



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  
2005 OCT 20  
27-SEP-2005

Repository   
Reference No.  
10137865

248-447-0238

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City WHITE LAKE State MI 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?  
In the absence of an authorized signature, your name or address to the vehicle manufacturer.  YES  NO  
Signature of Owner [REDACTED] Date 10/11/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number: Located at bottom of windshield on driver's side  
2C3HD46R3YH [REDACTED] Make CHRYSLER Model CONCORDE Model Year 2000

Date Purchased 01-JUL-00 Dealer's Name and Telephone Number CLARKSTON CHRYSLER JEEP EAGLE Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner  Dealer's City CLARKSTON State MI Zip Code [REDACTED]

Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control Powertrain FRONT WHEEL DRIVE Vehicle Component Code 061110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS AN Multiple Failure: 1

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

Incident Date(s) 22-SEP-2005 Failure Mileage 64500 Failure Speed 40 mph

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]

DOT No. (Example: DOTM19ABC036) [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]

Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the crash(es), failure(s), condition and injury(ies).)

Crash  Yes  No Fire  Yes  No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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 2000 CHRYSLER CONCORDE. WHILE DRIVING IT IN THE MIDDLE OF TRAFFIC THE TIMING CHAIN WENT OUT AND THE ENGINE WAS TRASHED. THIS OCCURRED ON 9-22-05. THE CONTACT WAS TO HAVE A NEW ENGINE INSTALLED. HE FOUND SOME INFORMATION ON THE INTERNET ABOUT HOW OIL SLUDGE BUILDUP IN THESE ENGINES COULD CAUSE THE TIMING CHAIN TO FAIL, WHICH CAUSES THE ENGINE TO MALFUNCTION. APPARENTLY, THIS WAS A KNOWN PROBLEM WITH THESE ENGINES. THE CONTACT STATED MERCEDES BENZ AND VOLKSWAGEN HAVE THE SAME PROBLEM BECAUSE THEY HAVE THE SAME ENGINE. THEY HAVE EXTENDED THEIR WARRANTIES TO COVER SLUDGE PROBLEMS BEYOND THE NORMAL WARRANTY PERIOD. HE HAS NOT YET TALKED TO THE DEALER. \*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.

## Vehicle Owner's Questionnaire

Reference Number: 10137865

While driving in traffic on September 27, 2005, the engine light on my 2000 Chrysler Concorde came on and immediately the engine died. I was going approximately 40mph at the time in heavy traffic. Apparently the timing chain on the engine broke. This break, in turn, caused a great deal of internal damage to the engine, to the point where a new engine is required. An independent repair shop has estimated the cost to fix the engine at \$5812.24. The car was very well taken care of and has approximately 64,500 miles on it. An independent (non-Chrysler) repair shop said the problem is due to oil sludging issues with the engine. Oil changes were performed every 3000 miles (with most changes done by myself). Chrysler has told me that this is my issue and that if I could not provide written documentation that the oil was changed than I obviously did not change it. Specifically, the customer service manager told me, "Obviously you do not take care of your car or there would be no problem."

Any Chrysler dealership, repair shop, or junk yard I have talked to can tell me exactly what is wrong with my engine before I can finish getting the problem described to them. They all say it is a known issue on the 2.7 v6 engine.

Based on the excellent care I provided this vehicle, there is no way the engine should fail after 64,500 miles. Chrysler is zero help and will provide me zero assistance, financial or otherwise.

Based on my own research I have found a number of other manufacturers who use the same 2.7 v6 engine that Chrysler uses. These include Volkswagen, Toyota, and Mercedes Benz. All of these other manufactures have recognized this issue with the oil sludging in the engine and extended their warranty to cover this specific issue. The Center for Auto Safety also recognizes this as an important issue and is trying to force Chrysler into corrective action.

Please fee free to contact me as needed.

Phone [REDACTED]