



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 241

Date Received

23-FEB-2005

Repository ☐

Reference No.
10112918

27

OWNER INFORMATION (Type or Print)

Name

Address

City

SAGINAW

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 answer, please provide the name or address to the vehicle manufacturer.

Signature of Owner

Date 2/19/05

VEHICLE INFORMATION

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side

1C4GP54G6XB

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1999

Date Purchased
07-JAN-99

Dealer's Name and Telephone Number

Schaefer & B. K. L. L. C.

919 652 9965

Engine

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Dearborn MI

State

MI

Zip Code

48134

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

021400 SUSPENSION; FRONT: MACPHERSON STRUT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

21-FEB-2005

Failure Mileage

76000

Failure Speed

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: DOTM19ABC036)

☐ 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).

WHILE THE VEHICLE WAS AT THE DEALER FOR GENERAL INSPECTION, THE DEALER INFORMED THE CONSUMER THAT THE METAL ON TOP OF STRUT WHICH HELD THE STRUT IN PLACE WAS CORRODED AND NEED TO BE REPLACED. *JB

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)

The Description of the problem is at the Drivers side on top of the strut rusting. This was brought to my attention by the dealer Schaeffer & Brecklin in Frankfort, KY. (Picture attached) The dealer employee informed me that if this is not fixed in a reasonable time (less than 6000) it could cause a major highway accident. I questioned the dealer employee how they fix it & they showed me the parts that Chrysler sells to fix on top for repair approx \$400.00. Parts: Metal cap 5086009AA, AT Hose 508355AA & Plastic cap 5086573AA. Dealer informed me, not under warranty & no recall. Then I called Chrysler & they checked & said no recall. This looks like poor quality in workmanship. This could cause a highly publicized accident if it happens. Since Chrysler are making special parts for the problem, it seems that they know this is happening. I checked an older 1997 Chrysler w/ 150,000+ miles & it looks OK. I also checked the passenger side & its starting to rust also. (Picture attached).

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

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, NHTSA-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

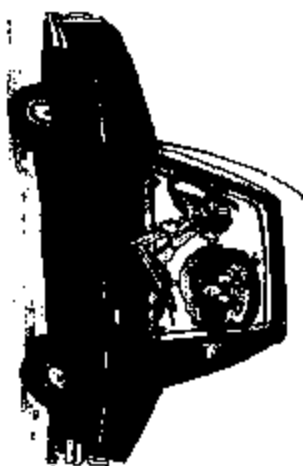
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
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