



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received
2004 APR -1 PM 12:44
01-MAR-2004

Repository
Reference No.
10061094

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City DELRAY BEACH State FL Zip Code [Redacted]
Do you authorize [Redacted] manufacturer of your vehicle?
In the absence of your name or address to the vehicle manufacturer. YES NO
Signature of Owner [Redacted] Date 3/22/04

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3C8F768B32T-348245 Make CHRYSLER Model PT CRUISER Model Year 2002
Date Purchased 6-10-02 Dealer's Name and Telephone Number West Palm Beach Chrysler Jeep 561-683-7100 Engine: No. Cylinders 4 Fuel Type: GAS
Original Owner [Redacted] Dealer's City [Redacted] State [Redacted] Zip Code [Redacted]
Transmission Type Antilock Brakes Powertrain 4 Speed A410 Vehicle Component Code 162200 STRUCTURE:BODY:BUMPERS
 Cruise Control Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAR-2004 Failure Mileage 29000 Failure Speed 2 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]
DOT No. (Example: DOTM12ABC096) Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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 0 Number of Deaths 0 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 WAS PULLING INTO A PARKING SPACE AND HIT A CONCRETE CURB. CONSUMER WAS BACKING UP, AND NOTICED A LOUD STREAKING NOISE COMING FROM UNDERNEATH THE VEHICLE. THE FRONT BUMPER ~~WAS DAMAGED~~. CONSUMER WAS ~~REPAIRED~~ BY THE ~~DEALER~~ **CRUISE CHRY** FOR INSPECTION, AND MECHANIC INFORMED CONSUMER THAT THE BUMPER WAS NOT UNDER WARRANTY, AND CONSUMER WAS RESPONSIBLE FOR REPAIRS. *AKOYST-REP WAS INFORMED
FRONT bumper is designed to lock to ground. It is impossible to see CURB STONE when pulling into a PARKING SPOT

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY
The Privacy Act of 1974 (Public Law 93-502) 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)

When pulling into a parking spot, instead of the front tires hitting the curb stone the bumper is so low to the ground that it gets caught on the curb stone and separates from the front fenders when backing out of the spot. Chrysler never considered this problem when designing the car. When I called Chry they told me it was my problem and were quite rude to me on the phone. When I emailed Chry. they wrote me the same thing in a more courteous manner. However they said the problem is mine & the car was designed properly

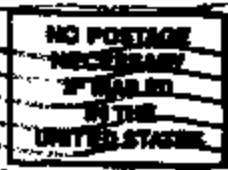
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

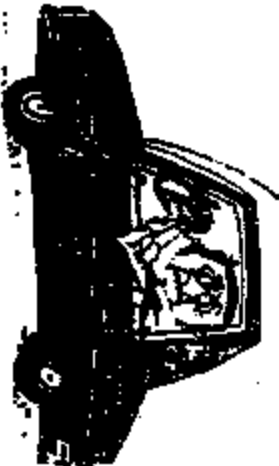
TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

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(DASH) & DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**