

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 10014B	
		Date Received 2005 JUL 25 AM 9:39 10-JUN-2005		Repository <input type="checkbox"/> Reference No. 10124918	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				[REDACTED]	
Address				[REDACTED]	
City		State	Zip Code	Evening Telephone Number	
REDBANK		NJ	[REDACTED]		
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input checked="" type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.					
Signature of Owner				Date 6/23/05	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)		Make	Model	Model Year	
2C3HD3610YH [REDACTED]		CHRYSLER	CONCORDE	2000	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
01-JUL-00			No. Cylinders 8	Gas	
Original Owner	Dealer's City	State	Zip Code		
<input checked="" type="checkbox"/>					
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Vehicle Component Code		
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control	ALL WHEEL DRIVE	180000 VEHICLE SPEED CONTROL		
			Multiple Failure: 1		
FAILED COMPONENT(S)/PART(S) INFORMATION					
Incident Date(s)	Failure Mileage	Failure Speed			
08-JUN-2005	48000	30			
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: DOTM19A8C036)	<input type="checkbox"/> Original Equipment	Failure Location:			
	<input type="checkbox"/> Prior Repair				
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			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).					
<del>           DT: WHILE DRIVING THE BRAKES AND THE GAS FELT LIKE THEY WERE ACCELERATING. IT ACCELERATED SO BAD THAT I RAN A STOP SIGN. THE BRAKES WOULD NOT STOP VEHICLE. I HAD TO PUT IT IN PARK, AND THE ENGINE REVVED UP OVER 400 MPH, AND THE CAR WAS FULL OF GAS FUMES. THE BRAKES WOULD NOT WORK, AND CONSUMER DIDNT TOUCH THE GAS PEDAL. IT KEPT ACCELERATING. CONSUMER HAD NO CONTROL OF VEHICLE. IT SLOWED DOWN, BUT IT WOULDN'T STOP. I HAD TO PULL THE KEY OUT OF THE IGNITION TO GET THE CAR TO COME TO A STOP. *AK         </del>					
SEE ATTACHED					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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.					



U.S. Department  
of Transportation  
National Highway  
Traffic Safety  
Administration

400 Seventh Street, S.W.  
Washington, D.C. 20590

NVS-216 aaj

Dear Consumer:

As a result of your recent report to the DOT Auto Safety Hotline (DOT Hotline), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jamb. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures: VOQ  
DOT Hotline Pamphlet



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

June 23, 2005

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street S.W.  
Washington D.C. 20590

Reference No. 10124918 - Mrs. Joanne Vicino

To Mr. Alberto A. Jimenez, Chief of Correspondence Research Division Office of Defects Investigation Enforcement.

On June 09, 2005, while driving my 2000 Chrysler Concords to pick up my 10 year old son from his baseball practice on Munmouth Road in Middletown, NJ for no reason at all my car started accelerating. I did not step on the gas and was driving around 25 mph down a winding road. I continuously stepped on to the brakes but couldn't get the car to stop. The car would slow down for a second and then continued to pick up speed and accelerate. This felt like the gas and brake were being applied simultaneously. I quickly checked that the cruise control was off which I never used anyway. This continued for several minutes and scarily I ended up running straight through a 4 way stop sign. I held my breath and prayed that I did not kill anyone else or myself. I just missed hitting a few cars, and especially the poor person who had just pulled out of their driveway. I managed to swerve into the Firehouse Parking lot where the baseball field was and applied both feet on to the brakes and shoved the gear into the park position. My son happened to be standing 25 feet in front of me. The engine revved loudly and the speedometer went racing up to 100 MPH. (I AM NOT EXAGGERATING). I ripped the keys out and jumped out of the car, gas fumes were everywhere. If I hadn't acted quickly that car would have blown up. I called triple AAA and had the car towed directly to the Dealer. I was so upset I even went to the Dealer and spoke to a salesman there that night and cautioned them to warn the service people of the problem before starting the car.

That next day the Dealer called me in the afternoon and said he couldn't replicate the problem and the throttle diagnostics didn't show anything wrong. The Service Manager agreed to keep the car over the weekend for safety reasons and said they would take it out for a ride again on Monday. Again they could not find out what caused this to happen. I probably would have felt better if they did find something. I attempted to pick up the car but couldn't do it. I was really, really upset and scared, I couldn't bring myself to get into that car I never wanted to get in it again or risk my child's life. I spoke with a Sales Manager at Schwartz and asked for some help with getting me another car. I didn't want to buy another car from them, but wasn't going to hold them responsible I figured they would help me out. I truly feel the Manufacturers are at fault here.

I only had 4 payments left on this car and was really looking forward to being able to pay my other bills after 5 years of hard payments of almost \$500.00 a month even when I was unemployed. Now I am stuck at 40 years old with a smaller downgraded car that barely fits my family in it, with absolutely no appeal or any perks that my other car had and I had to finance for another 5 years. I have no choice and couldn't afford to come up with a down payment so I had to use this car as a trade-in. Unfortunately, I hope no one else has to get into the death mobile.

The NASTY Manufacturer DAIMLER CHRYSLER did absolutely nothing. They were unconcerned and as long as the problem was not recreated there is nothing wrong with this car. THAT IS ABSURD. I mentioned 12 other similar complaints (see attached) that were on the NHTSA Website and their response to that is "web based material is not creditable". I of course upset replied that I would let every person I met and know about them and she told me to go right ahead. "NICE". People don't write these letters for fun. Get Real.

June 23, 2005

Attached please see these other complaints that DAIMLER CHRYSLER feels is unimportant via your website. One person's life was lost because of this problem and to me that's one life to many. PLEASE DO SOMETHING. Who is to say that this problem is not intermittent and can't happen more than once? Would you put your family in this car? Also, please pay special attention to the Vehicle Identification Numbers on these car's they are all similar.

Sincerely,

A large black rectangular redaction box covering the signature area.

Red Bank, NJ

A black rectangular redaction box covering the address information.



# Office of Defects Investigation

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1-888-DASH-2-DOT  
(1-888-327-4236)

Report Date : June 22, 2005 at 03:11 PM	<input type="button" value="New Search"/>
SEARCH VEHICLE	
TYPE :	
YEAR : 2000	
Make : CHRYSLER	
Model : CONCORDE	

Results : 13 | All records displayed

**Make** : **Model** : **Year** : 2000  
 CHRYSLER CONCORDE

**Manufacturer** :  
 DAIMLERCHRYSLER CORPORATION

**Crash** : No      **Fire** : No      **Number of Injuries** : 0

**ODI ID Number** : 558887      **Date of Failure** :

**VIN** : Not Available

**Component**: VEHICLE SPEED CONTROL

**Summary:**  
 VEHICLE EXPERIENCED SUDDEN ACCELERATION, VEHICLE WENT FROM 0-70 MPH BEFORE CONSUMER WAS ABLE TO GET THE VEHICLE UNDER CONTROL. NLM

Check to Request Research. Submit below.

**Make** : **Model** : **Year** : 2000  
 CHRYSLER CONCORDE

**Manufacturer** :  
 DAIMLERCHRYSLER CORPORATION

**Crash** : No      **Fire** : No      **Number** of

**TTY**

- 1-800-424-9153 or
- 1-202-484-5238

**Injuries: 0**

**ODI ID Number : 558963**

**Date of Failure:**

**VIN : Not Available**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

VEHICLE EXPERIENCES SUDDEN ACCELERATION. \*SLC

Check to Request Research. Submit below.

**Make : Model : Year : 2000**  
CHRYSLER CONCORDE

**Manufacturer :**  
DAIMLERCHRYSLER CORPORATION

**Crash : No Fire : No Number of Injuries: 0**

**ODI ID Number : 714217 Date of Failure: November 1, 1999**

**VIN : 2C3HD36J2YH...**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

WIPER MOTOR ARM MAKES CONTACT WITH THROTTLE CABLE DURING OPERATION. THE THROTTLE CABLE IS ROUTED TO NEAR THE WIPER ARM AND CONTACT IS MADE WHEN THE WIPERS ARE TURNED ON. THE WIPER ARM DAMAGED THE THROTTLE CABLE COVER AND COULD HAVE CAUSED THE THROTTLE TO HANG. THIS COULD BE AN ACCIDENT WAITING TO HAPPEN

Check to Request Research. Submit below.

**Make : Model : Year : 2000**  
CHRYSLER CONCORDE

**Manufacturer :**  
DAIMLERCHRYSLER CORPORATION

**Crash : Yes Fire : No Number of Injuries: 0**

**ODI ID Number : 721648 Date of Failure:**

**VIN : 2C3HD46R3YH...**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

CAR ACCELERATED ON ITS OWN. I HAD TO HIT A TREE TO STOP THE CAR. THE AIR BAGS DID NOT DEPLOY UPON IMPACT. TIRES CONTINUED SPINNING AFTER IMPACT UNTIL I TURNED OFF IGNITION. MORE DETAILED REPORT WAS SENT TO NHTSA WEB MASTER.

Check to Request Research. Submit below.

**Make : Model : Year : 2000**  
CHRYSLER CONCORDE

**Manufacturer :**  
DAIMLERCHRYSLER CORPORATION

**Crash : No Fire : No Number of Injuries: 0**

**ODI ID Number : 857036 Date of Failure: October 26, 1999**

**VIN : 2C3HD46R8YH...**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

WHILE IN HEAVY TRAFFIC VEHICLE SURGES AND MAY CAUSE A FRONTAL IMPACT. DEALER CANNOT DETERMINE THE CAUSE OF THE PROBLEM. HOWEVER, DEALER REPLACED ENGINE COMPONENTS. TRANSMISSION CHANGED, SURGE STILL CONTINUES. \*AK

Check to Request Research. Submit below.

**Make : Model : Year : 2000**  
CHRYSLER CONCORDE

**Manufacturer :**  
DAIMLERCHRYSLER CORPORATION

**Crash : No Fire : No Number of Injuries: 0**

**ODI ID Number : 877060 Date of Failure: December 19, 2000**

**VIN : 2C3HD36J1YH...**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

INTERMITTENTLY WHILE AT A STOP AND ABOUT TO ACCELERATE VEHICLE SUDDENLY ACCELERATED UP TO 70 RPMS. OPERATOR HAD TO PLACE VEHICLE IN NEUTRAL POSITION AND RPMS WENT BACK DOWN, ALMOST CAUSING A CRASH. MANUFACTURER AND DEALER COULD NOT DETERMINE CAUSE, AND WERE NOT WILLING TO ASSIST CONSUMER. \*AK

Check to Request Research. Submit below.

**Make** : **Model** : **Year** : 2000  
CHRYSLER : CONCORDE

**Manufacturer** :  
DAIMLERCHRYSLER CORPORATION

**Crash** : No **Fire** : No **Number of Injuries**: 0

**ODI ID Number** : 890152 **Date of Failure**: April 1, 2001

**VIN** : 2C3HD36JOYH...

**Component**: VEHICLE SPEED CONTROL

**Summary:**

WHEN THE VEHICLE STOPPED ENGINE WILL SUDDENLY ACCELERATE. DEFECT HAS OCCURRED MORE THAN ON TWO DIFFERENT OCCASIONS. DEALER WAS UNABLE TO DUPLICATE.\*AK

Check to Request Research. Submit below.

**Make** : **Model** : **Year** : 2000  
CHRYSLER : CONCORDE

**Manufacturer** :  
DAIMLERCHRYSLER CORPORATION

**Crash** : Yes **Fire** : No **Number of Injuries**: 1

**ODI ID Number** : 8003084 **Date of Failure**: January 8, 2002

**VIN** : 2C3HD36J7YH...

**Component**: VEHICLE SPEED CONTROL

**Summary:**

VEHICLE SUDDENLY ACCELERATED AFTER

APPLYING BRAKES, AFTER SHIFTING FROM REVERSE TO DRIVE VEHICLE TOOK OFF AND RAN INTO SEVERAL TREES/ A CONCRETE WALL, AND TWO OTHER TREES BEFORE STOPPING. DEALER AND MANUFACTURER WERE NOTIFIED. \*AK CONSUMER STATED VEHICLE WAS TOTALLED, ALSO AIRBAGS DID NOT DEPLOY.\*SLC

Check to Request Research. Submit below.

**Make : Model : Year : 2000**  
CHRYSLER CONCORDE

**Manufacturer :**  
DAIMLERCHRYSLER CORPORATION

**Crash : Yes Fire : Yes Number of Injuries: 0**

**ODI ID Number : 10012402 Date of Failure: January 8, 2002**

**VIN : 2C3HD36J7YH...**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

THE VEHICLE SUDDENLY ACCELERATED WHEN THE CONSUMER ATTEMPTED TO PARK THE VEHICLE WHICH RESULTED IN A CRASH. UPON IMPACT THE AIR BAGS FAILED TO DEPLOY. \*AK \*NLM

Check to Request Research. Submit below.

**Make : Model : Year : 2000**  
CHRYSLER CONCORDE

**Manufacturer :**  
DAIMLERCHRYSLER CORPORATION

**Crash : No Fire : No Number of Injuries: 0**

**ODI ID Number : 10025504 Date of Failure: July 3, 2003**

**VIN : 2C3HD46RXYH...**

**Component: VEHICLE SPEED CONTROL**

**Summary:**

ENGINE SURGES UNEXPECTEDLY WHILE DRIVING. IF CAR IS PLACED IN NEUTRAL DURING SURGE, ENGINE RETURNS TO IDLE AFTER A FEW SECONDS. DEALER IS UNABLE TO DIAGNOSE ISSUE

SINCE NO TROUBLE CODES HAVE BEEN RECORDED.\*AK

Check to Request Research. Submit below.

**Make** : **Model** : **Year** : 2000  
CHRYSLER CONCORDE

**Manufacturer** :  
DAIMLERCHRYSLER CORPORATION

**Crash** : No **Fire** : No **Number of Injuries**: 0

**ODI ID Number** : 10063514 **Date of Failure**:

**VIN** : 2C3HD46R8YH...

**Component**: VEHICLE SPEED CONTROL

**Summary:**

WHILE DRIVING ABOUT 25 TO 30 MPH DRIVER APPROACHED A RED LIGHT, TOOK FOOT OFF THE ACCELERATOR, AND APPLIED THE BRAKES, THEN PUT FOOT BACK ON THE ACCELERATOR, AND VEHICLE STALLED. ALL DASHBOARD LIGHTS CAME ON AS AN INDICATION THAT THE VEHICLE HAD SHUT DOWN/STALLED. VEHICLE STALLED. \*AK

Check to Request Research. Submit below.

**Make** : **Model** : **Year** : 2000  
CHRYSLER CONCORDE

**Manufacturer** :  
DAIMLERCHRYSLER CORPORATION

**Crash** : Yes **Fire** : No **Number of Injuries**: 0

**ODI ID Number** : 10107075 **Date of Failure**:  
December 28, 2004

**VIN** : 2C3HD46R4YH...

**Component**: VEHICLE SPEED CONTROL

**Summary:**

WHEN THE CONSUMER PLACED HER FOOT ON BRAKE, TO PLACE THE GEAR INTO REVERSE, THE MOTOR STARTED REVING UP. THEN ALL OF A SUDDEN IT JUST JUMPED INTO REVERSE, CAR SPUN IN A COMPLETE CIRCLE HITTING ANOTHER CAR. \*SC \*JB

Check to Request Research. Submit below.

**Make** : **Model** : **Year** : 2000  
CHRYSLER CONCORDE

**Manufacturer** :  
DAIMLERCHRYSLER  
CORPORATION

**Crash** : No **Fire** : No **Number of Injuries** : 0

**ODI ID Number** : 10124918 **Date of Failure**: June 9, 2005

**VIN** : 2C3HD36J0YH...

**Component**: VEHICLE SPEED CONTROL

**Summary:**

DT: WHILE DRIVING THE BRAKES AND THE GAS FELT LIKE THEY WERE ACCELERATING, IT ACCELERATED SO BAD THAT I RAN A STOP SIGN. THE BRAKES WOULD NOT STOP VEHICLE. HAD TO PUT IT IN PARK, AND THE ENGINE REVVED UP OVER 100 MPH, AND THE CAR WAS FULL OF GAS FUMES. THE BRAKES WOULD NOT WORK, AND CONSUMER DIDN'T TOUCH THE GAS PEDAL. IT KEPT ACCELERATING. CONSUMER HAD NO CONTROL OF VEHICLE. IT SLOWED DOWN, BUT IT WOULDN'T STOP. I HAD TO PULL THE KEY OUT OF THE IGNITION TO GET THE CAR TO COME TO A STOP.\*AK

Check to Request Research. Submit below.

Request Research