



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 1388

Date Received

28-JAN-2005

Repository

Reference No.
10109125

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City NOVI State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

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: 2C3JA68BC [REDACTED]
Make: CHRYSLER Model: 300M Model Year: 2002
Date Purchased: 2003 Dealer's Name and Telephone Number: _____
Original Owner: Dealer's City: GROS POINT State: MI Zip Code: _____
Engine: No. Cylinders: 4 Fuel Type: Reg.
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: _____
Vehicle Component Code: 114100 ELECTRICAL SYSTEM: WIRING: FRONT UNDERHOOD
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 05-JAN-2005 Failure Mileage: 21,000 Failure Speed: 25

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: DOTM169ABC036) 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: Y

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 DRIVING 25 MPH BATTERY WARNING LIGHT ILLUMINATED. VEHICLE LOST POWER, AND A FIRE STARTED UNDER THE HOOD. THE FIRE WAS PUT OUT, AND THE VEHICLE WAS TOWED. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *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.

Ludwig, Corina

From: [REDACTED]
Sent: Friday, February 11, 2005 8:54 AM
To: 'call7@wxyz.com'
Cc: [REDACTED]
Subject: CAR OF THE YEAR...Chrysler 300 ... "Engine Catches Fire"....Chrysler No help
Importance: High

Chrysler 300 buyers beware!!!

Please note....We have written documentation from our own investigator that this fire was the cause of one of the terminals on the battery and this particular model has had this problem in the past. The reply I received from Chrysler is that the cause of the fire was not their fault and that I would need to retain a lawyer if I wanted to take this matter any further. I have also contacted the National Highway Traffic Safety Department and the Secretary of State concerning this matter

PLEASE HELP US AND OTHER CONSUMERS BEFORE SOMEONE PARISHES FROM THIS TRAGEDY.

[REDACTED]
Novi, MI [REDACTED]
[REDACTED]

January 9, 2005

Dr. Dieter Zetsch, President
DaimlerChrysler Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: # 13024947
Vin: # 2C3AE660 [REDACTED]
Mileage: 61,000

Dear Customer Service:

I am writing to advise you of my horrific experience on Wednesday, January 5, 2005 while travelling west bound on I-96 in Novi, as I commuted from a meeting in Troy, Michigan to home in my 2002 Chrysler 300M. I was travelling in the typical evening traffic when I noticed my dashboard battery light illuminate (with no other warning lights or indicators present). Within a minute or two, I noticed a loss of power and was forced to maneuver the decelerating vehicle to the emergency lane while I still had some control. Instantly, upon stopping, I noticed what appeared to be steam coming from the hood area and proceeded to exit my vehicle and open the hood. To my shock, I was aghast to see the engine compartment engulfed in flames. In the interest of safety, I grabbed my cell phone and summoned assistance from 911 as I proceeded to distance myself from the danger of this vehicle.

2/11/2005

As a result of the fire, the westbound lane of I-96 was closed between Novi Road and Beck Road for more than an hour while emergency fire fighters and police put the fire out.

I have maintained this vehicle, along with my other three Chrysler vehicles well in excess of the required schedule and there have been no modifications to the vehicle of any kind. I understand that this particular model and the remote battery post have had a propensity for fires. I have talked with an attorney, and, while he would be happy to take the case, he recommended that I seek resolution without litigation. Accordingly, I am contacting you. I expect Chrysler to stand behind their product and reimburse me for my losses.

I look forward to your prompt response and an amicable resolution.

Yours truly,

[REDACTED]