



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393

DC METRO AREA (202) 366-0123

INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 258

Date Received

16-MAR-2002

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Reference No.

759431

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Location at bottom of and/or above windshield)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2C3HD46R0WH162370	CHRYSLER	CONCORDE	1998	

Purchase Date 01-JUL-1998	Dealer's Name _____	Engine Size (CID/CC/L) <u>2.7</u>	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
	Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01400000 02100000 02150000	Part Name(s) STEERING:GEAR:RACK AND PINION SUSPENSION:INDEPENDENT FRONT SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 1	Date(s) of Failure(s) <u>13-MAR-2002</u> Mileage at Failure(s) <u>38000</u> Vehicle Speed at Failure(s) <u>0</u>	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER TAKING VEHICLE IN FOR AN ALIGNMENT I WAS INFORMED BY MECHANIC THAT THERE WAS A PROBLEM WITH "RIGHT POWER STEERING RACK MOUNTING BUSHINGS" AND THE "LOWER CONTROL ARM" WAS MAKING A NOISE. HE SAID IT WOULD COST APPROX. \$1400.00 TO CORRECT THIS PROBLEM. THIS VEHICLE WAS WELL AMINTAINED AND DRIVEN PROPERLY AT ALL TIMES. THIS SEEMS A BIT STRANGE THAT A VEHICLE LESS THAN 4 YEARS OLD, NOT DRIVEN ABUSIVELY WOULD HAVE SUCH A MAJOR EXPENSE REPAIR. *AK

CONTINUE ON REVERSE

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.