



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
(1-888-327-4235)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100192

Date Received

2005 MAY 23
25-FEB-2005

Repository ☐

Reference No.
10113048

OWNER INFORMATION (Type or Print)

Name

Address

City
PRESCOTT

State
WI

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 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

1B3E346X61N

Make

DOGE

Model

STRATUS

Model Year

2001

Date Purchased
October 2003

Dealer's Name and Telephone Number
Southview Chevrolet

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

☐

Dealer's City

St. Paul

State

MIN

Zip Code

4

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

D12000 STEERING: COLUMN

Clock Spring Mechanism

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-FEB-2005

Failure Mileage

59000

Failure Speed

10

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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 this failure; i.e., parts repaired or replaced (and if old part is available).

DRIVER WOULD HEAR A RATTLING NOISE CONTINUOUSLY WHEN TURNING THE STEERING WHEEL IN EITHER DIRECTION, LEFT/RIGHT, ALSO, WHILE DRIVING AT 10 MPH, THE RATTLING NOISE MADE A LOUD SNAP AS IF SOMETHING INSIDE THE COLUMN WAS BROKEN. HOWEVER, THE VEHICLE PERFORMANCE HAS NOT BEEN EFFECTED. ALSO, THE AIR BAG LIGHT HAS COME ON AND THE HORN AND THE CRUISE CONTROL IS ALSO INOPERATIVE. PROVIDE FURTHER DETAILS. "NM Vehicle had clicking noise from steering column continuously from time of purchase (17,000 miles) until loud snapping noise occurred in February 2005. Vehicle has been examined at Chrysler dealership (Hudson Chrysler - Hudson, WI) and found to have a broken "clock spring" in the steering column. Dealership advises that the clock spring is a rotating mechanism within the steering column with which provides a connection to various

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

This 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)

(continued from front side) vehicle functions requiring electrical connection. When 'clock' spring' breaks, all these functions cease to work as no electrical connection is made. The features effected include THE AIR BAG SYSTEM as well as cruise control, ^{horn} certain lights, etc.

Based on the records on file with the NHTSA website, the clock spring clicking and breakage problem has been known for at least four years and is the subject of many TSB and NHTSA

write-ups. This leaves numerous cars on the road with no functioning air bag system, ^{no}

horn and a very serious safety problem which is being ignored.

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

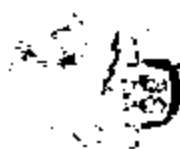
BUSINESS REPLY MAIL

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, NVS-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

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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