



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 OCT -3 AM 8:34  
14-SEP-2007

Repository ☐  
Reference No.  
10203040

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City BALLSTON LAKE

State NY

Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

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 [REDACTED] Date 9/26/07

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1B3EJ46X0 [REDACTED]

Make  
DODGE

Model  
STRATUS

Model Year  
2001

Date Purchased  
03 JUN-06

Dealer's Name and Telephone Number

Engine:  
No: Cylinders 4

Fuel Type:  
Gas

Original Owner  
☐

Dealer's City

State

Zip Code

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
UNKNOWN

FRONT Wheel Drive

Vehicle Component Code  
021400 SUSPENSION:FRONT:MACPHERSON STRUT

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)  
24-JUN-2007

Failure Mileage  
84000

Failure Speed  
65

**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

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 2001 DODGE STRATUS. WHILE DRIVING 65 MPH, THE CONTACT HEARD A FAINT GRINDING SOUND THAT GRADUALLY GREW LOUDER. A MECHANIC STATED THAT THE STRUTS ON BOTH SIDES OF THE VEHICLE TOTALLY DISINTEGRATED AND THE COIL WAS GRINDING INTO THE TIRES. THE VEHICLE WAS REPAIRED. THE POWERTRAIN WAS UNKNOWN. THE CURRENT MILEAGE WAS 89,000 AND FAILURE MILEAGE WAS 84,000.

Front Wheel Drive  
Strut mounts - one disintegrated & one cracked

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.

[REDACTED]  
[REDACTED]  
Ballston Lake, NY  
[REDACTED]

July 14, 2007

Mr. Thomas W. LaSorda  
President and CEO  
The Chrysler Group  
1000 Chrysler Drive  
Auburn Hills, MI 48326-2766

Reference Number: [REDACTED]

Dear Mr. LaSorda:

I own a 2001 Dodge Stratus SE which at the time of the incident had 84 thousand miles and is in excellent condition. On Sunday, June 24, 2007 I was traveling from upstate New York down to Baltimore, MD. The week before leaving for Baltimore I had taken my car in for routine servicing and the annual state inspection; but I was back a few days later because there was a sound I was hearing that was not part of the normal running of my vehicle. I asked my mechanic to check it out. They rotated my tires (which I just had previously done) but found nothing wrong with my car and said it was safe to drive to Baltimore.

There were two cars driving down to Baltimore. As we drove to Baltimore I heard a knocking sound coming from my trunk. I thought at the time that something had come loose. We had driven more than halfway to Baltimore when the car that I was traveling with signaled that they were getting off at the next exit. As I exited I realized that my vehicle was no longer making a knocking noise but a low grinding noise had taken its place. At the light we turned to make a left and now it was a high grinding noise. My niece said to me, what's that? I replied that I was going to have her Dad look at it before we went any further.

[REDACTED] was driving the other vehicle and when I asked him to look over my car, he did. He got behind the wheel and drove two feet and said to me, you are not driving this car any further. He is very knowledgeable about cars and has owned a used car business. If you would like to speak with him, he can be reached at [REDACTED]

We were blessed that we were able to stop at a gas station which accommodates truckers. Where else would you find a mechanic on duty on a Sunday night at 8:30pm? It was the mechanic and [REDACTED] that removed the right rear tire and found that the upper strut mount had disintegrated. The loud grinding noise was the metal spring tearing up my tire. We had been minutes away from a tire blowout. If we had not gotten off I-95 at the time, driving at highway speed, we could have had a triple fatality.

The mechanic was able to do a temporary repair that enabled me to drive to Baltimore. Once there, I contacted the Jones Chrysler Dealership located at 1510 Belair Road, in Bel Air, MD. One of their mechanics told us that Chrysler no longer used this material as they found it did not work. My own mechanic in New York told me that there would have been no warning. We found a vehicle which was similar to my own in Baltimore and found that it had the same corrosion. It clearly appeared to all us that the part was defective and should have been replaced at no cost. Mr. Rick Hinton, your representative, thought otherwise and denied my claim. The dealership inspected my vehicle and found the left side to be defective as well. I was advised not only to replace the struts but also the shocks and bushings. I take my nieces traveling with me and I want my vehicle to be safe to drive. I had the work done there which cost me [REDACTED]. I do have the old parts in my possession, as well as the tire, (which I will have to replace) should you wish to examine them.

I believe this to be a potentially serious driving hazard that should be addressed by Chrysler. Someone else might not be so fortunate and there could be loss of life. I have already spoken with your customer service and they told me there was nothing that they could do. The reference number at the beginning of this letter indicates my claim.

I look forward to hearing from you at your earliest convenience.

Sincerely yours,

[REDACTED]

Enclosure

# DAIMLERCHRYSLER

August 6, 2007

DaimlerChrysler  
Motors Company LLC

[REDACTED]

[REDACTED]

Ballston Lake, NY [REDACTED]

Reference # [REDACTED]

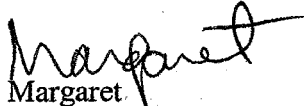
Dear Ms. [REDACTED]

We have received your letter addressed to Thomas W. LaSorda and fully appreciate the concerns you have raised.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with the decision rendered by our District Manager and/or regional Business Center.

We appreciate you taking the time to write to DaimlerChrysler Motors Corporation. Regretfully, we cannot provide a more favorable reply.

Sincerely,



Margaret  
Senior Staff  
Agent ID: 084

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).