

 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 04-AUG-2014 DEC 18 2014		Repository ☐ Reference No. 10618740			
OWNER INFORMATION (Type or Print)						Daytime Telephone Number DEC 18 2014	
Name		Address		City		E-mail Address	
NASHVILLE		TN		Zip Code		NOEMAIL@UNK.GOV	
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 3C3EL5H5YT		Make CHRYSLER		Model SEBRING CONVERTIBL		Model Year 2000	
Date Purchased 2009		Dealer's Name and Telephone Number STATE AUCTION		Engine: No: Cylinders 6		Fuel Type: REGULAR GAS	
Original Owner ☐		Dealer's City NASHVILLE		State TN		Zip Code	
Transmission Type Automatic		☒ Antilock Brakes ☒ Cruise Control		Powertrain Automatic		Multiple Failure: BALL JOINTS W/CONTROL ARM/DRIVER SIDE AXLE/TIRE ROD END	
Incident Date(s) 02-AUG-2014							
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage 154000		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: NASHVILLE LIBRARY			
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 2000 CHRYSLER SEBRING CONVERTIBLE. THE CONTACT STATED THAT WHILE PARKING, THERE WAS AN ABNORMAL NOISE COMING FROM THE FRONT END OF THE VEHICLE AS THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER. THE CONTACT DISCOVERED THAT THE BALL JOINTS IN THE SUSPENSION SYSTEM BECAME DETACHED FROM THE HOUSING. THE VEHICLE WAS NOT REPAIRED. THE CONTACT WAS MADE AWARE NHTSA CAMPAIGN NUMBER: 10E059000 (SUSPENSION), HOWEVER, THE VIN WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 154,000.							
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 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.							

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

"THE DESCRIPTION WAS VERY SCARY, JUST THINKING ABOUT WHAT HAPPENED, I WANTED ANOTHER CHRYSLER, BUT NOT NOW" CHRYSLER FAILURE 2 REPAIR & EXISTING PROBLEM, TELL ME THAT SAFETY, IS NOT A CONCERN TO THEM, THEY NEW, THESE CARS ARE DEFECTED, I COULD HAVE LOST MY LIFE, BUT FOR THE GRACE OF GOD, I WAS SPARED I HAD JUST LEFT THE INTERSTATE, DOING 65 THE SPEED LIMIT, I PARKED AT LIBRARY, & MY WHOLE WHEEL CAME OFF THE CAR. SO CHRYSLER NEEDS TO DO THE RIGHT THING & REPAIR, THESE AUTOMOBILES, BEFORE SOMEONE ELSE IS DEAD."

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

NASHVILLE

TN 370

11 DEC '14

PM 2 L



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

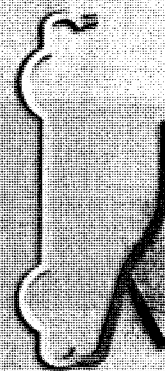
WASHINGTON, DC

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



NHTSA
U.S. Department of Transportation
National Highway Traffic Safety Administration

PRECISION AUTO CARE, LLC.

1300 Gallatin Pike S.
Madison, TN 37115
(615)866-3145

VEHICLE 2000 Chrysler Sebring JX
ENGINE V6 2.5L Vin: H GAS FI FWD 4 Spd/Autom
LICENSE [REDACTED]
Mlg In/Out 0000 /
V.I.N. 3C3EL55H5YT282034

CASH

DATE: 08/05/14

DUE DATE 08/05/14

Invoice: [REDACTED]

02:21PM

1

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL	COMMENTS & DESCRIPTION OF LABOR	QTY	PRICE
Ball joint w/ control arm(N)	1.00	101.60	101.60	Remove and replace control arm		120.00
Driver side axle(N)	1.00	55.08	55.08	Remove and replace driver side axle		45.00
ADDITIONAL ITEMS CHECKED OR SERVICED						

Date	Time	Phone	Approved By	PartsAdd	LaborAdd	Increase	Total	Caller	Reason for Price Increase	Parts & Lubricants	156.68
										Labor	165.00
										Sublet	0.00
										EPA	2.00
										DebitCard	0.00
										SHOP SUPPLIES	0.00
										Gasoline	0.00
										Sub Total	323.68
										Deposit	0.00
										Disc Applied	0.00
										Sales Tax	29.76
										TOTAL	353.44
										BALANCE DUE	0.00

This vehicle will be reassembled within 3 days of the date shown above if I don't authorize the recommended services.

NOTICE: Any additional parts required that were not part of previous repairs or any damage that occurs during repairs that are due to normal circumstances will not be covered under warranty. Not responsible for damage done that is unavoidable and part of normal repair. Labor is guaranteed 12 months or 12,000 miles whichever occurs first unless otherwise stated. All other guarantees are made by the manufacturer. Warranty work based on this bill must be performed at this shop. All parts are new unless specified as (U) used or (R) rebuilt. Vehicles left for over 10 days will be considered abandoned and will have a mechanic's lien applied for.

I accept the above terms and conditions

X

PRECISION AUTO CARE

1300 GALLATIN PIKE S.

MADISON TN 37115

(615) 866-3145

11/3/2014 10:34 AM

page 1

Invoice

Day Phone

Vehicle : 2000 Chrysler Sebring 2.5 L 2497 CC V6 SOHC

Created : 11/3/2014 9:59:15 AM

Complete : 11/3/2014 10:34:22 AM

Invoiced : 11/3/2014 10:34:22 AM

Odometer In : 0

Odometer Out : 0

Labor/Notes

Code/Tech*	Description	Price
	R & R OUTER TIE ROD ENDS	\$89.50

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1		DRIVER OUTER TIE ROD		\$24.61	\$24.61
1		PASS. OUTER TIE ROD		\$26.98	\$26.98

Labor		\$89.50
Parts		\$51.59
Sublet/Misc.		\$0.00
Shop Supplies		\$0.00
Charges		\$0.00
Sales Tax	Tax @ \$141.09 * 9.2500%	\$13.05
	MC \$154.14	Paid \$154.14

I hereby authorize the repair work herein 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. 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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$25.00 PER DAY STORAGE FEE. 12 Month or 12,000 Mile Warranty On Repairs.

Customer Signature

