



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 758

Date Received

03-MAY-2002

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Reference No.

8009079

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 windshield and driver's side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2C3HD46R9WH162304		CHRYSLER	CONCORDE	1998	
Purchase Date	Dealer's Name _____		Engine Size (CID/CC/L _____)	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection	
☒ New ☐ Used	City _____ State _____ Zip Code _____		No Cylinders _____		
Transmission Type	Antilock Brakes	Restraint System	Cruise Control	Drive Train	Vehicle Type
☐ Manual ☒ Automatic	☒ Yes ☐ No	☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	☒ Yes ☐ No	☐ Front ☐ Rear ☐ 4-Wheel	☐ 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 10121000	Part Name(s) VISUAL SYSTEMS:GLASS:POWER WINDOW DOOR AND SIDE	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 10-APR-2002 Mileage at Failure(s) 78000 Vehicle Speed at Failure(s) _____	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 Damag	Reported to Police ☐ Yes ☐ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

POWER WINDOWS HAVE BECOME INOPERATIVE, ICLUD ING PASSENGER'S FRONT/ REAR AND DRIVER'S FRONT WINDOW.*AK

COPIES OF THIS FORM ARE:

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.

 DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 752113 BRAZORIA TX 77422 Home Number: _____ Work Number: _____		Date Received: 03-MAY-2002 OFFICE: _____ 8009079	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☒ YES ☐ NO			
Signature of Owner: _____ Date: 5/18/02			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located on driver's side windshield)		Vehicle Make: CHRYSLER	
Vehicle Year: 1998		Vehicle Model: CONCORDE	
Current Odometer Reading: 79000		Engine Size (CID/CAL): 2.7	
Fuel Injection: ☒ Gas ☐ Diesel ☐ Turbo		No Cylinders: 6	
City: Houston State: TX Zip Code: _____		Dealer's Name: Ron Carter	
Purchase Date: 10-15-98		New ☒ Used ☐	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Transmission Type: ☒ Automatic ☐ Manual		Restraint System: ☒ 3-Point Belt ☐ 2-Point Belt ☐ Motorbelt	
Cruise Control: ☒ Yes ☐ No		Drive Train: ☒ Front ☐ Rear ☐ 4-Wheel	
Vehicle Type: ☒ Car ☐ Van ☐ Minivan ☐ Other		Body Style: ☒ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up ☐ Truck	
Component 10121000			
Part Name(s): VISUAL SYSTEMS: GLASS: POWER WINDOW DOOR AND SIDE		Location: ☒ Left ☒ Right ☐ Failed Part(s): ☒ Original ☐ Replacement	
No of Failures: _____		Date(s) of Failure(s): 10-APR-2002	
Mileage at Failure(s): 78000		Vehicle Speed at Failure(s): _____	
(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: 0		Number of Fatalities: 0	
Estimated Property Damage: 0		Reported to Police: ☒ Yes ☐ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) POWER WINDOWS HAVE BECOME INOPERATIVE, INCLUDING PASSENGER'S FRONT/ REAR AND DRIVER'S FRONT WINDOW. *AK			
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.			

CONTINUE ON BACK IF NEEDED

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have had 2 windows go out, Front Driver and rear right side. The one on the passenger side works every once in a while, they also jump off track. I took my car to A.W. Davis car shop, (929) 298-9898 (ANN) The lady told me they were having trouble with the windows in these cars. She called Don Davis dealership in Lake Jackson. She was told the only way to fix the problem is to buy a new window. And some time that don't work, he then said he is sorry but there is nothing he can do. I looked on the internet and there are a lot of people having the same problem!!

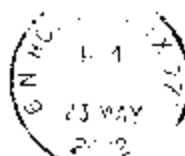
ATTACH ADDITIONAL SHEETS IF NECESSARY

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 79173 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



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