



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 100222

Date Received

27-JAN-2005

Repository ☐

Reference No.
10109071

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City **HILLIARD** State **OH** Zip Code [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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 [REDACTED] Date **3/10/05**

VEHICLE INFORMATION

To right Vehicle Identification Number (found at bottom of windshield on driver's side) **2CSHD48R**
Make **CHRYSLER** Model **CONCORDE** Model Year **2000**
Date Purchased **3/14/00** Dealer's Name and Telephone Number **Chrysler-Jeep Eagle**
MCINERNEY INC, DEB NORTHLAND
Original Owner ☐ Dealer's City **Oak Park, IL** State **IL** Zip Code **60237**
Engine: No. Cylinders **4** Fuel Type: **Gas**
Transmission Type **AUTOMATIC** ☒ Antilock Brakes ☒ Cruise Control Powertrain **FRONT WHEEL DRIVE**
Vehicle Component Code **060000 ENGINE AND ENGINE COOLING**
Multiple Failure: **1**

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) **22-DEC-2004** Failure Mileage **60747** Failure Speed **20-25 mph**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make **Goodyear** Tire Model (Name or Number) **GT235/65R15** Tire Size (Example P215/65R15)
DOT No. (Example: DOTM18ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location: **Front Left**
Tire Component Code **01** Tire Failure Type **Flat**

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: **Graco** Date Manufactured: **12/01/03** Model No./Name: **Crash Test Dummy**
Seat Type: **Infant** Installation System: **ISOFIX**
Child Seat Component Code: **01** Failed Part: **Base**

APPLICABLE INCIDENT INFORMATION

(Please indicate 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).

CONSUMER PULLED OVER TO LET ANOTHER VEHICLE PASS, THEN THE VEHICLE STALLED, WOULD NOT RESTART, AND HAD TO BE TOWED. THE ENGINE WAS FOUND TO BE DEFECTIVE. MANUFACTURER OFFERED NO ASSISTANCE. *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.

February 3, 2005

Hilliard, Ohio

Dear Customer Arbitration Board,

We are writing to you at the recommendation of Trader Buds Westside Chrysler Jeep, our insurance company USAA, and because we have not been able to work anything out with Daimler Chrysler by calling customer service.

The nature of our current unresolved problem is on December 22, 2004 my husband was driving in our neighborhood with our three children, it was snowing and the engine stopped while driving and would not start. He pushed it to the side of the road, called USSA roadside service to tow the vehicle to Trader Buds. Six days later we called to find out what was going on with our car. USAA our insurance company also hired an independent appraiser to look at our car. They concurred that the tensioner went bad in our engine allowing the timing chain to jump time, resulting in the valves being bent into the heads and destroying the engine. They also are in agreement that this is not due to negligence or poor maintenance on our part. It is a mechanical failure and should not have happened.

We purchased our Concorde because we loved the space and smooth ride this car provided. We had all intents to have our car last beyond the life of our loan. We feel this is a reasonable expectation otherwise National City would not have lent us money to purchase this car. It is customary for us to keep and drive our cars 10+ years as evidenced by our 1991 Toyota Camry wagon - donated with 178,000 miles in 2002 and our 1994 Mercury Villager - donated with 148,000 in 2004. Our Concorde was a 2000 with 60,747 miles when the engine failed. We had no reason to expect less from Chrysler; it has a good name and reputation. To date we have continued to make payments to National City for our Concorde that is sitting dead in Trader Bud's lot. We still owed \$6,000 when our engine failed.

We have made numerous attempts to resolve this issue. Trader Buds states that they can do nothing for us, they have to receive communication from Chrysler. They

have not contacted Chrysler to our knowledge because they say headquarters will not listen to them. I called Chrysler and talked to someone named Matt, who told me, he could do nothing for us and he was the highest I could go - I had not asked to speak to anyone higher. I said, "Then you're telling me your cars only last 60,000 miles." He said "I'm sorry, I cannot help you" and that was the end of the conversation. Two weeks ago I asked Trader Buds to speak to the area representative. They told me he only visited every 2-3 months and they never knew when he was coming. I called back the next day to find out what Trader Buds found out for me. They stated that the area representative e-mailed that he could do nothing because Chrysler had said no to me. No one called me or talked with me. It was also suggested that I write customer arbitration. I called Chrysler again last week to check to see if I could open a case file. I gave my name and was treated rudely and yelled at without provocation. I am sure this is not the taste Chrysler wants to leave in their customers mouths. We are tired of being stonewalled.

We would understand your reluctance if we were negligent in maintaining our vehicle, but we were not. Chrysler should not expect it's customers to pay twice for their vehicles. We would like to see Chrysler in good faith pay for the replacement and installation of a new Concorde engine (3 year warranty) by Trader Buds \$7,203.49 and then we will continue to pay off our existing loan, or give us the \$7,203.49 to pay off our current loan on our Chrysler Concorde and start over. Please help us in working out this situation, we desire to keep a positive relationship with Daimler Chrysler, and we believe that Daimler would like to keep its' customers returning to purchase more Chrysler vehicles. Thank you for you time and cooperation.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

February 22, 2005

[REDACTED]
Hilliard, OH [REDACTED]

Re: Case # 420550100H

Dear [REDACTED]:

Your request for arbitration within our DaimlerChrysler Motors Company LLC (DaimlerChrysler) arbitration process has been received and assigned the above case number. The Customer Arbitration Process has jurisdiction on service issues related to DaimlerChrysler's new vehicle limited warranties.

Your application for arbitration states that the nonconformity is an item(s)/system(s) that is no longer in warranty. Therefore, your situation falls outside the bounds of the arbitration process.

Although we are unable to assist you with this matter, we are pleased that you took the time to explore this situation with us.

Sincerely,

A handwritten signature in black ink, appearing to read "Chin T. Han", is written over the word "Sincerely,".

Chin T. Han
Case Administration

457

cc: Panel Members
Customer Relations Manager, DaimlerChrysler Motors Company LLC



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 1452

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

February 24, 2005

[REDACTED]
Hilliard, OH [REDACTED]

RE: Case # 42055010OH

Dear [REDACTED],

This will confirm receipt of your letter in which you resubmitted your request for arbitration with DaimlerChrysler Motors Company LLC (DaimlerChrysler).

Your application for arbitration states that the nonconformity is an item(s)/system(s) that is no longer in warranty. Therefore, your situation falls outside the bounds of the arbitration process.

Although we are unable to assist you with this matter, we are pleased that you took the time to explore this situation with us.

Sincerely,

A handwritten signature in black ink, appearing to read "Chin T. Han", is written over a horizontal line.

Chin T. Han

Case Administration

LARRY ENGLAND AND ASSOCIATES, INC.
P.O. BOX 161
GROVE CITY, OHIO 43123
(614) 871-4400 FAX: (614) 871-2854
P.O. BOX 33490 SAN ANTONIO, TX 78265

CD LOG NO

-0

ESTIMATE

01-06-05 6:26 AM

CLAIM INFORMATION

CLAIM # 0000000019
COMPANY USAA
INSURED [REDACTED]
CLAIMANT [REDACTED]
FILE HANDLER
LOSS PAYEE

POLICY # [REDACTED]
CLAIM REP 08262/00028
LOSS DATE 12-22-04
LOSS TYPE COMPREHENSIVE
FILE # 044582
ACCT # 005

INSPECTION

TYPE FIELD
PRIMARY POI NON-COLLISION
APPRAISER NAME BOB JOHNSON
WORK PHONE (614) 871-4400
ADDRESS P.O. BOX 161
CITY STATE GROVE CITY
ZIP 43123-

SECOND POI

FAX (614) 871-2854
INSP DATE 01-04-05
LOCATION SHOP
CITY STATE COLUMBUS

OH

OH

OWNER

HILLIARD OH [REDACTED]

WORK# [REDACTED]
HOME# [REDACTED]

REPAIR

ATTN
TRADER BUDS WESTSIDE DODGE
4000 W. BROAD ST
COLUMBUS OH 43228-
SHOP PHONE (614) 272-0000

SHOP LIC# 31-1010221
CAR IN
CAR OUT
REPAIR DAYS
FAX (614) 272-5430

VEHICLE

2000 CHRYSLER CONCORDE LX 4 DR SEDAN
6CYL GASOLINE 2.7

OPTIONS

TWO-STAGE - EXTERIOR SURFACES
DRIVER POWER SEAT

TWO-STAGE - INTERIOR SURFACES

BODY COLOR GREEN
CONDITION GOOD
LICENSE # [REDACTED]
LICENSE STATE OH

MILEAGE 60,747
VIN 2C3HD46R8 [REDACTED]
CODE M271
VEH INSP #

REMARKS:

