

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		FOR AGENCY USE ONLY 100148 Date Received OCT - 9 2012 23-AUG-2012		Repository ☐ Reference No. 10472012	
Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline					
OWNER INFORMATION (Type or Print)					
Name			Daytime Telephone Number		E-mail Address
Address			Evening Telephone Number		
City	State	Zip Code			
WALES	MA				
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			Make	Model	Model Year
1C3BC7EG7BN			CHRYSLER	200 CONVERTIBLE	2011
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
7-1-12	Ed Spencer 413-436-7721		No: Cylinders	gas	
Original Owner	Dealer's City	State	Zip Code		
☒	WARREN	MA			
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			18-JUL-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: LIGHTING (PWS)				Failure Mileage	Failure Speed
				800	
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No	0	0	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 2011 CHRYSLER 200 CONVERTIBLE. THE CONTACT STATED THAT THE HEAD LIGHTS WERE TOO DIM WHICH PREVENTED HER FROM SEEING OBJECTS IN FRONT OF HER WHILE DRIVING AT NIGH. THE VEHICLE WAS TAKEN TO THE DEALER WHO DECIDED TO ADJUST THE LIGHTS. THE CONTACT MENTIONED THAT THE REMEDY FAILED TO REPAIR THE PROBLEM. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THEY WERE UNABLE TO ALTER THE VEHICLES DESIGN. THE FAILURE MILEAGE WAS 800. <i>I have returned vehicle to dealer 3 times to adjust lights - made no difference. Took vehicle to a garage that does stickers on their chart my lights showed they were fine. I live in a new rural area & on back roads you have to crawl because you cannot see down the road - over</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 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)

in front of you & cannot see around corners - cannot drive at a normal speed. I know one other person in my area who is having the same problem & nothing was resolved about it. Also another person had to mount high powered fog lights on the front of his vehicle to be able to see down the road. These lights are more dangerous; also other people on www.Chrysler.com have said they are dangerous & people on your ~~safe~~ site have said they are dangerous. It boils down to I have spent \$31,000 on a car that I can only drive safely during the day.
Thank you - [REDACTED] MEETS IF NECESSARY

US Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

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**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**



safercar.gov

**"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