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 ☐
30-DEC-2004	Reference No. 10108502

OWNER INFORMATION (Type or Print)

Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City: SINKING SPRING	State: PA	Zip Code:	

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 ___/___/___

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
2C3HD46R9YH	CHRYSLER	CONCORDE	2000

Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders: 6	Fuel Type: Gas
Original Owner ☒	Dealer's City	State	Zip Code		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☐ Antilock Brakes ☒ Cruise Control	FRUNT WHEEL DRIVE	171100 LATCHES/LOCKS/LINKAGES:DOORS:LATCH Multiple Failure: 1 3 FAILURES

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
15-FEB-2004 6-DEC-04 24 DEC 04	~ 68,000 ~ 74,000 ~ 80,000	NA	

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: DOTMALBABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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).

THE DOOR LOCKS TEND NOT TO UNLOCK, MAKING IT DIFFICULT FOR THE CONSUMER TO GET OUT OF VEHICLE. CONSUMER NOTIFIED THE MANUFACTURER. *AK

1ST INCIDENT ON FEB 1, 04 WHEN PASSENGER IN FRONT COULD NOT GET OUT. SHE HAD TO SLIDE ACROSS FRONT SEAT TO DRIVERS SIDE. MULTIPLE ATTEMPTS WITH KEY AND MANUAL LOCK FINALLY OPENED THE DOOR. REPLACED LOCK MOTOR 2/20/04

2ND INCIDENT ON 12/19/04 - PASSENGER IN RIGHT REAR COULD NOT OPEN DOOR AND HAD TO SLIDE ACROSS TO OTHER SIDE. MOTOR REPLACED 12/14/04.

BOTH INCIDENT PRECEDED BY A LOUD BUZZ NOISE FROM LOCK MOTOR WHEN OPERATED FOR A FEW DAYS.

3RD INCIDENT DEC 24, 04 WHEN BUZZING NOISE STARTED IN LEFT FRONT DOOR.

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)

LOCK NOW DOES NOT LOCK AUTOMATICALLY BUT HAS NOT YET PRESENTED EXITING.
TO BE SCHEDULED FOR REPAIRS.

MY CONCERN IS THAT IF THIS WAS TO HAPPEN WHEN IT WAS NECESSARY TO ESCAPE AFTER AN ACCIDENT OR IF ELDERLY OR INFIRMED PEOPLE NEEDED TO USE THE DOOR, IT COULD CAUSE INJURY OR DISTRESS TO THE PERSON. IF THE VEHICLE HAD A CONSOLE (MINE DOESN'T) EXIT WOULD BE EVEN MORE DIFFICULT.

ONE OCCURANCE DID NOT UNLOCK CONCERN ME, TWO WAS UPSETTING BUT THE REPEATED FAILURES OF THIS SAME LOCK MOTOR IS A TRUE INDICATION OF [redacted] FAULTY DESIGN OF THE MOTOR. WITH MY EXPERIENCE I WOULD BE SURE MANY OTHER SIMILAR FAILURES HAVE OCCURRED.

THANK YOU FOR LISTENING TO MY CONCERN.

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

PM
JUL
2003

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

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DOT AUTO SAFETY HOTLINE

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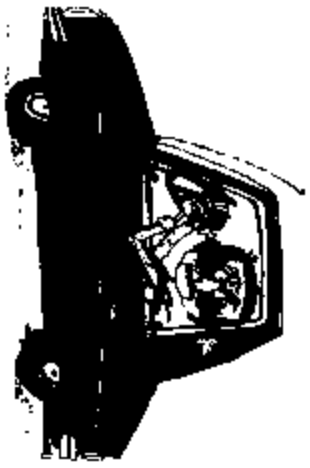
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline (DASH) 2 DOT



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