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Form Approved: O.M.B. No. 2127-0008

 <p><b>DOT Auto Safety Hotline</b>  <b>Posted Owner's Questionnaire</b>  <b>TO REPORT VEHICLE SAFETY DEFECT</b>          1-888-DASH-2-DOT          1-888-327-4238          INTERNET: <a href="http://www.nhtsa.dot.gov">http://www.nhtsa.dot.gov</a></p>	<p>FOR AGENCY USE ONLY</p> <p>Date Received  <b>RECEIVED</b>  <b>APR 27 AM 8:44</b></p> <p>OFFICE  <b>DEFECTS INVEST</b></p> <p>Reference No.  <b>551988</b></p>	
	<p>OWNER INFORMATION (Type or Print)</p> <p>Device Telephone Number</p>	

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
 in the absence of your name or address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date 4/16/00

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) (17 Digits) <b>2C3HD56F2TH133248</b>	Vehicle Make <b>Chrysler</b>	Vehicle Model <b>Concorde</b>	Vehicle Year <b>1996</b>	Current Odometer Reading <b>89157</b>	
Purchased Date <b>1 Nov 95</b>	Dealer's Name <b>Valencia Chrysler - Jeep</b>	Engine Size (CID/CC/L) <b>2.4</b>	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	No. Cylinders <b>4</b>	
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City <b>Santa Clarita</b>	State <b>CA</b>	Zip Code <b>91355</b>		
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Ut. <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other
Body Style <input checked="" type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other					

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>Bushing Servo</b>	Part Name(s) <b>Power Steering Servo</b>	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures <b>1</b>	Date(s) of Failure(s) <b>2-2-2000</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) <b>85000</b>		
	Vehicle Speed at Failure(s):		

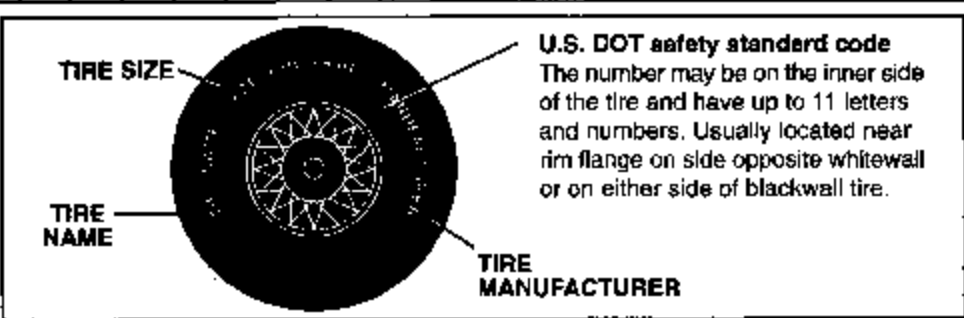
**APPLICABLE INCIDENT INFORMATION**  
 (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number Persons Injured	Number of Fatalities	Estimated Property Damage \$ _____	Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No
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**INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)**

To report defective or failed tires provide the following: DOT Number, Tire Manufacturer, Tire Name, Tire Size (include all numbers and letters).  
 Note: This information not required for normal operation tires.

DOT	Manufacturer	Tire Name	Complete Tire Size
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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 administration 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 power steering servo failed and allowed The steering to wander back and forth. It got progressively worse over about a month or two. When I took it to Chrysler They knew exactly what was wrong. They charge \$972.00 for the part and \$500.00 labor.

This is a dangerous part and Chrysler know about it and is making money from it. They said There is no way to repair the part. It must be replaced at \$1500.00.

This should be paid for by The Chrysler Corp. It is a defect and should be recalled.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
DOT Auto Safety Hotline, NSA-10.1  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4236**

DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.dot.gov/hotline>