediation and Information Service
Consumer Protection Division
(207) 626-8853



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

Dear Consumer:

Thank you for contacting my office concerning your consumer problem. Enclosed you will find a complaint form which I ask you to fill out completely and return to my office. Also, please enclose two (2) copies of any documents relevant to your complaint. Please do not send any original documents.

Upon receipt of your complaint, a staff person will first review your complaint to determine if the complaint pertains to a matter better addressed by another agency. If so, your complaint will be referred. If your complaint is retained by this office, a staff person will forward your complaint to the business involved requesting a response. Any response will be forwarded to you.

If this informal dispute resolution process does not result in a satisfactory conclusion, this office cannot require a business to respond to or adjust your complaint. Illinois law does not permit the Attorney General's Office to represent private citizens in legal actions.

Where evidence indicates that a business is engaging in substantial and systemic violations of consumer protection laws, we do bring legal actions on behalf of the State of Illinois that are in the public interest. If your complaint supports a pattern of deceptive practices, it may be included in future investigations or litigation.

I appreciate your interest in bringing this complaint to our attention. One of the most valuable ways we can learn of problems existing in the marketplace is by receiving complaints from concerned citizens.

Sincerely,

LISA MADIGAN
Attorney General

LAW OFFICES

BOBBY L. WARE & ASSOCIATES, LLC

August 5, 2004

8333-88 SOUTH PERRY AVENUE
CHICAGO, ILLINOIS 60655-1225
TELEPHONE 773-894-9777
TELEFAX 773-894-8988
EMAIL BOBBYLAW1@aol.com

South Holland, IL

Dear

OUR FILE NUMBER:

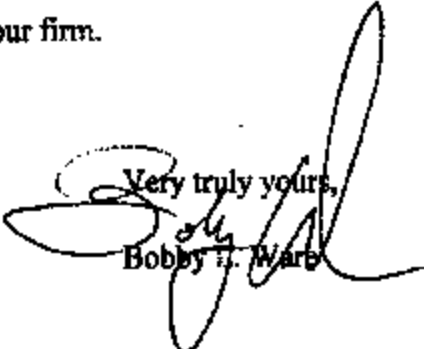
I have reviewed your documents and must decline to handle your matter at this time. Our decision not to handle your matter is not indicative as to whether you can sustain a valid cause of action.

Enclosed, please find the copies of the documents you tendered to our office for review.

Thank you for considering our firm.

Very truly yours,

Bobby L. Ware



Krohn & Moss, Ltd.

Main Office
120 West Madison, 10th Floor
Chicago, Illinois 60602
www.consumerlawcenter.net

Telephone (888) 696-3666
Facsimile (800) 867-2058

Email help@consumerlawcenter.net
Web www.consumerlawcenter.com

Also Located In
Arizona
Georgia
Indiana
Ohio
Wisconsin

Thursday, May 20, 2004

South Holland, IL

Dear

We are pleased that you considered our firm regarding a possible consumer rights case. Unfortunately, your inquiry was not the type of case that we handle at our firm. Please do not construe this to reflect on the merits of your case, it is simply outside our practice area.

Please understand that we accept cases *without charging our clients any attorneys' fees*. Therefore, we must be very careful about the cases we accept.

However, keep our information for any future needs.

Keep in mind that our firm represents consumers in cases involving many types of consumer fraud and "lemon law" cases. For example, we may be able to help you if:

1. You have conclusive proof that your odometer was "rolled back"
2. You have had a mechanic inspect your vehicle and conclude that the vehicle was in a prior accident, salvaged or some other discrepancy with the title;
3. Your title contains the words: 1.) "Rebuilt"; 2.) "Not actual mileage"; 3.) "Mileage exceeds mechanical limits"; or 4.) "Flood" (You can have any one (1) of these)
4. You have a defective vehicle that has not been repaired after repeated attempts.

To gather any of this information regarding your vehicle history, contact the Secretary of State or utilize the on-line service www.carfax.com.

Thank you once again for considering our services.

THE STAFF OF KROHN & MOSS, LTD.

**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).**