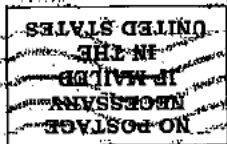


 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
		Date Received JAN 23 2012 27-DEC-2011		Repository ☐ Reference No. 10441351	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Daytime Telephone Number [REDACTED]		E-mail Address 	
Address [REDACTED]		Evening Telephone Number 			
City CITRUS HEIGHTS	State CA	Zip Code [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 2C3AE66G64H [REDACTED]		Make CHRYSLER		Model 300M	Model Year 2004
Date Purchased 2003	Dealer's Name and Telephone Number 			Engine: No: Cylinders	Fuel Type: gasoline
Original Owner ☐	Dealer's City 	State 	Zip Code 		
Transmission Type auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain Auto	Multiple Failure: 2ea	Incident Date(s) 11-NOV-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 010000 STEERING				Failure Mileage 55231	Failure Speed 5
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 2004 CHRYSLER 300M. THE CONTACT STATED THAT WHILE DRIVING AT VARIOUS SPEEDS BETWEEN 5-50 MPH, THE STEERING WHEEL WOULD VEER TOWARDS THE LEFT ABNORMALLY. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED THE CONTACT THAT THE INNER TIE RODS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED FOR THE INNER TIE RODS. THE MANUFACTURER WAS CONTACTED AND THEY OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 55,231.					
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)

Had a lot of slop in steering slow to react to corrections
 inner tie rod ends had failed. At 55,000 miles this is too
 soon to fail. I feel the material used is not correct
 for the environment where these parts are. Would it not
 have been less expensive to replace tie rod end bsgs.
 only instead of the whole rod Assy's very expensive
 for tie rod end failure. Design deficiency b

ATTACH ADDITIONAL SHEETS IF NECESSARY



SEPTEMBER 10 2012 9:11 AM

BUSINESS REPLY MAIL
 FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

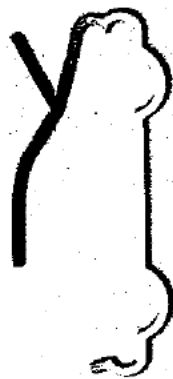
POSTAGE WILL BE PAID BY ADDRESSEE

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

US 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



**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