



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 1368

Date Received

201 FEB 14 12:36
03-MAR-2005

Repository ☐

Reference No.
10113356

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City RIVERVIEW State FL Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized representative, please provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/10/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2C3JA53G05H [REDACTED]
Make CHRYSLER Model 300 Model Year 2005
Date Purchased 11/4/04 Dealer's Name and Telephone Number 813-685-4551 1728 W. Brandon Blvd
Original Owner ☒ Dealer's City BRANDON State FL Zip Code 33511 Engine: 3.5L V6 Output 24 Valve
Transmission Type 4-speed Automatic ☒ Antilock Brakes Powertrain Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
☐ Cruise Control Multiple Failure: 1 (NEW 5 times)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 19-JAN-2005 Failure Mileage 5500 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(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 the failure:
i.e. parts repaired or replaced (and if old part is available).

WHILE MAKING A LEFT HAND TURN VEHICLE STALLED. CONSUMER PULLED OVER AND RESTARTED THE VEHICLE. 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.

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

See attached letters. - Vehicle defect & dangerous.
Vehicle stalls & stops without warning. Very dangerous.
Incidents occurred on:

11/23/04 - while parking
12/2/04 - while making a left turn
2/10/05 - turning off busy street
2/15/05 - while turning off busy street into car dealership
11/10/05 - while driving the vehicle & making left turn
off busy street

Thank you,
[Redacted]

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**

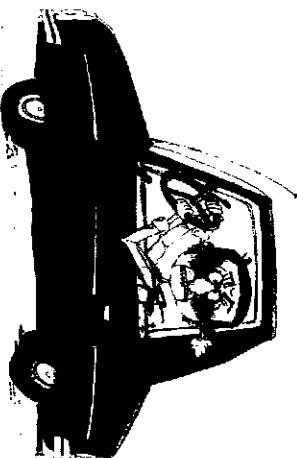
OR

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

[REDACTED]
[REDACTED]
Riverview, FL [REDACTED]

November 10th, 2005

DaimlerChrysler Motors Company LLC
PO Box 21-8004
Auburn Hills, Michigan, 48321-8004

Reference: 2005 Chrysler 300 Touring 4DR SDN, VIN 2C3JA53G05H [REDACTED]
Vehicle defect that promotes unsafe operation

Dear Product Manager:

This letter is to inform you of the malfunctioning and safety concerns that our newly purchased 2005 Chrysler 300 Touring poses. On four or more occasions for no reason, this vehicle lost power and stalled while being driven in traffic. Not only does this cause great disappointment and embarrassment, but most of all a safety issue. We have returned this vehicle for service to Courtesy Chrysler in Brandon Florida three times, and repeatedly the problem was not resolved. After the vehicle was returned to us it continued to have the same problem. It now has a rough idle when at a light or stopped after being driven for 20 to 30 minutes. The condition of this vehicle is unreliable, unsafe and a danger to my family and myself.

We purchased the vehicle on November 4th, 2004, with 300 miles on its odometer. On November 23rd, 2004, while parking the vehicle in a parking lot the vehicle lost power and stalled. Because after a couple of minutes I was able to restart the vehicle, I dismissed the problem hoping that it we just a coincidence.

On December 2nd, 2004, while making a left turn off of a busy highway the vehicle lost power, stalled, and nearly caused an accident with several cars behind me. I had to allow the vehicle to coast into a near by parking lot. Late that same day an appointment was scheduled for December 03, 2004, with Courtesy Chrysler-Jeep in Brandon Florida to check out the problem. The vehicle went into service December 03rd, 2004 and was returned to us December 06th, 2004. We were told that the problem could not be found. After receiving the vehicle back, we were still very unsure of this car because of the way drove. It had a very rough idle and sputtered at times

On February 10th, 2005, the vehicle stalled once again while turning out off of another busy street into a restaurant parking lot. And again nearly causing an accident with the cars coming up from behind, unaware that the vehicle was stopping.

Another appointment was scheduled with the dealership (Courtesy Chrysler - Jeep) the following day, February 11, 2005 to check out the same problem, again:

While driving to this appointment (Courtesy Chrysler – Jeep) on February 15th, 2005, again the vehicle lost power and stalled. This time I had to coast across two lane of fast moving traffic to a less dangerous stopping. The vehicle came to a stop, blocking the entrance of the dealership where several salesmen witnessed the incident. The vehicle remained there until the service manager, Jeff Stroede came out to take a look.

The vehicle was in service from February 15th, 2005 to February 17th, 2005, to search our the problem. The final analysis received, and the repair done, was an update to software of the Power train Control Module. We received a verbal 99.9% guarantee that this would not happen again. We also again mentioned the rough engine idling and stumbling at the stop. We were told it was the way it was when the a/c was on.

While driving home from work in traffic, February 21st, 2005, the vehicle lost power and stalled as I made a left turn at a busy intersection. Another appointment was scheduled that same afternoon, and the vehicle was back in the dealers' service department the next day (February 22nd, 2005). This was the third attempt to have this problem corrected in this vehicle. The vehicle was in service from February 22nd, 2005, to February 25th, 2005.

On June 28th, 2005, after getting inside the vehicle and shutting the door, the sunroof glass. We were told it was because the glass was binding in the track. The vehicle was in service from June 28th, 2005 until July 8th, 2005.

On November 10th, 2005, while driving to work, made a left turn off a busy street, and the vehicle stalled, and came to a stop. Again, without warning lights or indication of a problem.

I am afraid to drive this car, and I have very serious safety concerns regarding my family and my life. This problem puts us in a position to be rear-ended or t-boned and becoming seriously injured or killed. Being in a situation in traffic like that is very frightening.

I'm writing this letter in request that Courtesy Chrysler – Jeep of Brandon Florida or the Chrysler Corporation replace this vehicle (Chrysler 300 Limited w/ luxury package) or give to us a full refund /re-imbursement.

[REDACTED]

Work – [REDACTED]
Home – [REDACTED]

Cc: Office of the Attorney General
Lemon Law Research Unit
Cc: U. S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation

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).