



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received

204 MAR 1 10 10 AM '04
23-JAN-2004

Repository ☐

Reference No.
10053784

OWNER INFORMATION (Type or Print)

Name

Address

City

ONEIDA

State

WI

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorization, NHTSA will not provide your name or address to the vehicle manufacturer.
Signature of Owner *[Signature]* Date *2/2/04*

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

3C8FY4B671

Make

CHRYSLER

Model

PT CRUISER

Model Year

2001

Date Purchased

Dec 2001

Dealer's Name and Telephone Number

Bay Chrysler - Now called S&L Motors

Engine:

No. Cylinders

Fuel Type:

Unleaded

Original Owner

☒

Dealer's City

Green Bay

State

WI

Zip Code

54311

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

072000 FUEL SYSTEM, GASOLINE DELIVERY

Multiple Failures: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

23-JAN-2004

Failure Mileage

44,500

Failure Speed

0

Leak Detection Pump

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

The Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

CONSUMER STATED THAT THE ENGINE LIGHT CAME ON, WHEN THE CONSUMER WENT TO HAVE AN OIL CHANGE, THE LIGHT WENT OFF. A WEEK LATER THE ENGINE LIGHT CAME BACK ON AND STAYED ON. THE CONSUMER THEN CALLED THE MECHANIC/DEALER AND WAS TOLD TO BRING THE VEHICLE IN. AFTER THE VEHICLE WAS EXAMINED, THE CONSUMER WAS TOLD THAT THE LEAK DETECTOR PUMP NEEDED TO BE REPLACED. THE CONSUMER STATED THAT LAST YEAR THERE WAS A RECALL ON THE FUEL PUMP AND SHE THINKS THAT THIS PROBLEM COULD BE RELATED. SHE SAID SHE WAS TOLD BY CHRYSLER THAT THEY WOULD NOT HELP WITH THE REPAIRS. *JB

I then refused to have the problem repaired. If the part was put in to detect a leak, then it should not be something that fails. And when it does, the Chrysler Company should replace it & find a part that doesn't fail so regularly. As of 2/16/03 the → over

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

engine light went off again. S&L Motors said if the light goes off then the problem has corrected itself. They also said if the engine light is not flashing, its still safe to drive. People keep laughing when I tell them this. So, who do I believe? How will I know if there is a leak, or if its working, or if its healthy safe to drive?

Thanks for your time & concern.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300



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
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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National Highway Traffic Safety
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Any other address and production

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and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
OWNER'S**