

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

130

Date Received

08-SEP-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

869736

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 on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
2C3HE66GXXH592819	CHRYSLER	300M	1999	

Purchase Date

Dealer's Name

Engine Size

(CID/CCL

☐ 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

Body Style

☐ Manual☒ Yes☐ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☐ Car☐ Van☐ Minivan☐ Other☐ Sport Vlt☐ Truck☐ Motorcycle☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other☐ Automatic☐ No☐ Driverside Airbag☐ 2-Point Belt☐ No☐ Rear☐ 4-Wheel

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 01000000	Part Name(s) STEERING	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) Mileage at Failure(s) 17000 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No☐ Yes☒ No☐ Yes☒ No

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

CONSUMER STARTED TO HEAR A NOISE ,LIKE A METAL TO METAL NOISE IN JUNE 28,2000 .DLR ORDERED 4 PARTS ALL BUT ONE DID NOT COME IN ,AN ADAPTER PART #5017701AA, IN THE MEANTIME THE DEFECT HAS GRAUALLY GOT WORSE , CONSUMER IS NOW EXPERIENCING MORE PLAY IN STEERING WHEEL AND NOISE IS LOUDER. PART HAS BEEN ON BACK ORDER SINCE JUN 28 2000, AND DOES NOT KNOW WHEN PART WILL ARRIVE.

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.

DOT Auto Safety Hotline		FOR AGENCY USE ONLY 160	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) 634870		RECEIVED 06 SEP 2000 OFFICE OF DEFECTS INVESTIGATION Date Received 06 SEP 2000 Od or _____ ri_dt _____ od_rt _____ up_ltr _____ Reference No. 869736 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 an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date 09/18/2000			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield or driver's side) 2C3HE66GXXH592819		Vehicle Mfg. CHRYSLER	Vehicle Model 300M
		Vehicle Year 1999	Current Odometer Reading 19400
Purchase Date 03-30-99 ☒ New ☐ Used	Dealer's Name BUTLER CHRYSLER PLYMOUTH City BUTLER State N.J. Zip Code 07405		Engine Size (CID/CC/L) _____ No Cylinders 6 ☐ Turbo Diesel Gas ☒ Fuel Injection
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
		Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up ☐ Truck	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02000000	Part Name(s) SUSPENSION	Location ☒ Left Front ☐ Right Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) NOISE AND LOOSENESS DEVELOPED OVER TIME Mileage at Failure(s) 17000 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 Damage	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
CONSUMER STARTED TO HEAR A NOISE, LIKE A METAL TO METAL NOISE IN JUNE 28, 2000. DEALER ORDERED 4 PARTS, ALL BUT ONE DID NOT COME IN. AN ADAPTER PART #3017701AA. IN THE MEANTIME, DEFECT HAS GRAUALLY GOTTING WORSE. CONSUMER WAS EXPERIENCING MORE PLAY IN STEERING WHEEL AND NOISE WAS LOUDER. PART HAS BEEN ON BACK ORDER SINCE JUN 28 2000, AND DID NOT KNOW WHEN PART WILL ARRIVE. *AK NOISE AND LOOSENESS DEVELOPED OVER A PERIOD OF A MONTH. BROUGHT CAR TO DEALER ON 06-28-2000. THEY DROVE CAR AND INSPECTED FRONT END. SERVICE MANAGER SAID PARTS HAD TO BE ORDERED TO CORRECT.			
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 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.			

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

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)

PROBLEM. PARTS ORDERED (1) 5003942AA STEERING RACK, (1) 5017701AA ADAPTER KIT, (2) 4782254 AB LINKS, (1) 4772633AA BAR. THEY WOULD CALL WHEN PARTS ARRIVED. ADVISED ME CAR WAS SAFE TO DRIVE. CALLED DEALER 07-19-2000 AND WAS TOLD PART# 5017701AA WAS ON BACK ORDER, ESTIMATED DELIVERY 09-01-2000. BROUGHT CAR TO DEALER 07-20-2000 TO HAVE FRONT END CHECKED AGAIN AS NOISE AND LOOSENESS WAS GETTING WORSE. CHECKED CAR OUT AND ASSURED ME CAR WAS SAFE TO DRIVE. CALLED DEALER ON 09-05-2000, PART STILL NOT AVAILABLE. ~~WENT~~ TO DEALER 09-12-2000 AND SPoke TO PARTS MANAGER. HE CHECKED COMPUTER AND PART STILL NOT AVAILABLE AT ANY DISTRIBUTION CENTER IN COUNTRY. HE WOULD GIVE PROBLEM TO HIS DISTRICT MANAGER. RECEIVED CALL ON 09-14-2000 FROM PARTS MANAGER. PART SCHEDULED TO BE RELEASED IN TWO STAGES 10-02-2000 AND 11-05-2000. THIS SCHEDULED RELEASE DATES ARE ONLY AN ESTIMATE.

ON 07-24-2000 I CALLED CHRYSLER MOTORS CUSTOMER CENTER, AFTER MANY ATTEMPTS GOT THROUGH AND GAVE THEM MY STORY AND COMPLAINT. THEY CALLED THE DEALER AND TOLD ME THE SAME THING THE DEALER HAD TOLD ME, THAT WAS NO HELP.

☆ U.S. O.P.D.: 1002-423-257 / 60000

**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
Information Management Staff NSA-10.01
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Washington, DC 20590

