



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 ☐

2007 SEP 19 5 01 PM '07

Reference No.  
10196839

OWNER INFORMATION (Type or Print)

Name

Address

City

SPRINGFIELD

State

OH

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 / /

VEHICLE INFORMATION

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

2C3HC56G7X

Make

CHRYSLER

Model

CHRYSLER

Model Year

1999

Date Purchased  
19-SEP-03

Dealer's Name and Telephone Number

Bill marine CHRYSLER

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Springfield

State

OH

Zip Code

45502

Transmission Type

☒ Antilock Brakes

Powertrain

FRONT WHEEL DRIVE

AUTOMATIC

☒ Cruise Control

Vehicle Component Code

021600 SUSPENSION:FRONT:WHEEL BEARING

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
18-JUL-2007

Failure Mileage  
12400

Failure Speed

124,000

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).

TL\*THE CONTACT OWNS A 1999 CHRYSLER LHS. THE CONTACT TOOK THE VEHICLE TO HAVE THE TIRES CHANGED. THE MECHANIC NOTICED THAT THE TIRES WERE WEARING TOO QUICKLY AND STATED THAT THE BOLTS INTER-RACK WAS A QUARTER OF AN INCH UNSCREWED. THE MECHANIC DETERMINED THAT THE VEHICLE WAS UNSAFE TO DRIVE. THE CONTACT IS NOT THE ORIGINAL OWNER OF THE VEHICLE AND STATED THAT IT WAS PREVIOUSLY IN TWO MINOR CRASHES. THE CURRENT AND FAILURE MILEAGES WERE 12,400.

124,000  
Rack And Pinion Replaced approximately every 20,000 mile intervals

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.

-OVER-

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

This is the "third" Rack AND Pinion installed on this CAR in a "three" year period. Something is causing these parts to fail but that is undetermined so far. Safety issues.

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



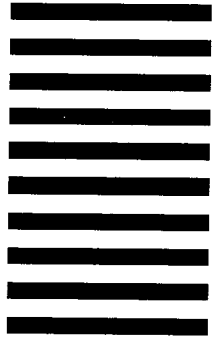
NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**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



20590+933A



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



**If so:  
Use the enclosed  
form to file a report.**

**or visit:  
[www.safercar.gov](http://www.safercar.gov)**

**or call:  
Vehicle Safety Hotline  
888-327-4236**

**nhtsa**  
www.nhtsa.gov  
people saving people

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