



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  
**SEP 16 2011**  
16-AUG-2011

Repository   
Reference No.  
10419634

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED] *Sewickley, PA*  
City *644 OHIO RIVER BLVD* State *PA* Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]  
Evening Telephone Number [REDACTED]

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: 1C3CC5FB1AN [REDACTED]  
Make: CHRYSLER Model: SEBRING Model Year: 2010  
Date Purchased: *9-29-2010* Dealer's Name and Telephone Number: *KELLY CARS 412-264-4270* Engine: No: Cylinders: *4* Fuel Type: *87 OCTANE*  
Original Owner:  Dealer's City: *CORAOPOLIS* State: *PA* Zip Code: *15108*  
Transmission Type: [REDACTED]  Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 26-JUL-2011  
 Cruise Control

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

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage: 30000 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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 2010 CHRYSLER SEBRING. THE CONTACT STATED THAT THE ANTI LOCK BRAKING LIGHT WOULD ILLUMINATE ON THE INSTRUMENT PANEL AFTER THE VEHICLE WAS DRIVEN FOR AT LEAST 30 MINUTES. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, WHERE THE CONTACT WAS INFORMED THAT THE MASTER CYLINDER WAS FULL, CAUSING THE FAILURE. THE DEALER ALSO STATED THAT THE MASTER CYLINDER WAS NOT SUFFICIENT FOR THIS VEHICLE. THE CONTACT FELT THAT THIS WAS A MANUFACTURERS DEFECT BECAUSE THERE WAS NO WAY OF KNOWING IF THE VEHICLE WOULD BRAKE PROPERLY. THE FAILURE MILEAGE WAS 30,000 AND THE CURRENT MILEAGE WAS 31,000.

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 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)

When driving This Car The Brake light on the dash Comes on. Can't Tell whether the Brakes are failing or not. It is scary please Help! The first 6 months This did ~~not~~ not happen, why now? The people at The Dealership said The Master Cylinder is Not sufficient for This Car



ATTACH ADDITIONAL SHEETS IF NECESSARY

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

PITTSBURGH PA 152

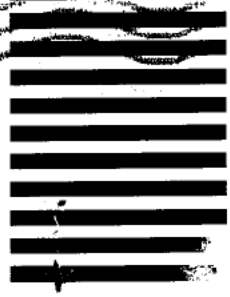
06 SEP 2011 PM 2 1



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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



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



# ★ KELLY CARS ★

CHRYSLER Jeep. RAM DODGE

FIVE STAR  
★ ★ ★ ★ ★

5408 University Boulevard  
Moon Township, PA 15108  
Phone: (412)264-4270  
Fax: (412)264-0017

*See Book of Letters*

|                   |                              |                       |                        |                     |
|-------------------|------------------------------|-----------------------|------------------------|---------------------|
| R/O<br>52969      | VIN<br>1 C 3 C C 5 F B 1 A N | [REDACTED]            |                        | DATE IN<br>07/30/11 |
| YEAR<br>2010      | MAKE<br>CHRYSLER             | MODEL<br>SEBRING LI   | COLOR<br>WHITE         | TIME IN<br>08:37    |
| MILES IN<br>32391 | MILES OUT<br>32392           | FIRST USE<br>09/23/10 | LISC.<br>PA [REDACTED] | 09:25               |
| SEE ALSO          | H: [REDACTED] (412) -        |                       |                        | CLOSED<br>07/30/11  |
|                   |                              |                       |                        | 6749                |
|                   |                              |                       |                        | WRITER<br>BRYAN     |

CUSTOMER IS WAITING

(1) CUSTOMER STATES THE BRAKE LIGHT IS ON  
COULD NOT VERIFY- FLUID IS FULL  
(17-9405 ERIC-) A

Labor T17  
..... (Internal ) .....