

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

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: 09-FEB-2016
APR 03 2016
Repository
Reference No. 10825013

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: NORTH GROSVENORDALE State: CT Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: NA
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: 2C3HD36M94H [Redacted] 15081943-8572
Make: CHRYSLER Model: CONCORDE Model Year: 2004
Date Purchased: 1-8-16 Dealer's Name and Telephone Number: Carand Truck Wholesalers
Engine: No: Cylinders 6 Fuel Type: Gasoline
Original Owner: Dealer's City: Webster, MA (508) 943-7044 State: MA Zip Code: 01570
Transmission Type: Automatic Antilock Brakes: Cruise Control: Powertrain: Multiple Failure: Yes - since i purchased Incident Date(s): 30-JAN-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: VISIBILITY/WIPER (PWS), 138000 VISIBILITY; DEFROSTER/DEFOGGER SYSTEM
I had To get The Heater Fixed I could not see F had NO visibility
Failure Mileage: 63100 Failure Speed: Speed Limit

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FUZION Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): 225/60 R16
DOT No. (Example: DOTM19ABC036): DOT 2RB6 Original Equipment: Prior Repair: Failure Location: Willimantic, CT
Tire Component Code: 93H DCM23IP Tire Failure Type: Blow out

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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 CONCORDE. THE CONTACT STATED THAT WHEN THE DEFROSTER WAS ENGAGED, IT FAILED TO DEFROST THE WINDOW AND OBSCURED THE DRIVER'S VISION WHILE DRIVING. THE FAILURE RECURRED NUMEROUS TIMES. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 63,100.

I did report this & I drove to his place of Busniss and he got all mad and Told me To follow him to his meekie who gave me a false diagnosis. I had to pay \$60.00 for a proper diagnosis

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)

ON 1-8-16 I bought This piece of JUNK. ON 1-14-16
The muffler fell off in the Road. Then shortly
After The Heater Blower and Resister blew
That over \$600.00 parts and Labor, Then the fire blew out
Then the wheel bearing assembly had to be changed
another \$95.00. Now the transmission
is slipping, and the Fuel Tank Filler Tube is wet
almost Rusted Through If wet with Gas Not
water. If it Rust Through The car will blow
I Think I have paid enough
I can't afford for the transmission or the
Filler Tube which could kill me or someone

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

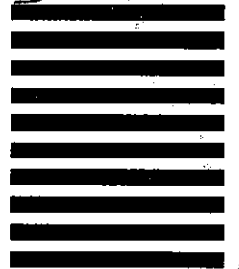
1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

HARTFORD
CT 061
25 MAR 25
PM 4 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, NEF-100
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



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



ON 1-8-16 I bought This piece
of Junk of a car I have had nothing
but problems. First, the muffler fell
off. That cost me \$256.35 ON 1-14-16.
Shortley after I had know Heat I
could not see to drive because between
The fog and Ice kept building up.
Bisides I froze To Death Thats when To
his Shop. He started screaming
The warrenty was up. The he said
to Follow him to his meexic and
he diagnosed it wrong. I got it
diagnosed That cost \$60.00 The parts
cost \$132.99 for the Blower motor Resistor
Blower motor \$128.67, \$100.00 To install
43.82 To install the Resistor. Then the
wheel Bearing assembly had To
be changed \$35.08 and \$60.00 To be
installed, \$100.00 For the Blow motor
to be installed. Then The Right
Front Tire blew out in willimantie
almost casing an accident. Now
The TRANMISSIOX is slipping, and The
Gas filler Tube is wet with Gas
If it Rust Through I'm dead ☹

I want some thing done I don't
have No more money to put in
this Junk!

Thank You



I have spent over \$56.00 on this
This car all within 2 months since
I bought it.

I Told you Gasoline Filler Tube is
wet with gas, and The Transmisson
is Slipping. IF The Filler Tube Rusts
Through me or some else could get
hurt or killed.

A \$100.00 to install The blower
And The \$60.00 was installed by a
Friend of mine if you need
Reciepts I will get Them For
The Ball Bearing hub assembly