



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 1038

Date Received

25-SEP-2001

Od_or _____
rt_dt _____
pd_rt _____
rp_lr _____

Reference No.

896799

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) 3C3EL55H9YT236562	Vehicle Make CHRYSLER	Vehicle Model SEBRING CONVE	Vehicle Year 2000	Current Odometer Reading
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 03273000 04100000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB EMERGENCY PARKING BRAKE:MECHANICAL	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 01-SEP-2001 25 Mileage 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 Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ROTORS HAD TO BE CHANGED BECAUSE EMERGENCY BRAKE HAD CORRODED . DEALER HAS YET TO BE CONTACTED. PLEASE PROVIDE FURTHER DETAILS.*AK

COPIES OF REPORTS ARE KEPT

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 Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1038 Date Received: JAN-3 2001 25-SEP-2001 EFFECTS OF DEFECTS	
U.S. Department of Transportation National Highway Traffic Safety Administration		Od or rt_d: _____ od_rt: _____ up_ftr: _____ Reference No. 896799	
OWNER INFORMATION (Type or Print) [Redacted] 716984		Work Number: [Redacted] Form Number: [Redacted]	
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an [Redacted] signature, please provide your name and address to the vehicle manufacturer.		☒ YES ☐ NO Date: 10/9/01	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) 3C3EL56H9YT236662	Vehicle Make CHRYSLER	Vehicle Model SEBRING CONVE	Vehicle Year 2000
Current Odometer Reading 32484		Purchase Date 3/18/2000	
Dealer's Name Sandy McKie		Engine Size (CID/CC/L) No Cylinders 6	
☒ New ☐ Used		☐ Turbo ☐ Diesel ☒ Gas ☐ Fuel Injectio	
City Fox Lake State IL Zip Code 60020		Transmission Type ☐ Manual ☒ Automatic	
Antilock Brakes ☒ Yes		Restraint System ☒ 3-Point Belt ☐ Motorbelt ☐ 2-Point Belt ☒ Driverside Airbag ☐ Passengerside Airbag	
Cruise Control ☒ Yes		Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	
Vehicle Type ☒ Car ☐ Sport Ut ☐ Truck ☐ Station wagon ☐ Pick Up ☐ Truck ☒ Convert		Body Style ☐ 2-Door ☐ 4-Door ☐ Station wagon ☐ Pick Up ☐ Truck ☒ Convert	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 03273000 04100000	Part Name(s) BRAKES:HYDRAULIC:DISC:ROTOR:DISC HUB EMERGENCY PARKING BRAKE:MECHANICAL	Location ☒ Left ☐ Front ☒ Right ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 01-SEP-2001 Mileage at Failure(s) 25 Vehicle Speed at Failure(s) All speeds	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 Damage ☐ Yes ☒ No		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			

ROTORS HAD TO BE CHANGED BECAUSE EMERGENCY BRAKE HAD CORRODED. DEALER HAS YET TO BE CONTACTED. PLEASE PROVIDE FURTHER DETAILS.*AK

On May 9, 01, I took my car in for the 30,000 mile service at Sandy McKie in Fox Lake, Ill. I told them about a squeaky noise in the left rear area while braking. They told me that the parking shoes and

CONTINUE ON BACK IF NEEDED

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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.*

D O T

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)

drum portion of the rear rotors were full of dirt and very rusty and would not function properly. They said that the drums could not be turned (or machined) like normal drums since they are inside the rotors. I authorized them to install new parts. At this time the car had 26711 miles.

The car has been driven on dirt and gravel roads. I had noticed that when I parked on a hill I would have to pull the emergency brake lever very hard to get it to hold - almost to the point that I was afraid that something might break.

These parts are considered wear items and are covered for 12 months or 12,000 miles. I argued that it was not a wear problem but instead it was a design flaw that allowed dirt into this area to cake up on the shoes and drums. The dealer and Corporation Customer Center disagreed.

Cont. on page 2.

U.S. G.P.O.: 1982-623-897 / 60086

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

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National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590

page 2

I kept the rotors and there is virtually no wear on either the rotors or drums. With a finger you can't tell if there is any wear or if it is rust next to the smooth wear surfaces. I did not get to see the shoes. They said that they were returned in exchange for the new shoes.

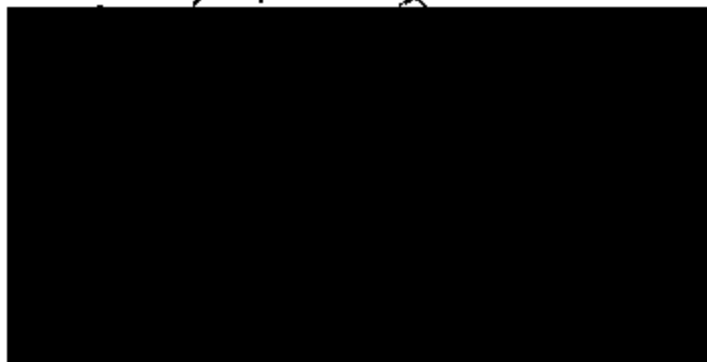
I can't beleive that I am the only owner of a Sebring JXI to have this problem. I wonder how many others may not know that they also have an emergency brake that will not hold on a hill.

Please advise me of your findings on this matter.

Thank you for your interest.

Enclosed is a copy of the service invoice.

Sincerely,



**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)

