



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
2007 JUL -6 PM 12:48
24-APR-2007

Repository ☐
Reference No.
10188687

OWNER INFORMATION (Type or Print)

Name
Address
City OAK PARK State MI Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C3HD46R4YH		Make CHRYSLER	Model CONCORDE	Model Year 2000
Date Purchased 07-DEC-00	Dealer's Name and Telephone Number BURMINGHAM CHRYSLER PLYMOUTH UNKNOWN 248 643-7000		Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☒	Dealer's City TROY 2100 WEST MAPLE RD	State MI	Zip Code 48064	
Transmission Type AUTOMATIC	☐ Antilock Brakes ☒ Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 061110 ENGINE AND ENGINE COOLING:ENGINE:GASOLINE:BELTS A/ Multiple Failure: 1	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-APR-2007	Failure Mileage 50000	Failure Speed 15
---------------------------------	--------------------------	---------------------

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)		Failure Location:
☐ Original Equipment ☐ Prior Repair		
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 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).

TL* THE CONTACT OWNS A 2000 CHRYSLER CONCORDE. ON APRIL 22, 2007 WHILE DRIVING APPROXIMATELY 15 MPH THE CONTACT ATTEMPTED TO TURN RIGHT AND THE VEHICLE SHUT OFF. THE VEHICLE COULD NOT BE RESTARTED, AND WAS TOWED TO THE DEALER. THE DEALER STATED THAT THE TIMING CHAIN HAD DETACHED, THE WATER PUMP HAD SEIZED, AND SOME OF THE VALVES WERE BENT. THE DEALER QUOTED A REPAIR COST OF \$3,000. THE CURRENT AND FAILURE MILEAGES WERE 50,000. *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 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)

THE ENGINE FAILED ON APRIL 22, 2007.

I FILED A COMPLAINT WITH CHRYSLER. THEY
AGREED TO PAY FOR ALL OF THE PARTS AND
I WOULD NEED TO PAY \$68.56 CASH. I FEEL
THEY SHOULD FOOT THE ENTIRE BILL DUE
TO THE ENGINE BEING DEFECTIVE. TODAY
IS MAY 29, 2007 AND I STILL DONT HAVE
THE CAR. THE REPAIRS ARE NOT DONE.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

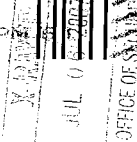
National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

DETROIT MI 482

29 MAY 2007 PM 3:11



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



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
people saving people
www.nhtsa.dot.gov

Vehicle Owner's Questionnaire (VOQ)
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 EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**