



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

Repository

2005 11/25/04
30-DEC-2004

Reference No.
10105560

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City CARO 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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2C3MD55F9TH
Make: CHRYSLER
Model: CONCORDE
Model Year: 1996

Date Purchased: _____ Dealer's Name and Telephone Number: (Bought used) Used car dealer
Original Owner: Dealer's City: _____ State: _____ Zip Code: _____
Engine: No. Cylinders 6
Fuel Type: Gas

Transmission Type: AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain: 4 WHEEL DRIVE
Vehicle Component Code: 116100 ELECTRICAL SYSTEM:IGNITION:SWITCH
Multiple Failure: 1st at 84,000 miles; new switch failure at 137,000 miles

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 28-DEC-2004
Failure Mileage: 84,000
Failure Speed: 55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: _____ Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): _____
DDT No. (Example: DOTMALSABC036) 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; i.e. parts repaired or replaced (and if old part is available).

WHILE TRAVELING AT 55 MPH ALL OF A SUDDEN THE VEHICLE STALLED. TOOK VEHICLE TO DEALER FOR CHECK UP, AND RESULTS SHOWED THAT THE IGNITION SWITCH NEEDED TO BE REPLACED AGAIN FOR THE SECOND TIME. *AK

See handwritten report.

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.

To: U.S. Dept of Trans - NHTSA

From:

Caro, Neil

Date: Jan. 14, 2005

Re: 1996 Chrysler Concord LXI 3.5L

About 3-4 years ago I purchased a 1996 Chrysler with about 84,000 miles from an independent used car dealer. On the next day the check engine light came on. He replaced a couple of parts and we thought it was ok. The next time I drove it, I started on a 40 mile trip. After 30-35 miles, I was driving at 55 mph in my lane when everything quit. After 2-4 seconds there was a loud "bang" and everything came back on. After talking to 3 mechanics and a service manager they all said it "sounds like the ignition switch" because "they've been having problems with them". The used car dealer put in a new switch (which I still have the bad one) and the problem did not return, [I could have been easily killed if passing at the time].

At 137,000 miles (a few weeks ago) I started having a problem with the dash speedometer/ rpm gauge and a problem with the heater doing strange things, both on the same day. I talked to 2 mechanics and they said it could "be separate problems or it could be the ignition switch." They both said the ignition switch has been updated several times but "there are still problems. I put in a new ignition switch on 1-10-05 and so far, no problems, (I have this ignition switch also).

Based on the testimony of several mechanics; there seems to have been and maybe still is ignition switch problems.

Respectfully yours