



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-MAY-2007 7:41

Reference No.

10189350

OWNER INFORMATION (Type or Print)

Name

Address

City

HAGERSTOWN

State

MD

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 authorized signature, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 5/14/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2C3HE66G92H

Make
CHRYSLER

Model
300M

Model Year
2002

Date Purchased
05-JAN-03

Dealer's Name and Telephone Number
TATE CHRYSLER FREDERICK INC. 301-663-6126

Engine:
No: Cylinders 6

Fuel Type:
Gas

Original Owner
[X]

Dealer's City
FREDERICK

State
MD

Zip Code
21704

Transmission Type
AUTOMATIC

[X] Antilock Brakes
[X] Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
110000 ELECTRICAL SYSTEM

Multiple Failure: 20

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
02-MAY-2006

Failure Mileage
35000

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)

[ ] 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 [X] No

Fire

[ ] Yes [X] 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 2002 CHRYSLER 300 M. THE CONTACT STATED THAT THE VEHICLE SHUT OFF WITHOUT WARNING WHILE DRIVING BETWEEN 1-15 MPH. THE FAILURE OCCURRED A YEAR AGO DURING THE WINTER. THE STEERING AND POWER BRAKES BECAME DIFFICULT TO MANEUVER, AND THE ENGINE LOST POWER. THE FAILURE CAUSED THE CONTACT'S VEHICLE TO CROSS INTO ONCOMING TRAFFIC. THE LAST REPAIR WAS PERFORMED IN OCTOBER 2006. SINCE THE REPAIR NO FAILURES OCCURRED UNTIL RECENTLY. WHILE DRIVING 15 MPH DOWN HILL THE CONTACT DEPRESSED THE ACCELERATOR PEDAL AND NOTHING HAPPENED. THE INSTRUMENT PANEL LIGHTS ILLUMINATED AND THE VEHICLE SHUT OFF. HE THEN SHIFTED INTO NEUTRAL AND RESTARTED THE VEHICLE. THE CONTACT STATED THAT THE VEHICLE ALWAYS RESTARTED. THE VEHICLE WAS TAKEN TO HUFFMAN AUTOMOTIVE AND WAS AWAITING A DIAGNOSTIC. THE DEALER KEPT THE VEHICLE FOUR TO FIVE TIMES FOR THE SAME FAILURE AND INSTALLED A CO-PILOT ON IT TO MONITOR THE ENGINE FUNCTIONS. THE CURRENT MILEAGE IS 43,100, AND FAILURE MILEAGE WAS 35,000.\*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.

Report on:

2002 Chrysler 300M VIN 2C3HE66G92H [REDACTED] Reference# 10189350  
Owner [REDACTED] Address [REDACTED] Hagerstown, MD [REDACTED]  
Phone [REDACTED]

This car was purchased new on January 5, 2003 from Tate Chrysler in Frederick, MD. Current mileage is approximately 38,000. In June 2006 the above captioned automobile began stalling out at slow speeds. With the engine turning off without notice the vehicle also lost power steering and power brakes. This made the vehicle difficult to control especially if you were in the process of turning. The motor always restarted without difficulty. Attached you will find four repair orders from Hoffman Automotive of Hagerstown, Md. The initial order reflects the mileage as 33,417. Each time the repair was completed the problem continued. The July 5<sup>th</sup> repair order reflects that the dealership installed a "co-pilot". The "co-pilot" once the driver pressed a button, recorded several seconds of the engine functions both pre and post incident. This was used to help them diagnosis the problem. Mileage at that time was 34, 813. In the next several weeks the car stopped without notice three (3) or four (4) times with the mileage being around 35,200. As the repair orders reflect, the vehicle was returned for repairs on July 28 and was returned to us on August 29, 2006. During this time the dealership put almost 200 miles on the vehicle in hopes of finding a solution. After that repair, except for one or two incidents the car functioned normally during the winter months. On April 28 the vehicle again stopped without notice. It was returned to Hoffman Automotive and remains there to this date, May 15, 2007.

In total the vehicle has stopped approximately 20 times in the past year. The engine completely shuts off leaving the driver without power steering and brakes. The vehicle does not experience this problem during the cold weather. The car is traveling between 1 and 15 mph when the shut off occurs. It does so without warning. It cut off one time while I was traveling 10 mph during a turn causing me to enter the other traveled portion of the roadway stopping within inches of the curb. The dealership has had this 300M at least four times and possibly more. They have had possession of it a total that exceeds two months. During this time my family has dealt with the inconvenience of not having the car. We have never had a loaner. While I appreciate the difficulty the dealership has in diagnosing the problem, the possible ramifications of this vehicle losing power is extremely dangerous. I have driven for almost 40 years without a ticket or chargeable offense. I consider myself a good driver. This car has the potential to be a killer. I am fearful every time I take control of this vehicle. It has the capability to kill me, my family, or other innocent drivers. Even if the dealership said the have finally fixed the problem, I am not sure I can trust it again. Not only have we been inconvenienced by this car being in the repair shop it is a definite danger on the road.

I would appreciate in help you may be in this regards and you have my permission to report to the manufacturer this information.

[REDACTED]

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).