



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 100148

Date Received

05-MAY-2005

Repository ☐

Reference No.
10120002

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City DOVEY Bovey

State MN

Zip Code [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

1C4GP64L8XE [REDACTED]

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

1999

Date Purchased
01-MAY-01

Dealer's Name and Telephone Number
~~COLEMAN~~ Krenzen Cadillac

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
☐

Dealer's City
DELUTH

State
MN

Zip Code
55709

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

021400 SUSPENSION:FRONT;MACPHERSON STRUT

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
05-APR-2005

Failure Mileage
89,000

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).

DT
WHILE PERFORMING MAINTENANCE THE TECHNICIAN NOTICED THAT THE LEFT FRONT STRUT TOWER WAS RUSTED AND CRACKED. THE LOCAL SERVICE DEALER CAN REPAIR IT BUT THE CONSUMER FEELS THAT THE MANUFACTURER BE RESPONSIBLE FOR THE COST. *NM

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.

The 'Strut Tower' is not a wear item but a structural part of the vehical frame.

I beleive that the structural frame of an automobile should certainly last more then six years when I called Chrysler they acted as they had never heard of this problem before.

Chrysler Corporation makes a repair kit for this and I don't think they would produce a repair kit if this was a one time problem.

The owner of the body shop who brought this to my attention said he has made this repair frequently.

If the top of this tower fails and the strut comes through the top of the tower it could mean lose of vehicle control as the front corner of the vehicle would come in contact with the driving surface.

This is an item that I beleve Chrysler should take very seriously and stand behind the product that they sell to the consumer.

Thank you for your concern.

