



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2006 APR -4 PM 1:08

Repository ☐

02-MAR-2006

Reference No.
10151620

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DAVIS State IL 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 authorized signature, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 3/10/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GPB4L0 [REDACTED] Make CHRYSLER Model TOWN AND COUNTRY Model Year 1999

Date Purchased
01-JUL-05

Dealer's Name and Telephone Number

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner ☐

Dealer's City

State

Zip Code

Transmission Type
AUTOMATIC

☒ AntiLock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
021400 SUSPENSION:FRONT;MACPHERSON STRUT

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-MAR-2006

Failure Mileage
88800

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036) ☐ Original Equipment ☐ Prior Repair Failure Location:
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:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] 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 STATED THE FRONT END MADE A NOISE AT ANY SPEED. THE DEALERSHIP DETERMINED THE DRIVER SIDE STRUT TOWER
HAD BUSTED THROUGH AND THE VEHICLE SHOULD BE TAKEN TO AN AUTO BODY SHOP. THEY SUGGESTED THE MANUFACTURER BE ALERTED
AND MADE NO REPAIRS.

* WAS SEVERELY RUSTED AND WAS ON THE VERGE OF COLAPSE
** (SEE ATTACHED LETTER TO MANUFACTURER) AND IS HAVING THE REPAIRS
MADE.

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.

[REDACTED]
Davis, IL
[REDACTED]

March 3, 2006

Daimler Chrysler Motor Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321

To Whom It May Concern:

RE: Reference [REDACTED]

I purchased a 1999 Chrysler Town & Country LXI, VIN#1C4GP54L0XE [REDACTED] from a private party on July 2nd, 2005. On February 27, 2006, I brought this vehicle to Jack Wolf Pontiac, Cadillac, and Chrysler dealership in Belvedere, IL because I was experiencing a "clunking" sound at the driver's side front wheel.

Upon inspection, it was discovered that the strut tower was severely rusted and would in all likelihood not be able to support the strut much longer. I contacted your customer service staff and was given the above reference (#14655819). It was my hope that Chrysler would at least share in the approximate [REDACTED] repair costs. You denied my claim.

I went on-line and discovered numerous complaints from other people who have experienced the same problem. Because this is a safety hazard if the strut fails, it must be repaired immediately. In every case you have denied responsibility for this condition, which could result in severe injury or death of the occupants of both my vehicle and to on-coming vehicles.

The Chrysler Corporation should be showing great concern in this matter since the lives of others are important. How many more of these conditions have already gone undetected?

I would think it prudent on the part of Chrysler to alert the owners of these vehicles to have them inspected for this safety failure. This problem must be addressed and the cost should be fully covered by Chrysler.

Daimler Chrysler Motor Corporation

March 3, 2006

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You obviously are aware of customer confidence and repeat business—should Americans stop buying American and buy foreign automobiles?

I am expecting a reply to this correspondence.

Sincerely,


CC: The law firm of:

Gilbert & Lowe, P.C.
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Rockford, IL 61101
Robert D. Lowe, Attorney

NHTSA Headquarters
(National Highway and Traffic Safety Administration)
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