



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 252

Date Received

18-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

896454

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
2C3HD46J7WH212238	CHRYSLER	CONCORDE	1998	
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbelt ☐ Driverside Airbag ☐ 2-Point Bel ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel
Vehicle Type ☐ 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 01120000	Part Name(s) STEERING COLUMN	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure 0	Date(s) of Failure(s) C1-SEP-2001 28550 Mileage at Failure(s) 0	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 0	Number of Fatalities 0	Estimated Property Damag 0	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

STEERING COLUMN WILL NOT TURN LEFT TO RIGHT. THERE IS A CRUNCHING NOISE COMING FROM UNDERNEATH OF VEHICLE. DEALERSHIP IS AWARE OF PROBLEM.*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 252

Date Received

01 OCT 12 PM

13-SEP-2001

DEFECTS IN: SAFETY

Od. or

N-de

od. R

up. Itr

Reference No.

896454

Work Number

Home Num

OWNER INFORMATION (Type or Print)

715845

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 the name and address to the vehicle manufacturer.

Signature of Owner

Date 10/2/01

VEHICLE INFORMATION

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

2C3HD46J7WH212238

Vehicle Make

CHRYSLER

Vehicle Model

CONCORDE

Vehicle Year

1998

Current Odometer Reading

28,480

Purchase Date

Dealer's Name

Engine Size

401D/CC/L

No. Cylinders

☐ Turbo
☐ Diesel
☐ Gas
☐ Fuel Injection

☐ New ☒ Used

City _____ State _____ Zip Code _____

Transmission Type

☐ Manua

☒ Automatic

Antilock Brakes

☒ Yes

☒ No

Restraint System

☐ 3-Point Belt

☐ Motorbelt

☐ Driverside Airbag

☐ 2-Point Bel

☐ 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

FAILED COMPONENT(S)/PART(S) INFORMATION

Component
01120000Part Name(s)
STEERING COLUMN

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

No. of Failures

0

Date(s) of Failure(s) 01-SEP-2001

Mileage at Failure(s) 28550

Vehicle Speed at Failure(s) 0

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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes

☒ No

☐ Yes

☒ No

0

0

☐ Yes

☒ No

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

STEERING COLUMN WILL NOT TURN LEFT TO RIGHT. THERE IS A CRUNCHING NOISE COMING FROM UNDERNEATH OF VEHICLE. DEALERSHIP IS AWARE OF PROBLEM. *AK

Power steering rack found to be defective. I was told it was on verge of breaking thereby rendering car unsteerable. Dealer refused to consider replacement in spite of low mileage. I have in my possession the defective power steering rack. (over)

CONTINUE ON BACK IF NEEDED

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INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

0 0 1

SIZE

NARRATIVE DESCRIPTION (CONTINUED)

I felt that in view of safety hazards that Chrysler should have replaced the defective steering rack free of charge. Car had 100,000 miles and was barely out of warranty, time-wise. Car purchased in March 1998 but not ~~driven~~ driven until May 1998 on my return from Florida & when I picked it up in Lake Forest IL.

RESEARCH

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO. 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NAT'L HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

