



US 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

COPIED

FOR AGENCY USE ONLY

Date Received

RECEIVED

00 SEP -7 PM 12: 08

od_ or
od_r
JP RR
Reference No.

OFFICE DEFECTS INVEST

554398

OWNER INFORMATION (Type or Print)

[Redacted Owner Information]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of

Date 08/31/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 2C3HD56T8TH179527		Make CHRYSLER	Model CONCORDE	Year 1996
Purchased Date 01/23/96	Dealer's Name ARCHER CHRYSLER-PLYMOUTH		Engine Size (CID/VCC/L) 201/100/3.2	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City HOUSTON	State TX	Zip Code 77071-0530	No. Cylinders 6
Manufacture Date (on driver's door or pillar) 11-95	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorized <input checked="" type="checkbox"/> Passenger's Air Bag <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 Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input 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

Part Name(s) INNER TIE RODS (2) COLUMN SET W/CS 2-5014740AH BUSHINGS-STEERING GEAR	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name	Complete Tire Size
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s):	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
		NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Fatalities 0	Reported to Manufacturer DEALER SAID IT WAS NORMAL <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

MILEAGE ON CAR ONLY 30,574 MILES ON AUG 3, 2000 WHEN CAR STARTED TO SHAKE AT SPEEDS OF 35 TO 45 MPH VIOLENTLY SO THAT ONLY THE WEARING OF SEATBELT WOULD PREVENT OCCUPANTS FROM BEING ~~THROWN~~ THROWN OUT. REPAIRS COST OVER \$500.00
THE SAME DAMAGE OCCURRED ON MY WIFE'S CAR, WITH SAME PARTS HAVING TO BE REPLACED AT A COST OF OVER \$600.00. IT HAS ALREADY BEEN REPORTED TO DOT LAST MONTH. CAR IS A 1995 DODGE INTREPID WITH MILEAGE OF 33,000 MILES HAVING THE SAME DRIVE TRAIN AS THE 96 CHRYSLER CONCORDE.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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)

BOTH CARS HAVE RELATIVELY LOW MILEAGE BOTH PURCHASED NEW, NOT ABUSED, AND IT DEFINITELY NOT A COINCIDENCE THAT PART FAILURES SHOULD OCCUR WITH RELATIVELY LOW USAGE, LOW MAINTENANCE AND BOTH PURCHASED NEW. PARTS USED SHOULD NOT FAIL THIS EASILY AND SO SOON I ATTRIBUTE IT TO POOR QUALITY CONTROL AND LOW STANDARDS. P.S. MY WIFE'S NAME IS PAULINE RUBIN, SAME ADDRESS WAS REPORTED TO TINA.

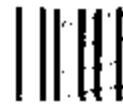
ATTACH ADDITIONAL SHEETS IF NECESSARY

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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590



Complete and return or place in your car manual for future use



VEHICLE OWNER'S QUESTIONNAIRE (VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

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