



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

24-AUG-2006

Repository ☐

Reference No.
10166426

OWNER INFORMATION (Type or Print)

Name

Address

City

ADRIAN

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 8/13/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2C3AA53

Make
CHRYSLER

Model
300

Model Year
2005

Date Purchased
17-MAY-04

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
REAR WHEEL DRIVE

Vehicle Component Code
010000 STEERING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
24-AUG-2006

Failure Mileage
28000

Failure Speed
45

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: DOTM9ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type
ALIGNMENT

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

0

Number of Deaths

0

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 VEHICLE STEERING CONTINUALLY PULLED TO THE RIGHT WHILE DRIVING 45 MPH. THE SERVICE DEALER PERFORMED FRONT ALIGNMENTS ON 6 SEPARATE OCCASIONS AND REPLACED BOTH FRONT TIRES, BUT COULD NOT IDENTIFY THE PROBLEM. THE STEERING CONTINUED TO PULL TO THE RIGHT. THE MANUFACTURER WAS NOT NOTIFIED.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

BOY LIKE THAT EVERY CENTS GOT IT NEW.

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 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-210
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**

nhtsa
www.nhtsa.dot.gov
people saving people

Vehicle Owner's Quest to Improve VOCI
U.S. Department of Transportation
National Highway Traffic Safety Administration



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).



C. R. MOTOR SALES, INC.

518 S. Meridian Road
P.O. Box 151
Hudson, MI 49247
Phone (517) 448-2741
Fax (517) 448-4098

REPRINT

SO No: 80588

* Service Invoice Customer Copy *

Auth#:

Page 1

Customer No : [REDACTED] ADRIAN M [REDACTED] Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED] Today: [REDACTED] Email: [REDACTED]	HOAG1	Advisor : Vince	Invoice Date : 08/28/2006	Term : CASH
License No [REDACTED]	Year Make 2005 CHRYSLER	Odometer In 29102	Odometer Out 29104	Stock No 05-51
Vehicle ID No 2C3AA530 [REDACTED]	Model 300	Model No [REDACTED]	Delivery Date 05/17/2004	
	Selling Dealer	SO Date 08/22/2006	InServ Date 05/17/2004	Location

REQUEST/COMPLAINT CORRECTIONS

TYPE CSR# Amount

1 0 CUSTOMER SAYS TIRES TO BE ORDERED
0 LABOR
4 5329 P215/65R17

IL 3021
ISHOP

Technician : 426 SHAWN

Cause: TIRES WORN
Correction: MOUNT AND BALANCE 4 NEW TIRES - TEST DRIVE, NO
PULL OR DRIFT OBSERVED

Request Total \$0.00

Added Operation

2 0 CUSTOMER SAYS PULLS RIGHT
4WA FOUR WHEEL ALIGNMENT
1 5134117AA BOLT CAMBER ADJUST

IL 3021
ISHOP

Technician : 440 JACK

Cause: ALIGNMENT OUT OF SPECS
Correction: REPLACE LOWER CONTROL ARM BOLTS TO ADJUST
CAMBER - TEST DRIVE TO VERIFY REPAIRS -

Request Total \$0.00

LABOR \$0.00
PARTS \$0.00
OIL/GAS \$0.00
MISC. \$0.00
SUPPLIES \$0.00
SUBLET/TOW \$0.00
ENV FEE \$0.00

SUBTOTAL \$0.00

SALES TAX \$0.00
WARR DEDUCTIBLE \$0.00

OTHER DEDUCTIBLE \$0.00

TOTAL INVOICE \$0.00

RECEIVED BY X	ALL RETURNED GOODS SUBJECT TO A 20% HANDLING-RESTOCKING CHARGE, MUST BE IN ORIGINAL PACKAGE. ELECTRICAL ITEMS, AND SPECIAL ORDER PARTS ARE NON-RETURNABLE. CREDIT WILL NOT BE ISSUED WITHOUT INSPECTION OF ITEMS, AFTER 15 DAYS, OR WITHOUT THIS INVOICE. ALL PARTS SOLD ARE NEW, UNLESS SPECIFIED OTHERWISE.
CALL US FIRST FOR ALL YOUR PARTS AND ACCESSORIES	Your Business is Appreciated <i>Thank You</i> "THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS."



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518 S. Meridian Road
P.O. Box 151
Hudson, MI 49247
Phone (517) 448-2741
Fax (517) 448-2741

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SO No: 79945

* Service Invoice Customer Copy *

Auth#:

Page 1

Customer No : [REDACTED]	HOAG1	Advisor : Vince	Invoice Date : 07/19/2006	Term : CASH
Home: [REDACTED] Bus: [REDACTED]		License No [REDACTED]	Odometer In 27361	Odometer Out 27363
Cell: [REDACTED] Today: [REDACTED]		Year Make 2005 CHRYSLER	Model 300	Stock No 05-51
Email: [REDACTED]		Vehicle ID No 2C3AA [REDACTED]	Selling Dealer	Model No [REDACTED]
			SO Date 07/03/2006	Delivery Date 05/17/2004
			InServ Date 05/17/2004	Location

REQUEST/COMPLAINT CORRECTIONS

		TYPE	CSR#	Amount
1	CLOF	LUBE, OIL AND FILTER AND CHECK ALL FLUIDS - 16 POINT VEHICLE INSPECTION -		
	CLOF	LUBE, OIL AND FILTER AND CHECK ALL FLUIDS - 16 POINT VEHICLE INSPECTION -	WL 3021	
1	5281090BA	FILTER ENGINE OIL	W40	
5	4761839AC	OIL 10W30	W40	
Technician : 426 SHAWN				

Request Total \$0.00

2	FEA	CUSTOMERS SAYS PERFORM FRONT END ALIGNMENT		
	02000191	ALIGNMENT USING CRADLE ADJUSTMENT	WL 3021	

Technician : 426 SHAWN

Cause: ALIGNMENT OUT OF SPECS, TSB ON CONDITION
Correction: PERFORM FRONT END ALIGNMENT, TEST DRIVE TO
VERIFY REPAIRS -

Request Total \$0.00

LABOR	\$0.00
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$0.00
ENV FEE	\$0.00

SUBTOTAL \$0.00

SALES TAX	\$0.00
WARR DEDUCTIBLE	\$0.00
OTHER DEDUCTIBLE \$0.00	\$0.00

TOTAL INVOICE \$0.00

RECEIVED BY

X

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PARTS AND ACCESSORIES

Your Business
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*Thank
You*

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"THE FACTORY WARRANTY CONSTITUTES ALL OF THE WARRANTIES WITH RESPECT TO THE SALE OF THIS ITEM/ITEMS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS ITEM/ITEMS."



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518 S. Meridian Road
P.O. Box 151
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Phone (517) 448-2741
Fax (517) 448-2741

REPRINT

SO No: 76173
Tag#: 1845

* **Service Invoice Customer Copy** * Auth#: Page 1

Customer No : [REDACTED] ADRIAN MI Home: [REDACTED] Bus: [REDACTED] Cell: [REDACTED] Today: [REDACTED] Email: [REDACTED]	HOAG1	Advisor : Vince	Invoice Date : 08/10/2005	Term : CASH		
License No	2005	Year Make	Model	Model No	Stock No	Delivery Date
[REDACTED]	2005	CHRYSLER	300	[REDACTED]	05-51	05/17/2004
Vehicle ID No	2C3AA3	Selling Dealer	SO Date	InServ Date	Location	
[REDACTED]	2C3AA3	[REDACTED]	08/09/2005	05/17/2004		

REQUEST/COMPLAINT CORRECTIONS

1 0 CUSTOMER SAYS FT TIRES WEAR FUNNY
0 ALING FT END

TYPE	CSR#	Amount
IL	460	

Technician : 440 JACK

Request Total \$0.00

LABOR	\$0.00
PARTS	\$0.00
OIL/GAS	\$0.00
MISC.	\$0.00
SUPPLIES	\$0.00
SUBLET/TOW	\$0.00
ENV FEE	\$0.00
SUBTOTAL	\$0.00
SALES TAX	\$0.00
WARR DEDUCTIBLE	\$0.00
OTHER DEDUCTIBLE \$0.00	
TOTAL INVOICE	\$0.00

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*Thank
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