



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

07-MAR-2006

Repository ☐

Reference No.
10152094

OWNER INFORMATION (Type or Print)

Name

Address

City RICHMOND

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number
SAME

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 3/17/06 I would like it to be reported

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C3EJ5683XN

Make
CHRYSLER

Model
CIRRUS

Model Year
1999

Date Purchased
15-AUG-03

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
UNKNOWN

Vehicle Component Code
012000 STEERING: COLUMN

Multiple Failure: 1

locked up. could not do anything

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
03-MAR-2006

Failure Mileage
68000

Failure Speed
25

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 STATED WHILE DRIVING 25 MPH THE STEERING COLUMN LOCKED. THE MANUFACTURER WAS ALERTED HOWEVER NO REPAIRS HAVE BEEN 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 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.

Date: March 17, 2006

Subject: Defect in Car

Here is a brief summary of what went wrong with my car: While driving on March 3 at approximately 25 mph, I notice that my steering wheel felt like it was beginning to not steer. All of a sudden, the wheel just lock. The ignition key would not turn. It was unbelievable. I had to get the car towed to my house. AAA driver told me that a lot of Chrysler's car had the same problem when they towed them. I contacted the Chrysler customer service dept the next day, and informed them of the problem. I was given the run around. Basically, it was nothing they could do. I e-mail them and to no avail. I made one last attempt to the customer service department and they indicated it was a recall (c45). I towed my car to dealer at, but they said the recall had nothing to do with the problem I was facing.

In order to look at my car, I had to sign an agreement to pay \$125.00. My total bill ended up being \$493. It was definitely a problem with the steering wheel column. This is a defect, and Chrysler should be held responsible for this. This is a serious defect, which could have created a major injury/incident to myself or other drivers.

