



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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 ☐

18-AUG-2016

Reference No.

OCT - 5 2016

10896961

OWNER INFORMATION (Type or Print)

Name

Address

City

MECHANICSVILLE

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

N/A

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

4C3AG52H12E

Make

CHRYSLER

Model

SEBRING COUPE

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

DEADSON'S CHRYSLER / JEP

Engine:

No: Cylinders 6

Fuel Type:

REG.
UNLEADED

Original Owner

Dealer's City

RICHMOND, VA

State

VA

Zip Code

23296

Transmission Type

☒ Antilock Brakes

Powertrain

6 CYLINDER

Multiple Failure:

?

Incident Date(s)

18-AUG-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2002 CHRYSLER SEBRING COUPE. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V545000 (AIR BAGS); HOWEVER, THE PART FOR THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE MANUFACTURER WAS NOT MADE AWARE OF THE ISSUE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

I was advised by the dealer that the problem is the passenger side sun visor. Each time I get a notice about the safety call I contacted the dealer and they advised the part was not available. This has been going on much too long and it seems to me it should be corrected by the Chrysler Corp. before someone does get hurt. I have contact the Chrysler Customer Service Dept. and was advised that I could purchase a strap for \$4.00 and correct the problem. Should they not provide and install the solution of the safety problem. Can you please help me in getting this problem solved?

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.