



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

18-JUL-2005

Repository

Reference No.  
10129227

#### OWNER INFORMATION (Type or Print)

Name [REDACTED]  
Address [REDACTED]  
City DALLAS State TX Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [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 \_\_\_\_\_ your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 8/9/05

#### VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2C8GP54LX4R [REDACTED]  
Make CHRYSLER Model TOWN AND COUNTRY Model Year 2004  
Date Purchased 03-MAY-04 Dealer's Name and Telephone Number PRESTON CHRYSLER DODGE 972-715-5100 Engine: No: Cylinders 6 Fuel Type: Gas  
Original Owner  Dealer's City DALLAS State TX Zip Code 75420  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 014000 STEERING: RACK AND PINION Multiple Failure: 4

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

Incident Date(s) 11-MAY-2005 Failure Mileage 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: THE CONTACT OWNS A 2004 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATES THERE IS A STEERING PROBLEM. ALL THE DEALERSHIP THAT HE HAS TAKEN VEHICLE TO HAVE REPLACED THE RACK AND PINION. ONE OF THE DEALERSHIP REPLACED THE PUMP, RACK, PINION, AND THE HOSES. BUT PROBLEM RECURRENT. THE STEERING VIBRATES THE ENTIRE CAR WHEN TURNING. CHRYSLER TRIED TO REPAIR THE CAR FOUR TIMES. THE FIRST TIME DEALER SAID IT WAS NORMAL. SECOND TIME THEY SAID IT WAS NOT NORMAL, AND THEY REPLACED THE RACK AND PINION. CHRYSLER TOLD CONTACT TO PUT A 2005 RACK AND PINION IN THE VEHICLE, BUT IT DID NOT FIT. THEY HAD TO GO BACK AND PUT A 2004 BUT THAT STILL DID NOT SOLVE THE PROBLEM. ONE WEEK LATER, THEY REPLACED THE POWER STEERING PUMP, AND STILL IT DID NOT TAKE CARE OF THE PROBLEM. THE ZONE MANAGER TOLD CONTACT TO TAKE THE CAR TO ANOTHER DEALERSHIP. CAR WAS KEPT FOR ONE WEEK AND ALL THEY DID WAS REPLACE RACK AND PINION. HOWEVER, PROBLEM RECURRENT. ONE OF THE DEALERSHIP PLANNED TO ADVISE CONTACT OF THE LEMON LAW. BUT THEY HAVE NOT CONTACTED HIM YET. DEALERSHIP TOLD HIM THAT IF SOMEONE WANTED TO FIX VEHICLE TO TELL HIM TO DO SO BECAUSE THEY HAD ANOTHER VEHICLE. THE DEALERSHIP TOLD HIM TO PUT A SMALLER POWER STEERING PULLEY WHICH WOULD INCREASE THE SPEED OF THE PUMP WHICH WOULD, IN TURN, INCREASE THE PRESSURE OF THE PUMP BECAUSE THE PRESSURE WAS SLOW. \*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 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.