



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

POSTED

QC'd

FOR OFFICIAL USE ONLY

Date Received

RECEIVED

03 FEB -2 AM 9:11

or
nd
od_r
up_lr

Reference No.

OFFICE OF DEFECTS INVESTIGATING

559366

Name
Street
City

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of your response, we will provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/19/01

PRODUCT INFORMATION

| | | | | | |
|--|---|---|--|--|--|
| Vehicle Identification No. (VIN) (17 Digits) 4JC3AUS2N6VE110612 | | Make Chrysler | | Model Sebring | Year 1997 |
| Purchased Date 1/1999 | Dealer's Name Fred HQS | | Engine Size (CID/CC/L) No. Cylinders 4 | | <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection |
| <input type="checkbox"/> New <input type="checkbox"/> Used | Dealer's City Spring | State TX | Zip Code 77373 | | |
| Manufacture Date (on driver's door or pillar) Feb. 1997 | Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic | Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input 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 checked="" type="checkbox"/> 2-Door <input 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) Door Panel (passenger side) | Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input checked="" type="checkbox"/> Right <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 |
|---|---|--|---|

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| | | |
|-----------------|-----------------------------|--|
| Tire Brand | Tire Name | Complete Tire Size |
| No. of Failures | Date(s) of Failure(s) | Failed Part(s) Available? |
| | Mileage at Failure(s) | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| | Vehicle Speed at Failure(s) | 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 | Number of Fatalities | Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
|--|---|---------------------------|----------------------|---|

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).
Three months after purchasing my Sebring I noticed the door panel was loose. I took it to a body shop and they pushed it back in place. A few months later I was driving on a major freeway and the entire passenger door panel flew off almost hitting the car passing on my right. Had the panel hit that car I am sure it could have been fatal. I

Continue on back.

The Privacy Act of 1974 - Public Law 93-579 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 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)

Called Chrysler and told them what occurred. The customer service rep informed me to go to the nearest dealer. (Charlie Thomas Gulf Ford) She said if it was a defect Chrysler would replace it no cost to me. When I took it to Chrysler the repair person told me that all an Sebring's panel fall off the door. But they refused to replace mine because the warranty expired. After further investigation I've found that most Sebring owners with the same model year have had the exact same problem that I have. This is dangerous to the uninformed public.

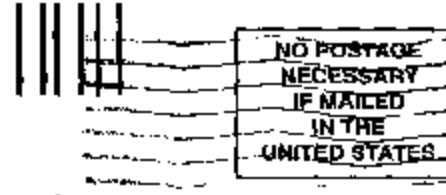
ATTACH ADDITIONAL SHEETS IF NECESSARY

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



BUSINESS REPLY MAIL

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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)

(VOQ)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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