



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

20-MAY-2002

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

8010106

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
2C3HD46J2XH579453		CHRYSLER	CONCORDE	1999	
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 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Dates of Failure(s) 11-MAY-2002	Failed Part(s) ☐ Yes ☐ No	NHTSA Previously ☐ Yes ☐ No
	Mileage at Failure(s) 70000		
	Vehicle Speed at Failure(s)		

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)

WHILE DRIVING 60-65 MPH TRANSMISSION WOULD NOT SHIFT, THEN, THERE WAS A LOUD NOISE, AND VEHICLE STARTED TO SLOWDOWN. CONSUMER WAS ABLE TO COAST TO SHOULDER. TOWED TO DEALERSHIP, TRANSMISSION HAD TO BE REPLACED. 2 DAYS PRIOR, VEHICLE HAD BEEN TAKEN TO DEALER FOR PROBLEMS WITH TRANSMISSION, WHEN IN PARK IT WOULD ROLL, AND WHEN IN DRIVE IT FELT LIKE IT WAS IN NEUTRAL. DEALER STATED THERE WAS NOTHING WRONG WITH TRANSMISSION.*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.



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 758

Date Received

20-MAY-2002 AM

Od or
r_d
ed at
up for

OFFICE
DEFECTS INVESTIGATION

Reference No.
8010106

OWNER INFORMATION (Type or Print)

754826

NEWARK

DE

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?
In the absence of an address to the vehicle manufacturer.

YES

NO

Signature of Owner

Date 05/29/2002

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (Located at bottom of
windshield or driver's side)

2C3HD4BJZXH579453

Vehicle Make

CHRYSLER

Vehicle Model

CONCORDE

Vehicle Year

1999

Current Odometer Reading

71351

Purchase Date

11/14/98

Dealer's Name GAMBACORTA

Engine Size
(CID/CC/L)

No Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☒ New ☐ Used

City NEW CASTLE State DE Zip Code 19720

Transmission Type

☐ Manual
☒ Automatic

Antilock Brakes

☒ Yes
☐ No

Restraint System

☐ 3-Point Belt ☐ Motorbelt
☐ Driverside Airbag ☐ 2-Point Belt
☐ Passengerside Airbag

Cruise Control

☒ Yes
☐ No

Drive Train

☒ Front
☐ Rear
☐ 4-Wheel

Vehicle Type

☒ Car
☐ Van
☐ Minivan
☐ Other

Sport Utility

☐ Truck
☐ Motorcycle

Body Style

☐ 2-Door
☒ 4-Door
☐ Stationwagon
☐ Pick Up
☐ Truck

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
07300000

Part Name(s)
POWER TRAIN:TRANSMISSION:AUTOMATIC

Location

☐ Left ☐ Right
☐ Front ☐ Rear

Failed Part(s)

☒ Original
☐ Replacement

No of Failures

Date(s) of Failure(s) 11-MAY-2002

Mileage at Failure(s) 70000

Vehicle Speed at Failure(s) 65 MPH

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

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

WHILE DRIVING 60-65 MPH TRANSMISSION WOULD NOT SHIFT, THEN, THERE WAS A LOUD NOISE, AND VEHICLE STARTED TO SLOWDOWN. CONSUMER WAS ABLE TO COAST TO SHOULDER. TOWED TO DEALER, TRANSMISSION HAD TO BE REPLACED. 2 DAYS PRIOR, VEHICLE HAD BEEN TAKEN TO DEALER FOR PROBLEMS WITH TRANSMISSION, WHEN IN PARK IT WOULD ROLL, AND WHEN IN DRIVE IT FELT LIKE IT WAS IN NEUTRAL. DEALER STATED THERE WAS NOTHING WRONG WITH TRANSMISSION. *AK and STATED "SAFE TO DRIVE ON VACATION"

* INDEPENDENT SHOP (LATE ON SATURDAY - DEALERS NOT OPEN) APPROX. 400 MILES FROM HOME

CONTINUE ON BACK IF NEEDED

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

DEALER WHOSE SERVICE DEPT HAD SAID "SAFE TO DRIVE" REIMBURSED ME FOR RENTAL CAR COST.

I SINCERELY BELIEVE THAT THE TRANSMISSION SHOULD NOT HAVE BROKEN AFTER ONLY 70,000 MILES. (CHEVSE, NOW, IS GIVING A 100,000 MILE WARRANTY ON TRANSMISSIONS WHICH, LIKELY ARE THE SAME AS MINE.)

I ALSO FEEL I SHOULD BE ENTITLED TO FULL REIMBURSEMENT OF MY TOWING AND REPLACEMENT EXPENSES.

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



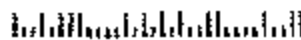
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
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

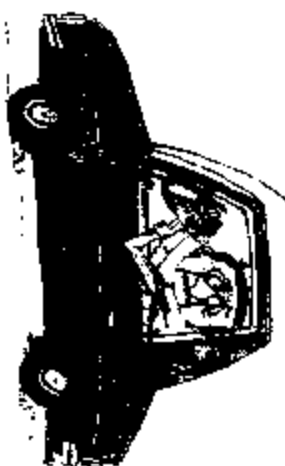
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

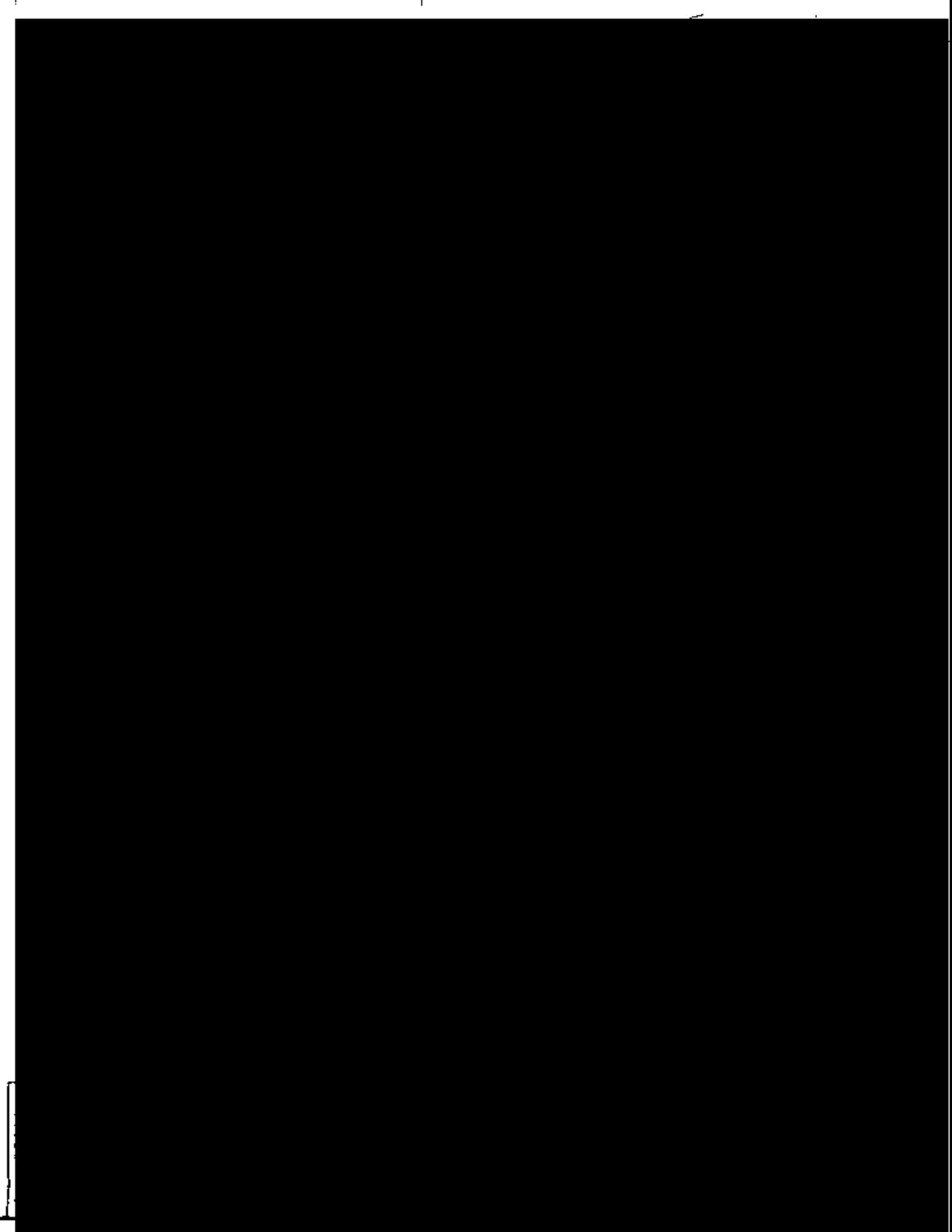
DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.dot.gov/hotline>

**THE FOLLOWING PAGES ARE WITHHELD TO
PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6)**

(Page 1 through Page 6)



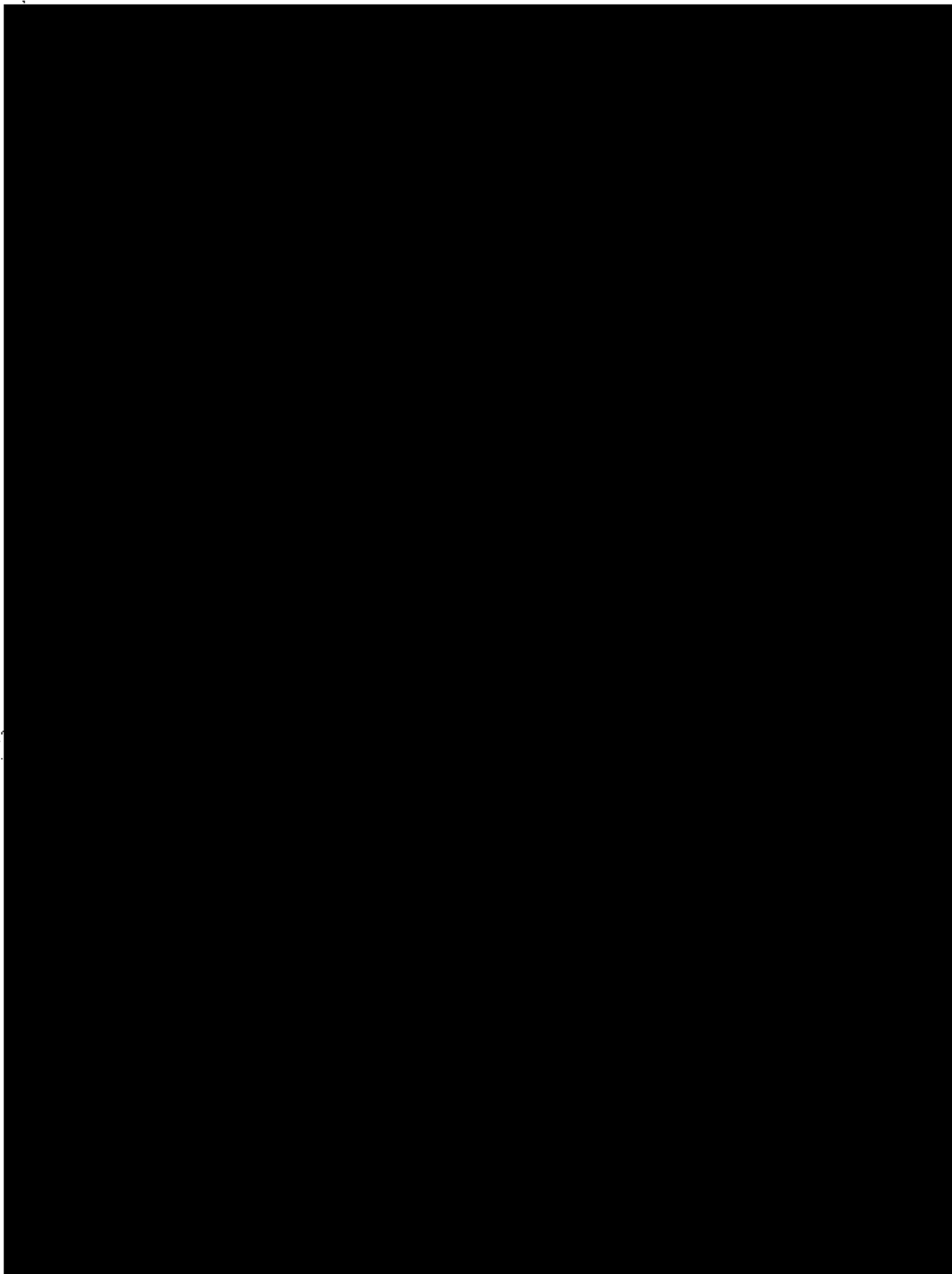


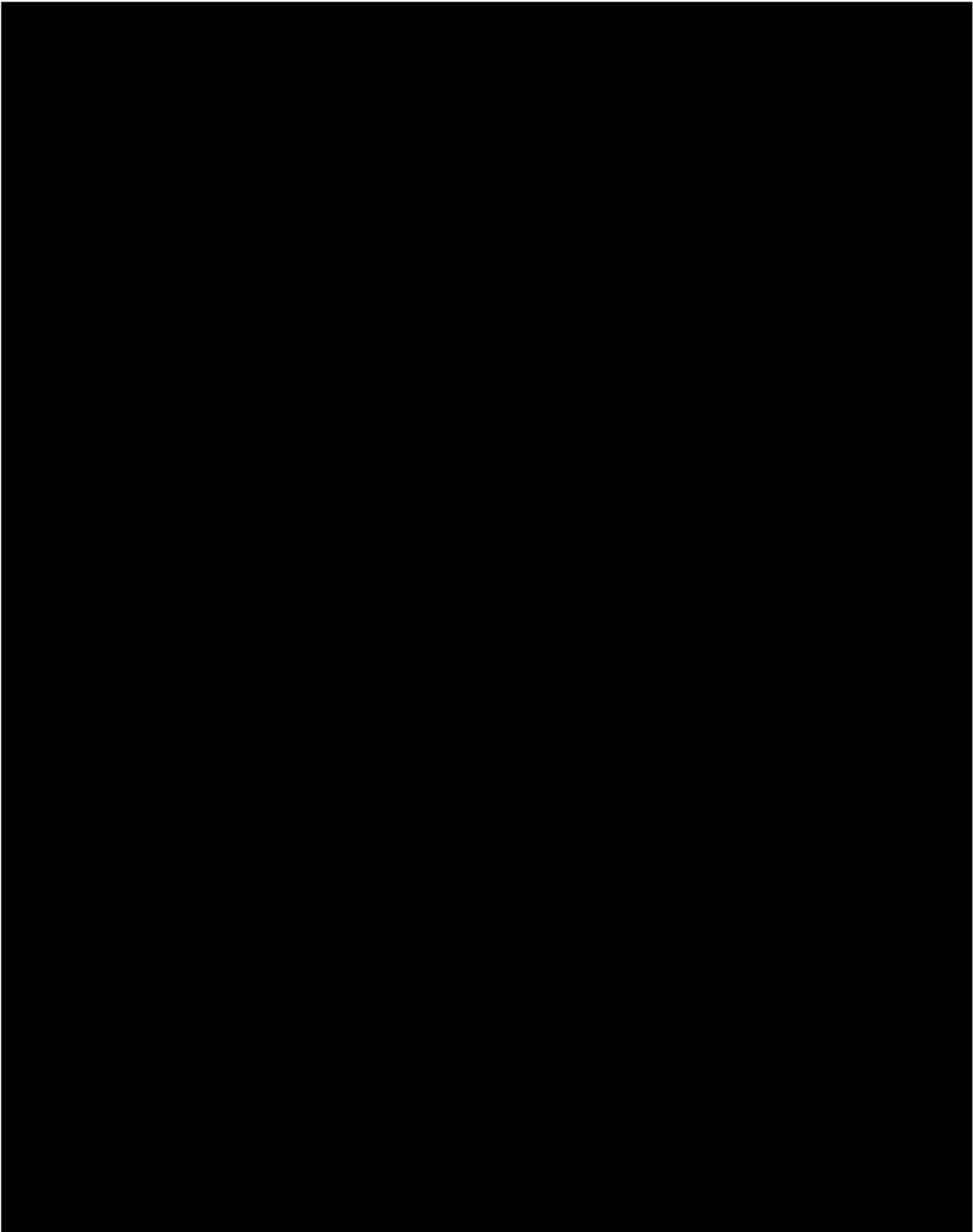
DOT Auto Safety Hotline		FOR AGENCY USE ONLY 335	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) JENKS OK		Date Received 03-JUN-2002	
756765		Od or rt dt od rt up_ltr Reference No. 8010879	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an to the vehicle manufacturer.		YES ☒ NO ☐	
Signature of Owner		Date <u>6/18/2002</u>	
Vehicle Ident. No. (VIN) (located at bottom of windshield or driver's side) 1FDX645X2Y#A1797Y NOT AVAILABLE		Vehicle Make FIRESTONE	
Vehicle Model STEEL TEX		Vehicle Year 2000 1999	
Current Odometer Reading 13844		Purchase Date 12-21-1999	
Dealer's Name <u>Lewis RV</u>		Engine Siz (CID/CC/L) No Cylinders <u>V-10</u>	
City <u>Quasso</u> State <u>OK</u> Zip Code <u>74055</u>		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injection	
Transmission Type ☐ Manual ☒ Automatic		Antilock Brakes ☒ Yes ☐ No	
Restraint System ☐ 3-Point Belt ☐ Motorbelt ☒ Dr side Airbag ☒ 2-Point Bel ☐ Passengerside Airbag		Cruse Control ☒ Yes ☐ No	
Drive Train ☐ Front ☒ Rear ☐ 4-wheel		Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other <u>31 Motor Home</u>	
Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☒ Truck			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02700000	Part Name(s) TIRES	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>2-Tires</u>	Date(s) of Failure(s) <u>24-MAY-2002</u> Mileage at Failure(s) <u>13000</u> Vehicle Speed at Failure(s) <u>65 MPH</u>	Failed Part(s) ☒ Yes ☐ No	N-TSA 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 <u>0</u>	Number of Fatalities <u>0</u>
Estimated Property Damage <u>\$3000.00</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ORIGINAL TIRES ON A FORD, FUN MOVER, E450, 2000 DUALY, LT22575R16, DOTVD1L1XD319. INSIDE PASSENGER REAR TIRE EXPLODED, AND TREAD CAME COMPLETELY OFF, CONSUMER PUT ON SPARE. 150 MILES LATER, DRIVER'S SIDE INSIDE TIRE EXPLODED, EXACT SAME WAY AS REAR PASSENGER'S SIDE TIRE. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK Temp outside was approx 80° at First Blow Out & At ivite time on Second Blow Out with Temp Approx 72°. We were carrying No Cargo Except Suite Cases. Passengers were 4 Adults & 1 Child. The Tires were Checked For Proper Inflation (80#) The morning we left. The Vehicle is Stored Inside A Heated Garage Also.			
CONTINUE ON BACK IF NEEDED			
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#2 Time = DOT - VDIL1XD329

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PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
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