



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

05-MAR-2009

Repository ☐

Reference No.
10260789

OWNER INFORMATION (Type or Print)

Name

Address

City

MCCRORY

State

AR

Zip Co

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 3/11/09

VEHICLE INFORMATION

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

2C3HC56F6VH

Make

CHRYSLER

Model

LHS

Model Year

1997

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-JUL-2008

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 180000 VEHICLE SPEED CONTROL

Failure Mileage

97000

Failure Speed

0

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 1997 CHRYSLER LHS. WHILE THE VEHICLE WAS BEING SERVICED FOR ROUTINE MAINTENANCE, THE TRANSMISSION PAN WAS CLEANED. SEVERAL HOURS AFTER THE REPAIR, WHILE DRIVING IN REVERSE, THE ACCELERATOR PEDAL BECAME STUCK IN THE APPLIED POSITION. THE CONTACT WAS UNABLE TO APPLY THE BRAKES. SHE HAD TO REMOVE THE KEY FROM THE IGNITION IN ORDER TO STOP THE VEHICLE. THE DEALER REPLACED THE MASTER CYLINDER, BUT THE FAILURE RECURRED SEVERAL WEEKS LATER. SHE IS IN THE PROCESS OF TAKING THE VEHICLE BACK TO THE DEALER FOR A PROPER DIAGNOSIS. THE SPEED WAS UNKNOWN. THE FAILURE MILEAGE WAS 97,000 AND CURRENT MILEAGE WAS 104,000.

The brake pedal went to the floor & the accelerator pedal was stuck.

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.

1st time
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I backed up from a parking space. The accelerator stuck & the brake pedal went to the floor with no brakes. I traveled about 1/4 of a block backward while increasing speed. The only way to stop was turn the key off. I had just come from the shop where I had had the car cleaned. I took it back to the shop. The mechanic pulled up, backed up about a dozen times. It failed to do this again. But he had not cut the wheel. When I took it back it

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U.S. Department
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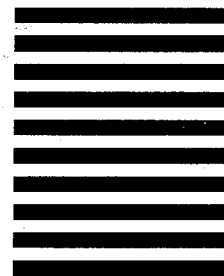
National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

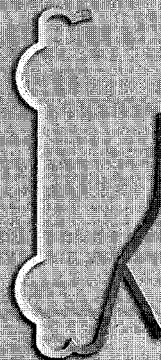
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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**



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





Steve Jones Chrysler Dodge Jeep, LLC
1110 North Falls Blvd. (Hwy 1)
Wynne, Arkansas 72396
(870) 238-8175



CUSTOMER NO. 3079	ADVISOR RAYMOND HALE, JR.	TAG NO. 169	INVOICE DATE 03/10/09	INVOICE NO. CHCS31577
MCCRORY, AR	LABOR RATE	1 (PENSE NO)	MILEAGE 104,521	COLOR SILVER/GRAY
	YEAR/MAKE/MODEL 97/CHRYSLER/LHS/4 DOOR SEDAN			DELIVERY DATE
	VEHICLE ID NO. 2 C 3 H C 5 6 F 6 V H			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS			PRODUCTION DATE
				R.O. DATE 03/10/09
				MO: 104525

JOB# 1 CHARGES

LABOR
J# 1 01CHZ QUICK SERVICE HOURS TECH(S) 113 7.41
OIL CHANGE COMPLETE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	5281090	FILTER EN 9057006	5.00	5.00	5.00
	6	MSS5W20		1.59	1.59	9.54
TOTAL PARTS						14.54

JOB# 1 TOTALS
LABOR 7.41
PARTS 14.54

JOB# 2 CHARGES **JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 21.95**

LABOR
J# 2 05CHZ01 BRAKE CONCERN HOURS 1.00 TECH(S) 113 78.00
CUST STATES CAR HAS NO BRAKES/IT DOESN'T DO THIS ALL THE TIME
POWER STEERING LINE WAS OUT OF BRACKET/ INSTALLED LINE INTO BRACKET AND ZIP TIED IN PLACE
COMPLETE

JOB# 2 TOTALS
LABOR 78.00
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 78.00

MISC CODE DESCRIPTION CONTROL NO
JOB # A SS ENVIRONMENTAL CHARGE
TOTAL MISC 5.00

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express 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 profit, or income, or any other incidental damages.

TERMS: STRICTLY CASH OR ACCEPTABLE CREDIT CARD

I hereby authorize the repair work herein after set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In the event any action is required to collect this account, reasonable attorney fees will be awarded together with all other costs incurred.

X

did the speed & no brakes three times while he was getting out of the parking space. (March 6, 2009). He came back inside & told me "that was scary." I really needed someone to tell me that. To my knowledge he did absolutely nothing to my car. He didn't raise the hood, kick a tire or "NOTHING".

Now between July 2, 2008 & March 6, 2009 this happened many times. I couldn't begin to tell you the dates. When you backed up you had better be on your toes because you were going for the ride of your life. The name of the shop is Smith's Auto & Tire Service, 307 W Hwy 64, McCrory, Ar. 72101. I do not & will not recommend them to fix a toy car.