



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

16-JUL-2008

Repository ☐

Reference No.
10234564

OWNER INFORMATION (Type or Print)

Name

Address

City

COLLINSVILLE

State IL

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 a signature, please print the name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date *8/6/08*

VEHICLE INFORMATION

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

1C3EJ56H6XN

Make

CHRYSLER

Model

CIRRUS

Model Year

1999

Date Purchased

2/99

Dealer's Name and Telephone Number

DAVE CROFT MOTORS

1-618-344-0202

Engine:

No: Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

COLLINSVILLE, ILL

State

ILL.

Zip Code

62234

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

150000 SEAT BELTS

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
04-JUL-2008

Failure Mileage
47000

Failure Speed
0

BROKEN FRONT PASSENGER
SEAT BELT BUCKLE

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 1999 CHRYSLER CIRRUS. THE CONTACT HAD A PASSENGER IN THE FRONT PASSENGER SEAT OF THE VEHICLE, BUT THE LATCH PLATE COULD NOT BE SECURED INTO THE SEAT BELT BUCKLE. TWO WEEKS PRIOR TO THE FAILURE, THE SEAT BELT WAS FUNCTIONING PROPERLY. HE CALLED THE MANUFACTURER, NHTSA, AND SPOKE WITH SOMEONE AT CHRYSLER. HE ALSO SCHEDULED AN APPOINTMENT WITH A LOCAL DEALER. THE MANUFACTURER ADVISED HIM TO OBTAIN THE COST FOR THE REPAIRS AND HAVE THE DEALER IDENTIFY THE FAILURE COMPONENT. ONCE AT THE DEALER, IT WAS DETERMINED THAT THE FRONT PASSENGER SIDE SEAT BELT WAS THE CAUSE OF THE FAILURE. THE FAILURE MILEAGE WAS 47,000 AND CURRENT MILEAGE WAS 47,050.

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)

PROBLEM WAS FIRST DETECTED AS DESCRIBED ON
FRONT OF THIS REPORT ON JULY 28 2007 REPAIR WAS
MADE CONSISTING OF REPLACEMENT OF PASSENGER SEAT BELT.
IT WAS DETERMINED WITH AID OF PEN FLASHLIGHT ILLUMINATING
INSIDE OF BROKEN BUCKLE THAT A DARK COMPONENT PART (PROBABLY
PLASTIC) INSIDE THE BUCKLE WHICH MAKES CONTACT WITH THE
FRONT ^{EDGE} ~~PLATE~~ OF THE LATCHPLATE WHEN SAME IS INSERTED
INTO SLOT OF BUCKLE HAD BROKEN OFF ALLOWING ANOTHER
OPAQUE COMPONENT PART INSIDE THE BUCKLE TO SHIFT
POSITION THEREBY BLOCKING INSERTION
OF LATCHPLATE INTO BUCKLE. MECHANIC AT DAVE CROFT WHERES
REPAIR MADE SAID DEFECTIVE PART WOULD BE SENT TO
CHRYSLER FACILITY FOR INSPECTION & ANALYSIS.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

SAINT LOUIS MO 631

07 AUG 08 PM 04T

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

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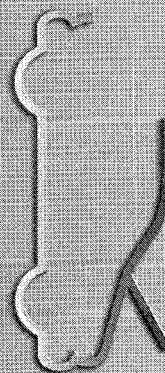
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



safecar.gov

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



If so:

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

or visit:

www.safecar.gov

or call:

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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



901 North Bluff Rd.
Collinsville, Illinois 62234
618 / 344-9982 Service
314 / 436-5320 Service
618 / 344-0202 Main



CUSTOMER NO.	ADVISOR ED GROTE	TAG NO. 0822	INVOICE DATE 07/24/08	INVOICE NO. CHCS328645
[REDACTED] [REDACTED] [REDACTED] [REDACTED] COLLINSVILLE, IL	LABOR RATE	LICENSE NO.	MILEAGE 47,712	COLOR LT CYPRESS
	YEAR / MAKE / MODEL 99/CHRYSLER/CIRRUS/4 DOOR SEDAN			DELIVERY DATE 02/18/99
	VEHICLE I.D. NO. 1 C 3 E J 5 6 H 6 X N			DELIVERY MILES 65
	F. T. E. NO.			SELLING DEALER NO.
	P. O. NO.			PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R. O. DATE 07/24/08	
MO: 47712				

JOB# 1 CHARGES

LABOR-----
J# 1 23CHZ BODY/CHASSIS 1 TECH(S):2205 79.95

CUSTOMER STATES RIGHT PASSENGER SEAT BELT LATCH WILL NOT ENGAGE THIS DOES NOT GET USED VERY OFTEN HAS NO SMALL CHILDREN THAT WOULD HAVE STUCK ANYTHING IN IT HAS HAD VEHICLE SINCE 99 AND HAS LESS THAN 50,000 MILES. IT IS A MYSTERY TO THEM WHY IT WOULD BRAKE WHEN IT IS BARELY USED.
RIGHT FRONT SEAT BELT BUCKEL A11

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		SH481AZ-AC	SEAT BELT 23049001	27.32	27.32
TOTAL - PARTS						27.32

JOB# 1 TOTALS-----
LABOR 79.95
PARTS 27.32

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 107.27

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		6.40
TOTAL - MISC				6.40

COMMENTS-----
WAITING

TOTALS-----

TOTAL LABOR	79.95
TOTAL PARTS	27.32
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	6.40
TOTAL MISC DISC	0.00
TOTAL TAX	2.65

TOTAL INVOICE \$ 116.32

IF FOR ANY REASON YOU HAVE ANY QUESTIONS OR FEEL YOU WERE NOT TREATED PROPERLY, PLEASE FEEL FREE TO CALL ME.

TOM MOORE
SERVICE MANAGER
618-344-9982

CUSTOMER SIGNATURE

Parts & Service Hours
Mon. - Fri. 7:30 A.M. - 6:00 P.M.

Sales
Mon. - Wed. - Fri. 9 AM - 9 PM
Tues. - Thurs. 9 AM - 6 PM
SAT. 9 AM - 5 PM

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to this part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

CHRYSLER DEALER CODE: 54-41527

PAID

CK# [REDACTED]

Daimler Chrysler Corp.
Attn: Mike
File 17680715

Subject: 1999
Chrysler Carier
4 Door Sedan
Problem: safety
defect - defective
front passenger
seat belt buckle.

Dear Mike:

Enclosed is copy of speech memo dated 7-24-08 concerning the defective seat belt buckle we discussed over the telephone this past week. The statement contained therein attributed to me no longer is correct concerning the cause of the defect. That statement was made about a week ago when I first took the car in for initial inspection & evaluation.

On the 24th a further inspection by a Dave Craft mechanic and myself with a penlight flashlight determined the cause of the malfunction which can be verified by further inspection at your facility in Detroit.

When inserting the latch into the buckle, contact is made by the front edge of the latch with what I believe to be a ^{dark colored} plastic component inside the buckle. By pressing down on the buckle against this component a chain of events occur involving another opaque plastic part which results in the latch being locked securely.

In the case of the subject buckle, the dark colored plastic component part has been broken off resulting in the opaque colored plastic part moving from its customary position to one where

it blocks the opening of the buckle preventing the unlatching the latch. A stronger interior component part must replace the fragile part now used in the buckle since a potentially dangerous situation can arise if the car is being driven on a bumpy road when the buckle breaks and is inoperable.

As you can see, the bill has been paid and the owner, [REDACTED] would appreciate a check being sent to her at your earliest convenience. Thanking you for your cooperation, I am

Yours truly,
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
COCCINSVILLE, ILL. [REDACTED]

TELEPHONE [REDACTED]