



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 1368

Date Received

17-NOV-2004

Repository

Reference No.  
10101178

OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City SOUTH BEND State IN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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 \_\_\_\_\_ Date 1 / 1 /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2C6HD46R9YH [REDACTED]  
Make CHRYSLER Model CONCORDE Model Year 2000  
Date Purchased 2-13-2002 Dealer's Name and Telephone Number Suburban Auto Sales 574 241-2777  
Original Owner  Dealer's City South Bend State IN Zip Code 46614 Engine: No: Cylinders 8  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain  
Vehicle Component Code 061110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AT  
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-AUG-2004 Failure Mileage 100103 Failure Speed Water pump

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: Auburn Postage Ave - South Bend IN  
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).

WHEN TURNING VEHICLE STALLED. VEHICLE WAS TOWED TO DEALERSHIP, WHO INFORMED THE CONSUMER THAT TIMING BELT FAILED AND SLUDGE WAS IN THE ENGINE. THE PROBLEM WAS NOT RESOLVED. \*AK

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.

[REDACTED]  
[REDACTED]  
South Bend, Indiana  
[REDACTED]

December 10, 2004

2000Chrysler Concord- Gold  
2CEHD46R9YH [REDACTED]

Upon inspection of failed engine a broken water pump was revealed.

When water pump broke, the antifreeze was dumped in motor oil

Water pump is inside of engine.

Water pump is aluminum. With a plastic impeller that was free from drive system timing chain. Bearings from pump were in engine and timing cover. We couldn't find any other reason for the failure as far as wear of care of engine.

Replacement or inspect of water pump is not a recommended service consistent with engine care.

We are a father and son engine rebuild for 53 years with a combined total of 90 years of combined working experience. This is the first time we have seen a water pump inside of a regular engine break. We are disappointed with our most trusted engine manufacture.

[REDACTED]  
[REDACTED]  
12-9-04