



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

Repository

01-NOV-2005

Reference No.
10141446

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City FORT WAYNE State IN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

Do you authorize NHTSA to release information to the manufacturer of your vehicle? YES NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 11/24/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1C4GP6 [REDACTED]
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2000
Date Purchased: 01-NOV-00 Dealer's Name and Telephone Number: [REDACTED] Engine: No. Cylinders 6 Fuel Type: Gas
Original Owner: Dealer's City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: FRONT WHEEL DRIVE Vehicle Component Code: 201000 WHEELS:RIM
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-OCT-2005 Failure Mileage: = 86,000 Failure Speed: **TIRE TIRE PRESSURE DECREASES. TIRE DEALER IDENTIFIED CHROME PLATED ALUMINUM RIMS ARE CORRODING & LEAKING.**

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: DOTM18ABC036): [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 incident, failure, crash, and injury, if any.)

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 STATED THAT THREE OF FOUR TIRES WERE LEAKING AIR. THIS AIR LEAKAGE WAS DUE TO DEFECTIVE WHEELS. THERE WERE PITS WHERE BEADS SET IN THE WHEEL OF THE VEHICLE. THE TIRE DEALER TIRE ADDED SEALANT TO THE BEAD, AND THIS DID NOT CORRECT THE PROBLEM. THE TIRE DEALER RECOMMENDED THAT THE WHEELS BE REPLACED. ONE OF TIRES EXPERIENCED EXTREME OVERNIGHT LEAKAGE. THE OTHER TWO TIRES ONLY LEAKED SLOWLY. THE WHEELS HAVE NOT BEEN REPLACED AT THIS TIME. THE MANUFACTURER WOULD NOT COVER THE WHEELS UNDER PERSONALIZED SERVICE CONTRACT WARRANTY. THE WHEELS WERE CHROME PLATED ALUMINUM. AND CORROSION CAUSED THESE PITS. *AK
THE DEALER IDENTIFIED RIM COSTS AS OVER \$600 EACH. I had (AGAIN) THE TIRES REMOVED, RIMS CLEANED ABRASIVELY AND RESEALED. (11/24/05) THE TIRE DEALER SAID THIS MAY WORK FOR ABOUT A YEAR. TUBE INSTALLATION WAS IDENTIFIED AS AN ALTERNATIVE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974-Public Law 93-679 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)

IN THIS WORLD OF BUSY ADULTS, CHECKING & REFUELING TIRES ON
A DAILY BASIS IS RIDICULOUS & DANGEROUS. MOMENTS IN
PARTICULAR ARE NOT PRONE TO IDENTIFY OR CORRECT
THE LOW PRESSURE. LOW PRESSURE LEADS TO HEAT &
TIRE FAILURE OR PERFORMANCE PROBLEMS FOR THE
VEHICLE, ESPECIALLY IN AN EMERGENCY MANUEVER.

WE HAVE HAD NO SUCH INCIDENTS.

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 78173 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-218
400 7th Street, SW
Washington, DC 20590



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

4743321AC

6344 Jay
180-2300 Col + Coy

Chrysler T&C wheels Air Leakage

Copy of 1-800-521-9922 Service Contract directed to
Jeff R. of Customer Relations in Auburn Hills, MI
File No. 14227389

I Identified that 3 of 4 wheels were leaking air due to
pitting of the Chrome wheels on:

- A Top of the line car (V&C Limited) - \$35,000 (Car in 2000)
- w/ Top of the line wheels (Chrome Plated Spoke etc)
- w/ Top of the line bumper to bumper warranty
Up/104000 miles. ~ require \$3,000

w/ premium care - washed frequently of road salt
present (Under car wash / wheel wash / Garage).
Requires new wheel after 5-6 years! even though the
wheels are in excellent condition except for the
bead seats!

Called NHTSA - 1-800-424-9393
- Summary provided.
Wheel leaking overnight - could easily
cause ^{to} wheel ends or vehicle handling issues.

Chrysler would not do anything!
Could not elevate to another level.
Would not provide lost revenues

Chrysler dealer said wheels cost around \$650 each?
None of my per car in over 50 yrs of driving/owning
ever had bead seat leakage problems. Many > 200K miles +
20+yr old!