





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 920**

Date Received  
*17-JUL-2001*  
OFFICE DEFECTS INVESTIGATION

Od\_or  
rt\_dt  
od\_rt  
up\_lr

Reference No.  
**893006**

**OWNER INFORMATION (Type or Print)**

[Redacted Name] 3003

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  
In the absence of [Redacted Signature]  YES  NO  
Signature of Owner [Redacted Signature] Date *8/9/01*

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) *4C3AU42N2XE012546* Vehicle Make **CHRYSLER** Vehicle Model **SEBRING** Vehicle Year **1999** Current Odometer Reading

Purchase Date  New  Used  
Company Dealer's Name *Daimler Chrysler* Engine Size (CID/CC/L) *2.5L*  
*Box 1040 St Charles* City *St Charles* State *MO* Zip Code *63302-1040* 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  Sport Ult  Van  Truck  Minivan  Motorcycle  Other  
Body Style  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component **02152000** Part Name(s) **SUSPENSION:INDEPENDENT FRONT CONTROL ARM:LOWER:BALL** Location  Left  Right  Front  Rear  
Failed Part(s)  Original  Replacement

No of Failures \_\_\_\_\_ Date(s) of Failure(s) *19-JUN-2001* Mileage at Failure(s) *28834* 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 **0** Number of Fatalities **0** Estimated Property Damage \_\_\_\_\_ Reported to Police  Yes  No

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

AFTER RECALL 00V421002 REPAIRS HAD BEEN PERFORMED FRONT LOWER CONTROL ARM BALL JOINTS WERE CAUSING EXCESSIVE WEAR IN FRONT TIRES. EXCESSIVE WEAR IN TIRES WAS CAUSING VIBRATIONS AND STEERING CONTROL PROBLEMS. PLEASE PROVIDE ANY ADDITIONAL INFORMATION/ATTACHMENTS. \*AK  
*a claim # was assigned to my complaint to Daimler  
it is file # 8859991*

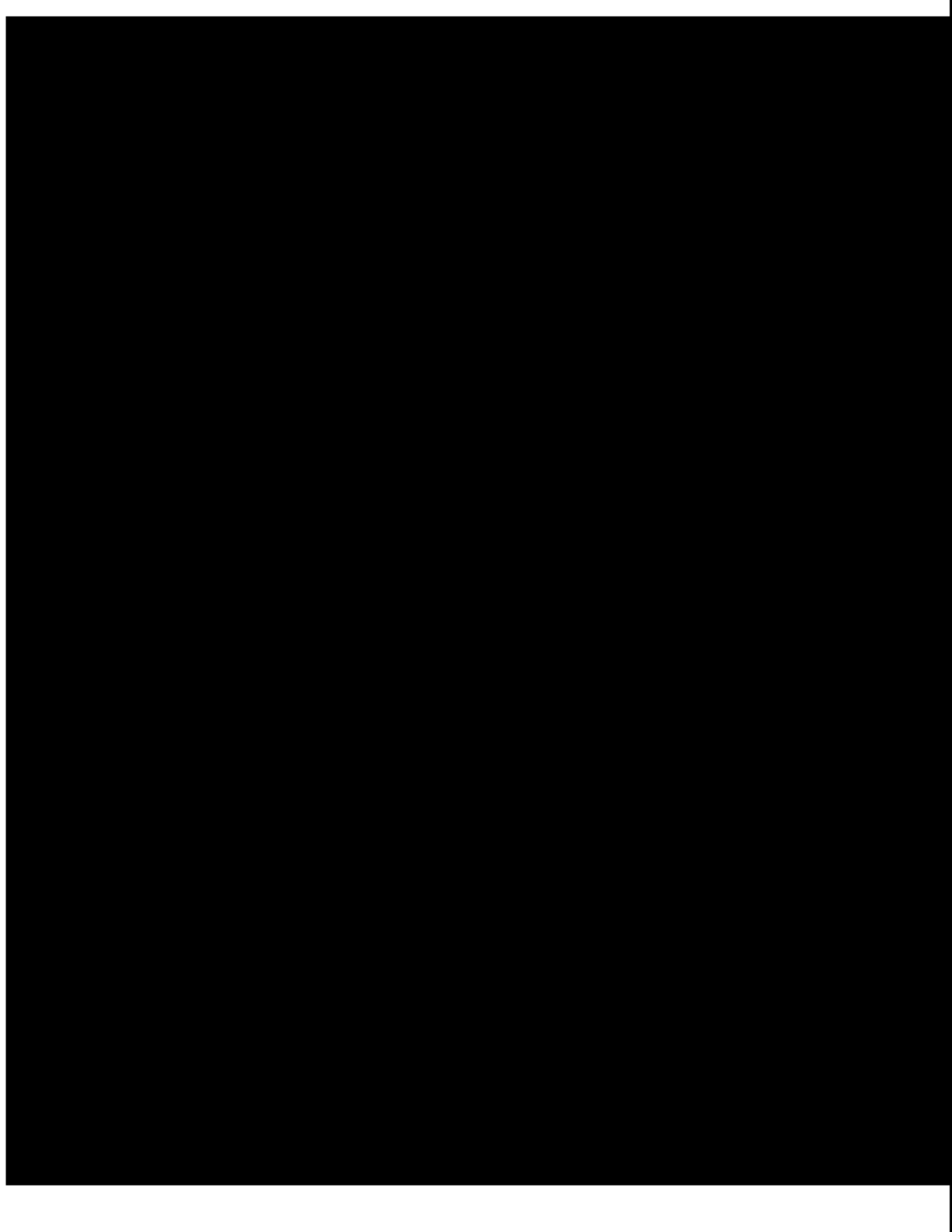
CONTINUE ON BACK IF NEEDED

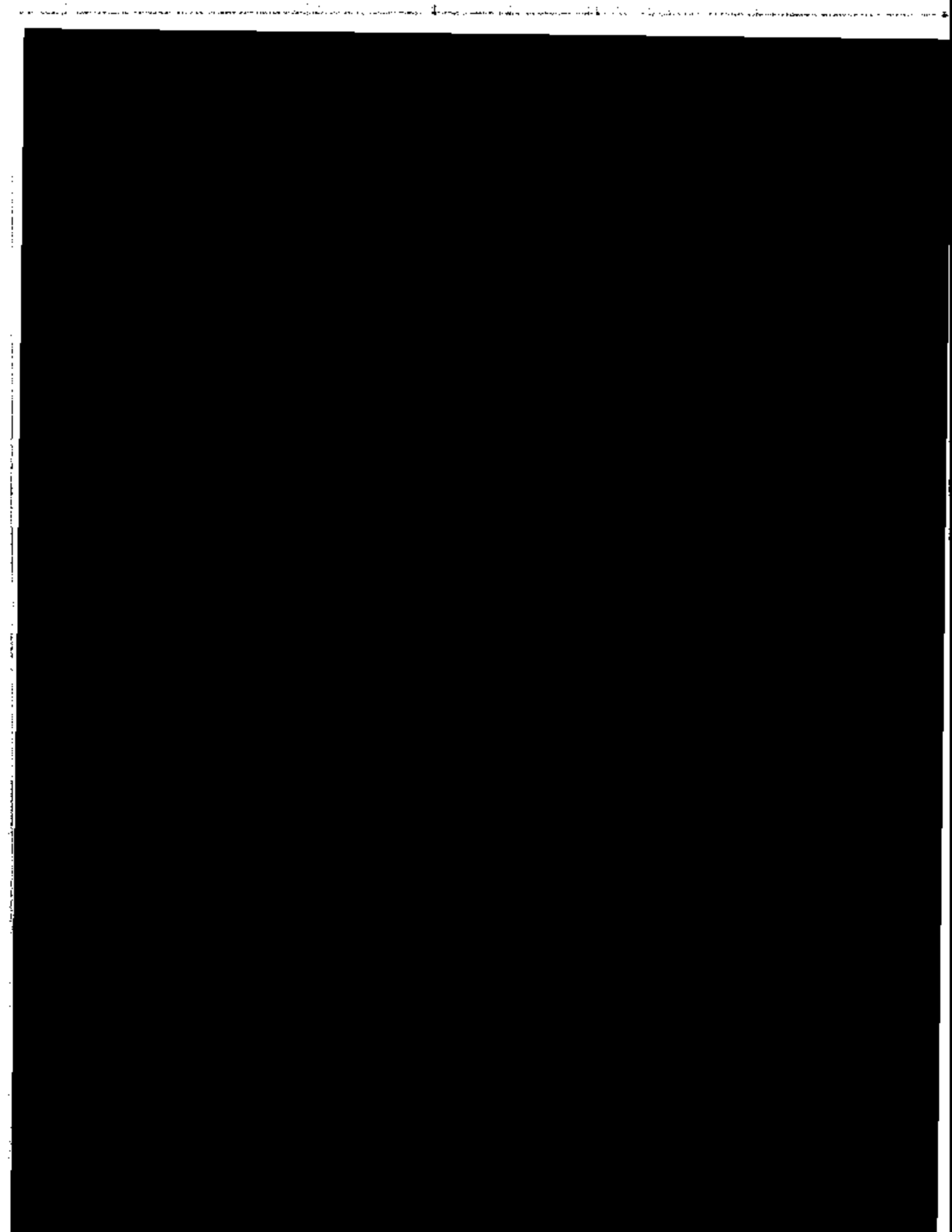
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether 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.

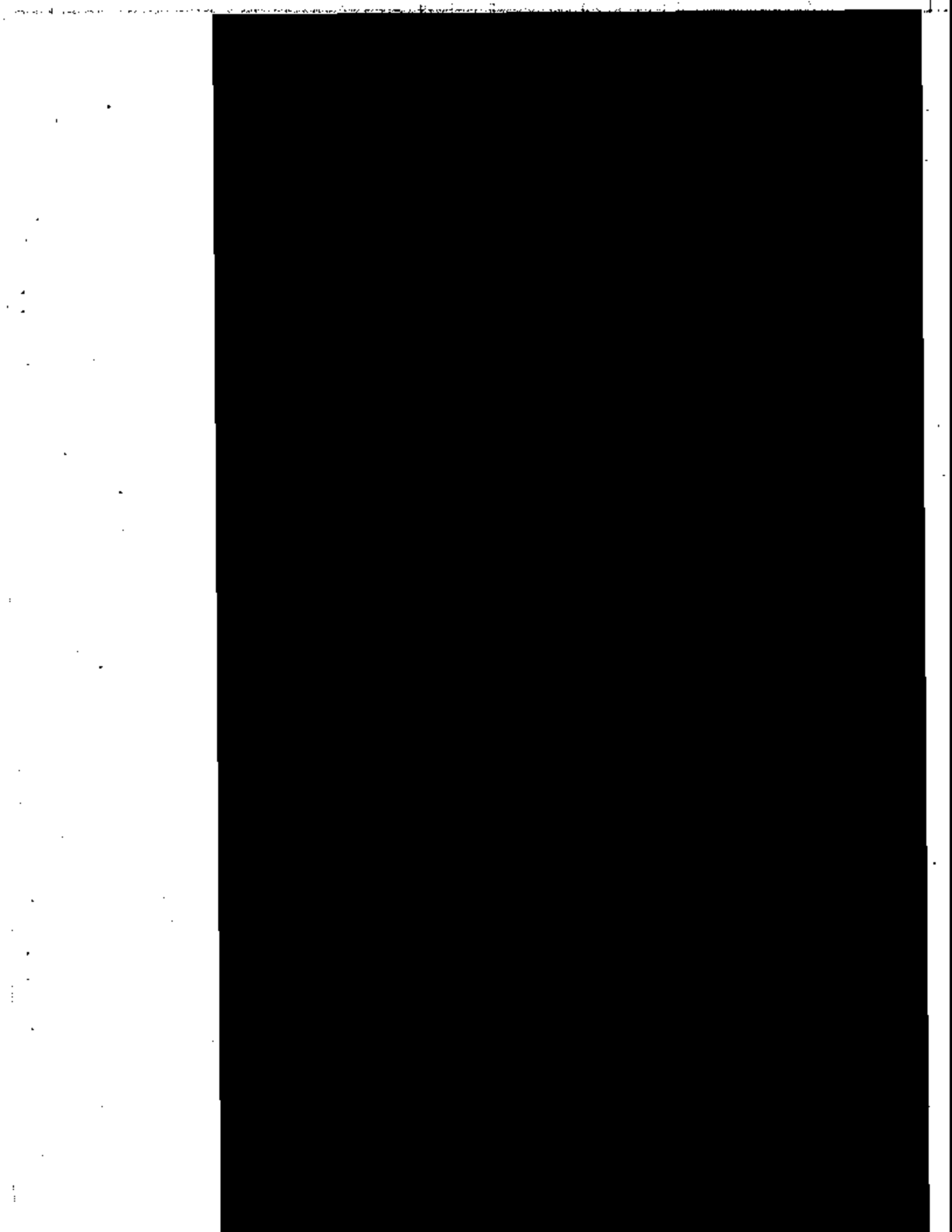


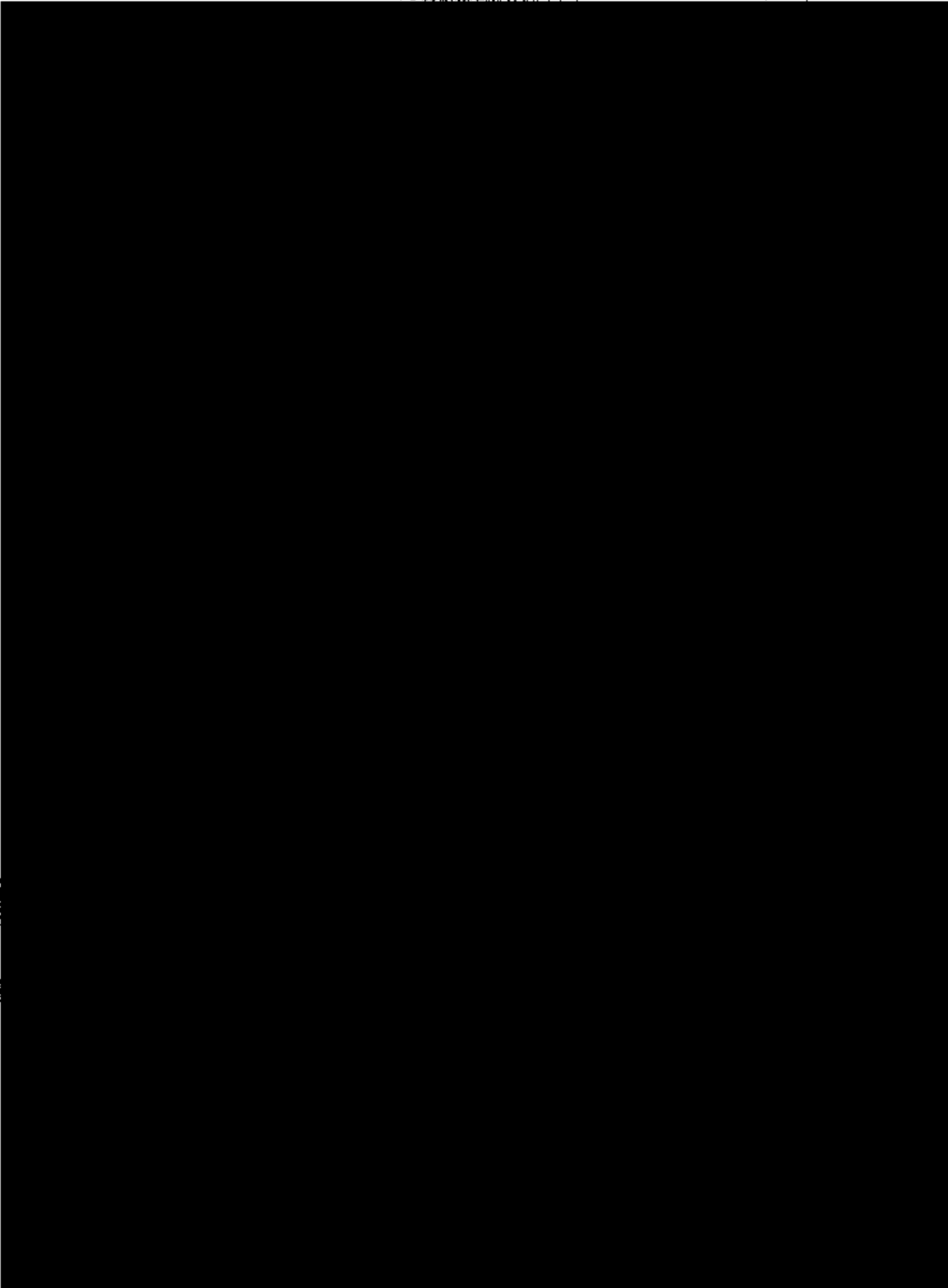
**THE FOLLOWING PAGES ARE WITHHELD TO  
PROTECT UNWARRANTED INVASION OF  
PERSONAL PRIVACY PURSUANT TO  
EXEMPTION 6 OF THE FREEDOM OF  
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

**(Page 1 through Page 6)**









RECEIVED  
9/8  
3:48  
: :  
-S  
is and/or  
Corpor-  
ble to ac-  
ing the n

ORDER  
05

CHRYSLER DIVISION  
**Barclia**  
CHRYSLER

CLAIM

WARRANTY  
FULL

TESTED

00

and beyond  
800 851-0000