



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 1220

Date Received
2005
31-JAN-2005

Repository
Reference No.
10109248

OWNER INFORMATION (Type or Print)

Name
Address
City MUSKEGON State MI Zip Code

Daytime Telephone Number
Evening Telephone Number
Same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
(In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.)
 YES NO
Signature of Owner Date 1/31/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
2C3HD36J5Y
Make CHRYSLER Model CONCORDE Model Year 2000
Date Purchased 11-4-1999 Dealer's Name and Telephone Number LAKE SHORE CHRYSLER - Dodge Jeep 231-993-1945
Original Owner Dealer's City MONTAGUE State MI Zip Code 49437
Engine No: Cylinders 6 Fuel Type: GAS
Transmission Type Antilock Brakes Powertrain
 Cruise Control Vehicle Component Code 171700 LATCHES/LOCKS/LINKAGES:DOORS:LATCH
Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 12-SEP-2004 Failure Mileage Failure Speed
INCIDENT DATES
Nov. 20, 04 - 58156 - FRONT DRIVERS DOOR
JAN. 21, 05 59330 REAR " SIDE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/85R15)
DOT No. (Example: DOTM1A9BC036) 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(es).)
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(es).
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).

DOOR LOCKS: CONSUMER HEARD A NOISE COMING FROM THE FRONT DRIVER'S SIDE. THE BACK DOOR LOCKED DRIVERS SIDE. CONSUMER CANNOT OPEN DOOR MANUALLY. UNLOCK MANUALLY OR WITH THE REMOTE CONTROL. *AK

SEE BACK - NARRATIVE

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Front drivers side door made noise. Repair was made on 11/30/04 because I was advised the lock could stay in the locker position mode.

On 1-21-05 the rear drivers side froze up and could not be opened by remote or manually. To me this posed a serious safety hazard in a case of an accident with anyone you would not be able to exit the car.

I informed Chrysler and they told me because the car had over 50,000 miles in up the creeks with no recalls. I feel when it comes to safety miles mean nothing.

ATTACH ADDITIONAL SHEETS IF NECESSARY



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**

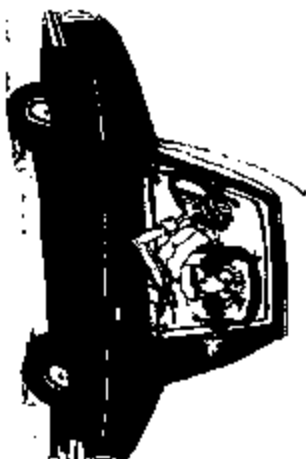
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).