

Office of Defective Investigation
DOT-NHTSA
(NVS210)

2/4/2015

CL-10627938-7294

1200 N. J. Ave S.E. West Building
Washington, D.C. 20590

FEB 11 2015

Dept of Investigations (Defective Auto Suspension)

Reporting Response to ODI → 10627938

ODI → NHTSA Complaint of 8/25/2014

RESULTS:

1. Contacted Chrysler 1-800-992-1997 talked with
Kendahl "representative" - recorded conversation.

Reported my 1998 Chrysler Sebring NOT in recall

VIN: 4C3AU42Y1WE [REDACTED]

NHTSA RECALL # 10E059000

NOTE: CAR HAS UNSAFE FEELING IN
FRONT END: SAME MFG / COMPONENTS FROM
Facility at Normal, Ill. Mfg - 1997 (SEPT)

My car has only 56,000 miles. NOT SAFE

2. Recall shows 6 suspension components ^{need to} replace.
Lower Control Arm Assemblies (Both Sides)

K7425, 10945, FA4510X

K7427, 10946, FA4611X

NOTE: These parts can fail causing the
ball stud to wear thru the control arm
housing. Driver can lose control and
"CRASH AT ANY SPEED"

PLEASE → Assist me in having upgraded
parts, warranties/design upgrades be installed
and backed by Chrysler. ASAP, ASAP

NH
2/11/15
SNP

My research shows there are many OTC mfg companies offering replacement parts. How would anyone know what will offer longevity and safety?

I need this car repaired ASAP. Have had it since new Feb 1998. Am disabled and it is my only car.. "Need it, besides these front end components should last the life of the automobile.. and not fail with low mileage and useage." PLEASE HELP ME My disability condition requires my need for safe and reliable transportation with the results of peace of mind as the result.!!

PLEASE CONTACT ME IIF More INFO IS needed,

[redacted], disabled (address)

Richmond, VA.

[redacted] (street address)

Richmond, VA.

[redacted]

CC Copy Sent to:
Commonwealth of Virginia
Attorney General: Mark Herring
WWW.OAG.STATE.VA.US

[REDACTED]
Richmond, VA. [REDACTED]

RICHMOND VA 230

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