



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 100248

Date Received

2005 JUN 24 AM 10:19

29-DEC-2004

Repository ☐

Reference No.
10105478

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HATFIELD State PA 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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/9/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4C3AU52N8TE [REDACTED]
Make CHRYSLER Model SEBRING Model Year 1996
Date Purchased 11/14/01 Dealer's Name and Telephone Number Bergley's (215) 822-4100
Original Owner [REDACTED] Dealer's City Hatfield State PA Zip Code 19440
Engine: No. Cylinders 4 Fuel Type: Gas
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 021540 SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-AUG-2004 Failure Mileage 76000 Failure Speed 55
FRONT PASSENGER WHEEL BALL BEARING JOINT (SNAPPED)

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 ☒ YES

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).

NHTSA CAMPAIGN 00V421002; DAIMLER CHRYSLER ISSUED A LOWER BALL JOINT RECALL. THIS VEHICLE IS NOT INCLUDED IN THE RECALL.
THE CONSUMER WAS DRIVING 55 MILES PER HOUR WHEN ALL OF A SUDDEN HE HEARD A POPPING NOISE COMING FROM THE FRONT OF THE
VEHICLE. THE CONSUMER LOST CONTROL OF THE VEHICLE BEFORE COMING TO A COMPLETE STOP ON THE SIDE OF THE ROAD. THE
CONSUMER TOOK THE VEHICLE TO THE SHOP AND RESULTS SHOWED THAT THE LOWER BALL JOINTS NEEDED TO BE REPLACED. *JB
WAS SHEERED RESULTING IN
THE WHEEL TURNING SIDEWAYS LOSING
COMPLETE CONTROL OF VEHICLE.

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 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)

DRIVING ON MAJOR HIGHWAY WHEN CAR LOST COMPLETE CONTROL AS A
RESULT OF THE FRONT PASSENGER WHEEL - BALL BEARING JOINT SHEERING
OFF. CAR CAME TO REST ON SHOULDER OF ROAD. TIRE WAS TOTALLY
DESTROYED AND UNDER ~~CARRIAGE~~ CARRIAGE SUSTAINED DAMAGE.

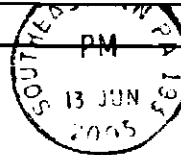
- POLICE REPORT OF INCIDENT IS ATTACHED -

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



ATTACH ADDITIONAL SHEETS IF NECESSARY

THE FAMILY
HOBBY

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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

**TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM**

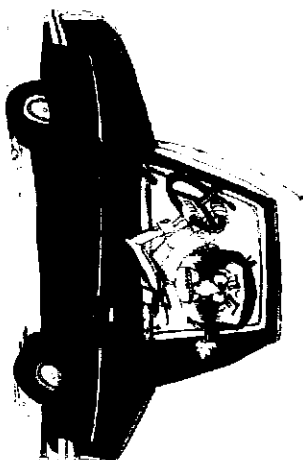
OR

DASH2DOT

and dial toll free at

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(DASH) 2 DOT



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