MAY 22 2015

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	Repository ☐
30-MAR-2015	Reference No. 10702694

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City ~~SPRING HILL~~ College Park	State ~~MD~~	Zip Cod [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	Make	Model	Model Year
3C3EL55H7XT [redacted]	CHRYSLER	SEBRING CONVERTIBL	1999

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
Original Owner ☐	Dealer's City	State	Zip Code	No: Cylinders	regular unleaded

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 23-MAR-2015

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION	Failure Mileage	Failure Speed
	129000	15

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: DOTMAL9ABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location: Silver Spring md.
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

(If more than one incident, describe the most recent incident.)

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 1999 CHRYSLER SEBRING CONVERTIBLE. WHILE DRIVING APPROXIMATELY 15 MPH, THE FRONT END OF THE VEHICLE COLLAPSED TO THE GROUND. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC. THE TECHNICIAN DIAGNOSED THAT THE FRONT DRIVER'S SIDE LOWER BALL JOINT AND AXLE FRACTURED. THE VEHICLE WAS NOT REPAIRED. THERE WAS A RECALL UNDER NHTSA CAMPAIGN NUMBER: 09E056000 (SUSPENSION) HOWEVER, THE RECALL EXPIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE APPROXIMATE FAILURE MILEAGE WAS 129,000. THE VIN WAS UNAVAILABLE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

FL 335
14 MAY '15
PM 4 L

[redacted]
College Park, md
[redacted]

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

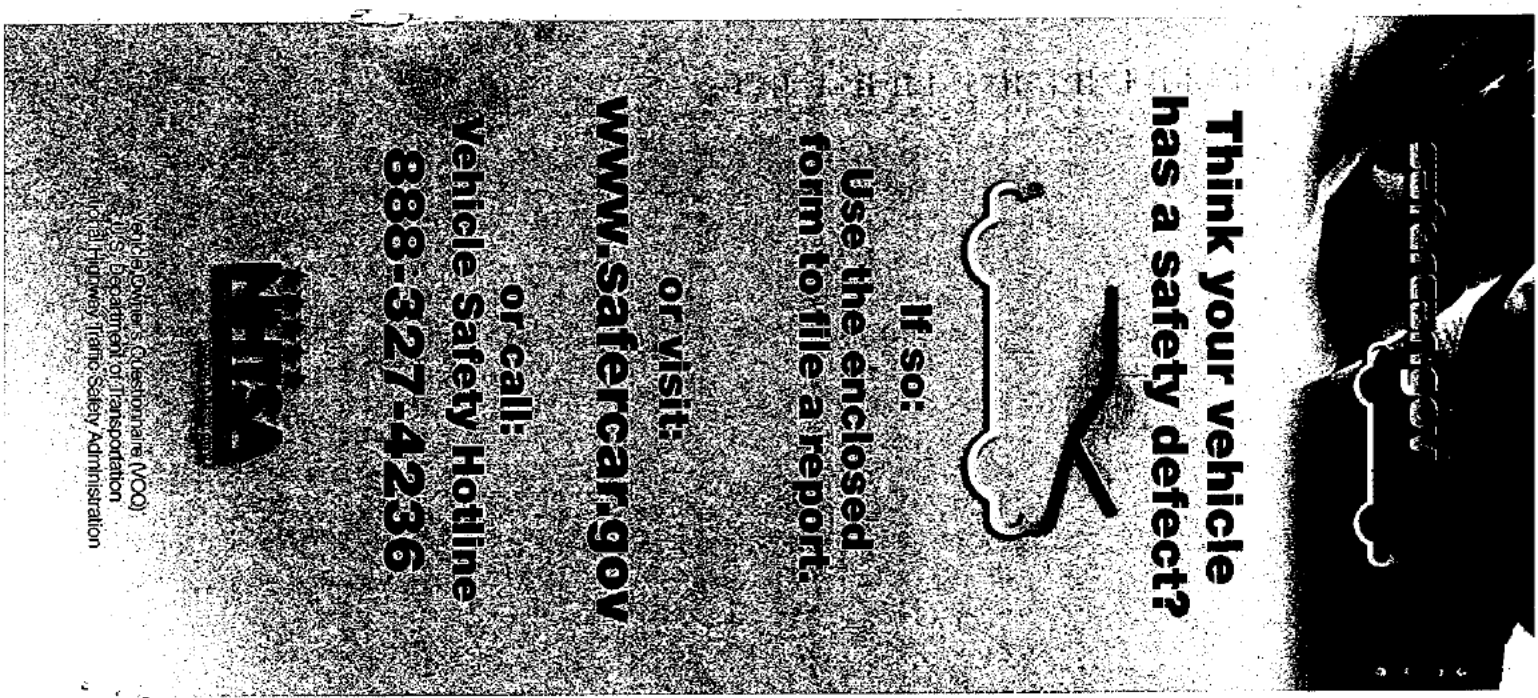
Official Business
Penalty for Private Use $300

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



To whom it may concern,

I own a 1999 Sebring Convertible, Vin Number 3C3EL55H7XT[redacted] One afternoon I was traveling in the car. As I entered a roundabout veering left, going around 15 mph, the right front wheel came off!! It was towed to a mechanic costing $150, and then towed back to my home for an additional $100. It was determined the ball joint broke and then the axle pulled out of the gear box.

I should not have to pay to get these repairs done. I could have lost my life and taken others with me. There could have been lawsuits and negative publicity that would have damaged the corporation's reputation. Questions would be asked such as "Why weren't national ads placed in all the media to alert Sebring owners of this dangerous recall?" My father and my fathers father were dyed in the wool Chrysler owners. Our family would own no other brand. Now it appears our blind faith could have gotten us killed.

I hope Chrysler does the right thing and pays for this damage. I was very traumatized by the experience. I'm working on some very important things. I may have never accomplished my goals because Chrysler chose not to do all they could to assure all Sebring owners affected were notified of the recall.

Sincerely,

[redacted]