



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

24-MAY-2002

Ord. or  
rt. dt  
pd. rt  
up. ltr

Reference No.

762236

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)<br><small>(Located at bottom of<br/>windshield and driver's side<br/>door)</small> | Vehicle Make | Vehicle Model | Vehicle Year | Current Odometer Reading |
| 1C3EJ46X3YN200288                                                                                           | CHRYSLER     | CIRRUS        | 2000         |                          |

|                                                                                            |                                                                                           |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Purchase Date<br><b>01-MAR-2000</b>                                                        | Dealer's Name _____                                                                       | Engine Size<br>(CID/CC/L) <u>2.4 L</u>                                                                                                                                                                                           | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection                                                                                                                    |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used                      | City _____ State _____ Zip Code _____                                                     | No Cylinders _____                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                 |
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic | Antilock Brakes<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No                                                                                                                                                                        |
|                                                                                            |                                                                                           | Drive Train<br><input checked="" type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel                                                                                                    | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ |
|                                                                                            |                                                                                           |                                                                                                                                                                                                                                  | Body Style<br><input type="checkbox"/> 2-Door<br><input checked="" type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other _____                                          |

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

|                       |                                          |                                                                                                                                          |                                                                                             |
|-----------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Component<br>02000000 | Part Name(s)<br>SUSPENSION               | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part(s)<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No. of Failure        | Date(s) of Failure(s) <u>18-NOV-2001</u> | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> No                |
|                       | Mileage at Failure(s) <u>17780</u>       |                                                                                                                                          |                                                                                             |
|                       | Vehicle Speed at Failure(s) <u>65</u>    |                                                                                                                                          |                                                                                             |

## APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

|                                                                   |                                                                             |                           |                      |                          |                                                                                           |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|--------------------------|-------------------------------------------------------------------------------------------|
| Crash<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damag | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|--------------------------|-------------------------------------------------------------------------------------------|

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

AFTER THE CAR IS DRIVEN FOR 30 OR 40 MINUTES, A SHARP TAPPING SOUND CAN BE HEARD COMING FROM THE ENGINE COMPARTMENT. SOME SORT OF "KICK" CAN ALSO BE FELT THROUGH THE STEERING WHEEL. THE LONGER THE CAR IS DRIVEN, THE LOUDER THE SOUND AND THE MORE PRONOUNCED THE KICKBACK IN THE STEERING WHEEL, AT TIMES FAIRLY VIOLENT. THE TAPS/KNOCKS OCCUR AS MANY AS SEVERAL TIMES PER SECOND, THEN STOP FOR A FEW MINUTES, THEN RETURN. THE OCCURRENCE IS NONROTATIONAL (IE, HAPPENS AT EQUAL INTERVALS WHETHER AT HIGHWAY SPEEDS OR IN A PARKING LOT) AND HAS NOTHING TO DO WITH ROAD SURFACE CONDITIONS. CHRYSLER TECHNICAL SERVICE BULLETIN (TSB) 19-02-99 REV A, DATED 10/99, DESCRIBES THIS PROBLEM. I'VE BROUGHT THE CAR TO TW

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.