



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 252

Date Received

2005  
15-MAR-2005

Repository

Reference No. 04  
10115100

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: AURORA State: IL Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [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		Make CHRYSLER	Model 300M	Model Year 400-1999
Date Purchased 7/28/03	Dealer's Name and Telephone Number M. ILLIC KIA, INC 708-730-5000		Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner <input checked="" type="checkbox"/> NO	Dealer's City Matteson	State IL	Zip Code	
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 014000 STEERING: RACK AND PINION	
Multiple Failure: 1				

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 15-MAR-2005	Failure Mileage	Failure Speed 45	
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**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: DOTM1ALBABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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).

A LOUD CLANKING NOISE CAME FROM THE FRONT WHILE MAKING A RIGHT TURN. WHILE ACCELERATING AT ANY SPEED THE NOISE WOULD GET LOUDER. DRIVER TOOK VEHICLE TO DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT RACK AND PINION STEERING NEEDED TO BE REPLACED. \*AK

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

~~I purchase~~

I purchase a 1999 300M Chrysler on 7/28/03, from Miller KIA, Inc, in Matteson, IL. I've had the car for 20 months. Besides replacing all four tires, there hasn't been any major problems with the car until now. Since 10/04, I've been having problems with the steering. The steering is very sloppy and there's knocking in the suspension. I've taken my car up to Tuffy Auto Service Center located in Bushy Park, IL. Tuffy stated that I need to replace my steering rack, which would cost me over \$1500. This is a major problem for 300M Chrysler cars, but Chrysler hasn't addressed it outside of warranty. There are numerous complaints on 300M internet forum sites about this issue. This problem manifests itself wandering steering and ultimately complete steering failure. Soberly, this is a safety defect issue that Chrysler should be made responsible for. This procrastination, due to cost will insure that the wandering and knocking will ultimately result in steering failure and accidents.

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



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



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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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