

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 294

Date Received

10-JUL-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

865117

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 windshield on drivers side)		Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1C3EJ56H5XN563754		CHRYSLER	CIRRUS	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
☐ Manual ☐ Automatic	☐ Yes ☒ No	☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag		☐ Yes ☒ No	☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type		Body Style			
☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____			

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000	Part Name(s) STEERING:WHEEL AND COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 10 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)

THE BOLT ON THE STEERING COLUMN CONNECTED TO THE BASE PERTRUDES. WHEN MAKING A TURN THE BOLT GRABS THE RUG CAUSING THE RUG TO JAM BETWEEN THE ACCELERATOR PEDAL AND THE STEERING COLUMN. THE DEALER HAS INSPECTED THE VEHICLE.

CONTINUED ON BACK (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.



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FOR AGENCY USE ONLY 284

Date RECEIVED

00 AUG 17 AM 10:26
10-JUL-2000OFFICE
EFFECTS INVESTIGATION

Od_or _____
r_d _____
d_r _____
up_tr _____

Reference No.

865117

OWNER INFORMATION (Type or Print)

619618

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of a signature, please print name and address to the vehicle manufacturer:

Signature of Owner

Date 8/12/2000

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) 1C3EJ56H5XN563754
Vehicle Make CHRYSLER
Vehicle Model CIRRUS
Vehicle Year 1999
Current Odometer Reading 18888

Purchase Date

03/30/99

Dealer's Name BENKE CHRY-PLYMOUTH

Engine Size

(CID/CC/L)

☐ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☐ Used

City GIBSONIA State PA Zip Code 15044

No Cylinders

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 Utl ☐ Truck ☐ Motorcycle
Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01100000
Part Name(s) STEERING:WHEEL AND COLUMN
Location ☐ Left ☐ Right ☐ Front ☐ Rear
Failed Part(s) ☐ Original ☐ Replacement
No of Failures
Date(s) of Failure(s)
Mileage at Failure(s) 16
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
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Number of Persons Injured
Number of Fatalities
Estimated Property Damage
Reported to Police ☐ Yes ☒ No

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

BOLT ON THE STEERING COLUMN CONNECTED TO THE BASE PERTRUDES. WHEN MAKING A TURN BOLT GRABS THE RUG, CAUSING THE RUG TO JAM BETWEEN THE ACCELERATOR PEDAL AND THE STEERING COLUMN. DEALER HAS INSPECTED VEHICLE.*AK

SEE ATTACHED LETTER AND INVOICE

CONTINUE ON BACK IF NEEDED

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August 12, 2000

U. S. Dept of Transportation
National Highway Traffic Safety Admin.
400 Seventh St. SW
Washington, D.C. 20590

Dear Sirs,

On July 7, 2000 I was driving my 1999 Chrysler Cirrus when my steering wheel suddenly refused to turn and I wound up on a hillside from the road I was driving on. I found also that my brakes were disabled to a degree.

I was then able to find the problem: A rug I had bought (aftermarket) was wedged between the steering gear shaft, accelerator and brake pedals. (see attached page 19-19 from 1999 Service Manual Cirrus, Stratus and Breeze)

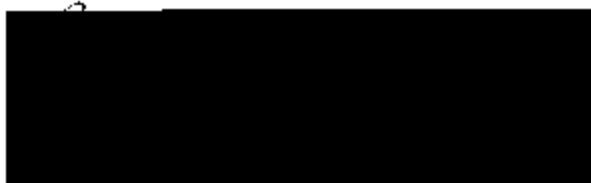
The retaining pin (Fig 25, pg 19-19) which keeps the nut on the pinch bolt connected to the coupler and steering gear shaft had grabbed the rug after a hard right turn and when steering wheel was brought back to left-----pulled the rug and wedged it between steering gear shaft and brake and accelerator pedals--the result being that I could not turn steering wheel in any direction. Braking was also disabled.

I was surprised that manufacturer did not shield this pin, bolt and nut assembly from driver or items dropped accidentally on the floor which could be caught by this assembly.

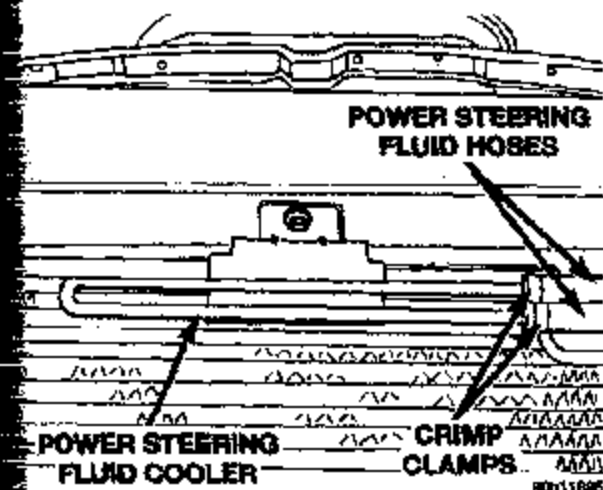
I called Chrysler and they told me to have Benke Chrysler-Plymouth examine car. I was equally surprised that Benke said "no problem was found." (see Invoice Number 28911) I agree the bolt and pin is in the proper location and grommet is as shown on page 19-19 but this is clearly a poor design, especially when an incident such as I had could be life-threatening. Benke is either papering over the problem or lacks the expertise in identifying problems which can be life threatening.

When you look at the steering column where it connects to the steering linkage at the floor it appears something is missing: either the grommet isn't made properly or the hole in the floor has not been closed properly. I also don't like the idea of my safety relying on a single quarter inch bolt connecting the cars steering ability to the steering wheel.

Thank you,

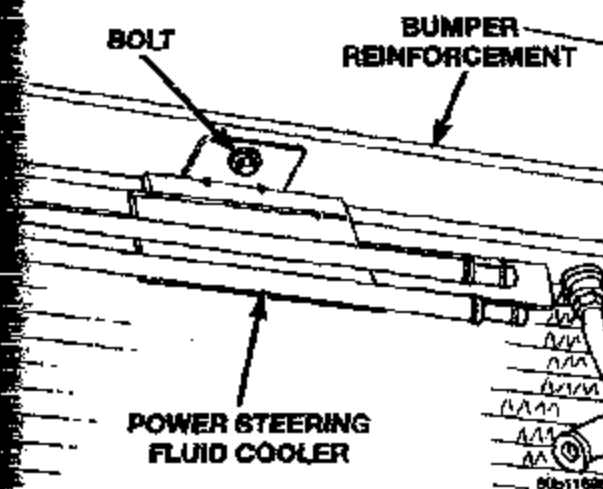


REMOVAL AND INSTALLATION (Continued)



Hose Clamps At Power Steering Fluid Cooler

Remove bolt (Fig. 24) attaching the power steering fluid cooler to the bumper reinforcement (Fig. 24).



24 Power Steering Fluid Cooler Attachment

Install the power steering fluid cooler on the bumper reinforcement as shown in (Fig. 24).

Install bolt (Fig. 24) attaching the power steering fluid cooler to the bumper reinforcement. Tighten attaching bolt to a torque of 7 N·m (60 in. lbs.).

Install power steering fluid hoses on the power steering fluid cooler. Install NEW crimp style hose clamps (Fig. 23) on the power steering fluid hoses. Make hose clamps are installed on hose past nut head on the power steering oil cooler.

Install the front fascia and grill on the vehicle. Refer to Front Bumper/Fascia in Group 13 of this service manual for the proper procedure.

Lower the vehicle to a point where front tires just off the ground.

Start the engine and let run for a few seconds. Turn the engine off.

(7) Add fluid if necessary. Repeat the above procedure until the fluid level remains constant after running the engine.

(8) Start the engine. Slowly turn the steering wheel right and left, lightly contacting the wheel stops.

(9) Add power steering fluid if necessary.

(10) Stop the engine. Check the fluid level and refill as required.

(11) If the fluid is extremely foamy, allow the vehicle to stand a few minutes and repeat the above procedure.

POWER STEERING FLUID COOLER LINES

REMOVE

(1) Remove intermediate steering shaft coupler (Fig. 25) from the steering gear shaft.

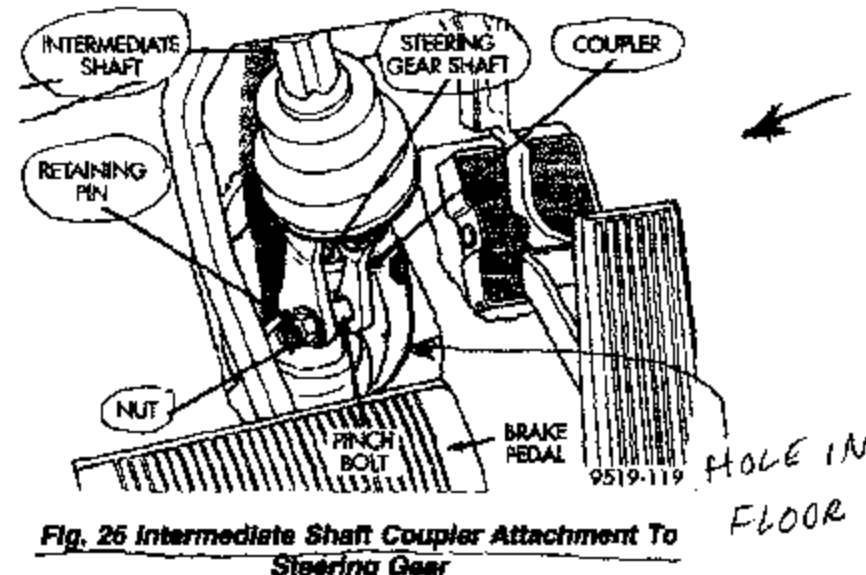


Fig. 26 Intermediate Shaft Coupler Attachment To Steering Gear

(2) Siphon as much power steering fluid as possible from the power steering fluid reservoir.

(3) Raise the vehicle using a frame contact type hoist or supported as required using jack stands. See Hoisting in the Lubrication and Maintenance group of this service manual for the required hoisting or jacking procedure to be used for this vehicle.

(4) Remove the left front wheel/tire.

(5) Remove the front fascia and the grill as an assembly from the vehicle. Refer to Front Bumper/Fascia in Group 13 of this service manual for the proper procedure.

(6) Remove the hose clamps (Fig. 26) from the power steering fluid hoses. Drain power steering fluid from the hoses and the power steering fluid cooler.

(7) Remove the bracket attaching the power steering fluid cooler lines to the left front frame rail (Fig. 27).

BENKE

CHRYSLER PLYMOUTH JEEP

4361 GIBSONIA ROAD - GIBSONIA, PA 15044
PHONE: (724) 443-7500 FAX: (724) 443-8644

SERVICE ADVISOR: DAVID G MEISTER

REPAIR ORDER NUMBER	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
10JUL00	10JUL00	CI3754	1C3EJ56H5XN563754	20739	1454		10JUL00	28911
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		99	CHRYSLER CIRrus		55.00	30MAR99	116	116
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
16938	16938							

A CUST STATES PIN OR BOLT PROTRUDING FROM
BOTTOM OF STEERING COLUMN. DID CATCH
FLOOR MAT WHILE TURNING AND CUST LOST
ABILITY TO STEER.
MM BOLT ON COLUMN IS FACTORY BOLT IN
PROPER LOCATION AND PROPER LENGTH.
RUBBER GROMMET CORRECTLY POSITIONED.
NO PROBLEM FOUND.

78 CHRIS SCHNEIDER LIC# 3311

C

0.00

0.00

SUGGEST THAT CUSTOMER NOT USE MORE THAN ONE
RUG OR FLOORMAT.



Visit us at benkeautogroup.com or
e-mail us at info@benkeautogroup.com

Thank You For Your Business!



** PRE-INVOICE **

NEW HOURS

SALES HOURS

Monday - Thursday
9:00 AM - 9:00 PM

Friday
9:00 AM - 8:00 PM

Saturday
9:00 AM - 5:00 PM

PARTS & SERVICE HOURS

Monday - Friday
9:00 AM - 5:30 PM

Saturday
8:00 AM - 3:00 PM

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

EXCLUSION OF WARRANTY

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

CUSTOMER SIGNATURE

X

***** HOME OF INVOICE PRICING *****
BENKE CHRYSLER PLYMOUTH JEEP
YOUR ONE STOP PARTS AND SERVICE CENTER

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (3) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED

CUSTOMER COPY

GENERAL MANAGER OR AUTHORIZED PERSON

DATE