

U.S. Department
of TransportationNational 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

252

Date Received

05-MAY-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

861530

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.) (located at front of vehicle or driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2C3HL56FORH338305	CHRYSLER	CONCORDE	1994	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	☐ 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 ☐ Driver's Side Airbag ☐ Passenger's Side Airbag ☐ Motorized ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☐ Sport Utl ☐ Truck ☐ Motorcycle	Body Style ☐ 2-Door ☐ 4-Door ☐ Station Wagon ☐ Pick Up Truck ☐ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 13730000	Part Name(s) STRUCTURE:HOOD ASSEMBLY:LATCHES	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) _____ Mileage at Failure(s) 4600 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? 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)

CONSUMER WENT TO OPEN VEHICLE TO REMOVE AN OIL CAP, AND THE HOOD CAME DOWN ON HIM, HITTING HIM IN THE BACK OF HEAD. *AK

CONTINUE ON BACK IF NEEDED

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.



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 00

U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

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

U.S. G.P.O. 1992 - 620-857 / 60266

5/24/00
this is a copy of
the letter sent to
CHRYSLER (Certified Mail)
No Response to date
they have send me a
Release and settlement
of claim Form for me
to sign. I DID NOT
Sign anything.



Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail																			
INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)																			
TIRE IDENTIFICATION NO.*																			
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MANUFACTURER/TIRE NAME					SIZE														
* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.																			
NARRATIVE DESCRIPTION (CONTINUED)																			

FEBRUARY 05, 2000

CHRYSLER CUSTOMER CENTER
P O BOX 21-8004
AUBURN HILLS, MI 48321-8004

TO WHOM IT MAY CONCERN
REFERENCE # 6616461
VIN #ZC3HL56FORH338305

ON 01/03/2000 I HAD CONTACTED CHRYSLER CORP REGARDING A PROBLEM ON MY
VEHICLE, 1994 CHRYSLER CONCORDE.

I LIFT THE HOOD OF MY CAR TO CHECK THE FLUIDS I MOVED TO THE SIDE OF VEHICLE
TO CHECK THE POWER STEERING FLUID WHILE I WAS CHECKING THE FLUID THE HOOD
OF THE CAR CAME DOWN STRUCKING MY BACK.
I AM STILL SORE DUE TO THE UNSAFE HOOD SHOCKS.

THIS IS A BIG PROBLEM FOR CHRYSLER CORP BECAUSE IF THE HOOD HAD STRUCKED ME
ON THE HEAD, I COULD HAVE BEEN KILLED OR IF MY HAND WAS ON THE FENDER, I
COULD HAVE LOST MY HAND OR FINGERS.

I BELIEVE CHRYSLER CORP SHOULD HAVE SOME LIABILITY ON THE SAFETY OF ALL THE
OWNERS OF CHRYSLER VEHICLES.
THE HOOD SHOCKS SHOULD HAVE SOME KIND OF SAFETY DEVICE SO THIS PROBLEM
WILL NOT OCCUR.

I HAVE RECEIVED A LETTER DATED, JANUARY 12, 2000 FROM MIKE H MARTELL WHERE HE
ACKNOWLEDGE THE SUPPORT PROPS(SHOCKS) ARE IN NEED OF REPLACEMENT. HE
SUGGESTED RETURNING TO DEALERSHIP FOR SERVICE THAT WARRANTY IS PAST.

I HAVE CONTACTED MR MIKE H MARTELL. JANUARY 18, 2000 AND JANUARY 21, 2000,
REGARDING THIS LETTER. HE INFORMS ME THAT HE WAS GOING TO SEND ME A FORM
FOR ME TO SIGN SO I COULD HAVE THE VEHICLE FIXED TO DATE I HAVE NOT RECEIVED
ANYTHING.

I WOULD LIKE TO HEAR FROM CHRYSLER CORP, ABOUT YOUR INPUT ON "SAFETY
REPLACEMENTS OF THIS HOOD SHOCKS".

THIS ISSUE IS NOT A MATTER OF WARRANTY BUT A CHRYSLER CUSTOMERS'
SAFETYNESS.

I LOOK FORWARD TO HEARING FROM CHRYSLER AS SOON AS POSSIBLE. OTHER WISE I
WOULD HAVE TO SEEK LEGAL ADVICE ON THIS MATTER.

YOUR GREAT ATTENTION TO THIS MATTER IS VERY MUCH APPRECIATED.

I AM IN THE MARKET TO PURCHASE A NEW VEHICLE. I WAS CONSIDERING TO PURCHASE CHRYSLER 300M BUT AFTER THIS SAFETY ISSUE CAME UP ON MY 94 CHRYSLER CONCORDE.

I AM GOING TO WAIT FOR THE OUTCOME OF THIS MATTER.

SINCERELY,

A solid black rectangular box used to redact the signature of the sender.

DAIMLERCHRYSLER

DaimlerChrysler
Motors Corporation

January 12, 2000



Reference No.: 6616461
V.I.N.: 2C3HLS6F0RH338305

Dear Mr. [REDACTED]

This will further acknowledge your recent contact with DaimlerChrysler Motors Corporation, regarding a recent problem with your vehicle.

I have had the opportunity to review the inspection report generated by our engineering firm, and can advise you that the support props on your hood do appear to be in need of replacement.

Your vehicle is a 1994 Chrysler Concorde with 44,000 miles accrued on the odometer, and well past warranty. At this time, I would suggest returning to your dealership for this service procedure.

We appreciate being given the opportunity to review this matter.

Sincerely,

A handwritten signature in cursive script that reads "M. H. Martell".

M. H. Martell
Special Investigations
(248) 944-7038

MHM/kat