

 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 AUG 29 2011 21-JUL-2011		Repository ☐ Reference No. 10414004	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	TX	Zip Code		
GREENVILLE					
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1B3EJ46X3TN		Make DODGE		Model STRATUS	
Model Year 1996		Engine: No: Cylinders 04		Fuel Type: GAS	
Date Purchased	Dealer's Name and Telephone Number				
Original Owner ☒	Dealer's City			State	Zip Code
Transmission Type AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain 4 cyl Auto Trans	Multiple Failure:	Incident Date(s) 20-JUL-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 60000	Failure Speed
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 1996 DODGE STRATUS. THE CONTACT STATED THAT THE HORN WOULD ACTIVATE WITHOUT COMMAND AT ANYTIME AND THE AIRBAG LIGHT WOULD ILLUMINATE ON THE INSTRUMENT PANEL. THE DEALER REPAIRED THE FAILURE, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED, BUT DENIED ANY ASSISTANCE WITH REPAIRS TO THE VEHICLE. THE FAILURE MILEAGE WAS 60,000 AND THE CURRENT MILEAGE WAS 80,000. <i>UPDATE: 1st Repair of horn 04 SEP 2010. 2nd Failure 11 Jan 2011. Alternate horn button mounted on dash - OEM N/A. Mileage 85451 (1st Failure of Horn) 92135 2nd Failure of Horn.</i>					
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.					

Mile (8545)
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On or about 29 Aug 2010, the "Horn" began sounding off uncommanded. I took the vehicle to Greenville Chrysler for repair. Greenville Chrysler ⁹⁰pre-~~checked~~ & used Steering column, installed it & billed me for the repairs. Thence, on or about 11 Jul 2010 (92135) the defect resurfaced AFTER my ^{mail} searching for another steering column. Greenville Chrysler installed the 2nd steering column, ~~same failed~~. Finally Greenville Chrysler installed an aftermarket horn button. & there is nothing I

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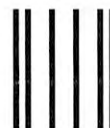
See a

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



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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

1. First Failure : 85451 04 SEP 2010
2. Second Failure : 95135 11 JUL 2011
3. Final Repair : 95135 18 JUL 2011
4. Narrative : The first failure occurred on a routine trip to the grocery store, The horn started sounding off uncommanded.
5. The second failure occurred on the I-30 Freeway,
6. After two used steering columns (OEM N/A) failed Chrysler decided to put a horn button on the Dashboard. This stopped the uncommanded horn blast, but AT BEST IT'S UNSIGHTLY
7. If there is anything I can do, call me any-time.
8. End of statement, Nothing follows.

[REDACTED]

[REDACTED]