



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 100192

Date Received: 2004 JUN 12 PM 5:02

Repository ☐

23-JUN-2004

Reference No.
10079747

OWNER INFORMATION (Type or Print)

Name

Address

City

VICKSBURG

State

MS

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will not contact the manufacturer.
Signature of Owner: [Signature] Date: 07/22/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3CBFY68362

Make

CHRYSLER

Model

PT CRUISER

Model Year

2002

Date Purchased

7/31/2001

Dealer's Name and Telephone Number

Howard Wilson Chrysler 1-800-330-7619

Original Owner

☒

Dealer's City

JACKSON

State

MS

Zip Code

39232

Fuel Type:

Unleaded

Transmission Type

Auto

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

048000 SERVICE BRAKES, AIR:ANTILOCK

Multiple Failure: continuous

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-JUN-2004

Failure Mileage

3000

Failure Speed

coming to a complete stop down to no miles per hour.
10-30 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19ABC038)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire 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

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 SINCE VEHICLE WAS PURCHASED THE BRAKES WERE DEFECTIVE, AND PERFORMED POORLY WHEN APPLIED.
CONSUMER WAS SUSPICIOUS OF THE DEALERSHIP PERFORMANCE. *AK*

suspects did not work on brakes at all. Dealerships just test drive when under warranty. One block after leaving dealership, the same screeching noise and brakes some times went almost to bottom of the floor. This car falls under MS Lemon Law.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-578) 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.

June 22, 2004 was the latest date that I went to Howard Wilson Chrysler/Jeep for my 2002 PT Cruiser car brakes. Service Order Writer Jody wrote a ticket but had Svc Mgr David Brown to drive the car. After a few minutes he returned and said that there is not anything wrong with them. So there would not be any record or evidence that I was there pr a svc order ticket written. Same as Blackburn dealership in Vicksburg, MS, where I live. At this dealership, a svc order writer told me to go back to the place I bought it. The brakes have always been defective making a screeching sound. In the beginning (July 31, 2001 date of purchase) now has gotten progressively worse. Also sounds like water is in them. On June 22, 2004, all of my written svc order tickets/repair tickets were taken out of my locked glove compartment.

Vicksburg, MS
September 6, 2001

Mr. Alan Wilson
Howard Wilson Chrysler * Jeep
4000 Lakeland Drive
Jackson, MS 39208

Dear Mr. Wilson:

RE: 2002 Chrysler PT Cruiser after the 24th Day of Purchase

On July 31, 2001, I bought a 2002 Chrysler PT Cruiser with Vehicle Identification Number, 3C8FY68B52T [REDACTED] Stock Number, 2T [REDACTED] Ralph Jackson delivered the car to me on the designated day where we exchanged checks. He returned \$500 deposit check. I reluctantly signed the Odometer Disclosure Statement which he said was only the mileage when he left Howard Wilson. This form shows 98 miles. I said I do not believe this is correct. He replied that is the reading when he left the lot. I gave him the check for \$22,872.00 from my financial institution, Mutual Credit Union. I asked for gasoline since there was less than one-half tank in the car. This is when I saw that the odometer read 166.

Jackson said he would call within the next two to three days; I did not hear from him. I called to inform him about the lack of detailed cleaning, and he stated that he would not be present and that the new car sales manager would be available. When a friend and I got to Howard Wilson both Ralph and the new car sales manager were out of time. Someone finally told me to talk to a man in an encircled area in the building. He told me to take the car to the service department. When the car returned to me it was sticky on the inside where containers are for holding cokes, drinks, etc.

Unfortunately, on Saturday, August 25, 20001, the dashboard lights were not functioning properly; no lights came on. The fuel, miles per hour (MPH) and RPM lights were not on. I immediately circled the block and returned home. I became stressed out, depressed and full of anxiety. I immediately contacted Ralph. In addition, the night before, Friday, August 24, 2001, the theft light stayed on the entire night. I asked him to get the 2002 Chrysler PT Cruiser manual, in order to better explain what has happened to the car. He was to get the manual; but instead he told me that he had a man present who knows everything about PT Cruisers. The man's name was Tony, who said it was only a fuse and we can fix it in no time.

The following are complaints that I have regarding this vehicle:

- the entire dashboard electronic system was off
- at the inside top of all 4 doors, the lining bulges in and out
- driver's side seat belt needs several attempts before locking
- right signal has to be manually stopped
- left signal light does not hold
- brakes hesitates—rubbing and scrubbing
- air conditioner settings on 3 or 4 positions gives out a lot of noise but no cool air
- no explanation of warranty coverage
- never introduced/informed about the service department contact person

Ralph stated Howard Wilson has a state-of-the-art service department which is unimportant to me; especially, when the work is not done properly. This is what I told them on Monday, August 27, 2001. When I arrived, Ralph took me to the service department for the fuse installation. Valarie complained loudly that, since I live in Vicksburg, MS, she would not authorize a rental car. Ralph informed me that my car would be ready tomorrow, since I wanted the car detailed correctly and for me to call Valarie. I called Valarie the following day to get the status of the car. A no nonsense response was mumbled that the part may be in tomorrow or next week.

The car is defective, and I do not want it. I mentioned to Ralph that something is not right. These faulty things have occurred within the first 24 days of purchase. Ralph said he couldn't give another PT Cruiser; therefore he suggested that I call Bryan, the general manager. I received rude, discourteous, unprofessional, and downright ugliness from Bryan. He proceeded to tell me he has only one car and got a wife and 5 children. He let me know that the Chevrolet car dealership did not give his spouse a rental car to drive. I told him I should have bought a Chevrolet like he did for his own personal usage, instead of purchasing a vehicle from his place of employment. I explained to him that I have not paid my first car note and I have got a defective car. Someone came to him while we were talking. He talked with that person for about five minutes. He probably assumed I was going to give up by hanging up the phone. After returning to the phone, I said, "I know what I will never do." Bryan asked, "What's that?" I replied you know what I'm talking about. He said that you will never buy another Chrysler. After we debated and argued, I said goodbye. I called Ralph to let him know what had transpired. Ralph then said I'm being paged now; this is probably upstairs paging me now. Another Howard Wilson personnel trying to get off the phone talking. Ralph did say I could call and talk with Alan who is more friendly.

On Tuesday, I asked Valarie what is wrong with my car. Valarie did not call back Tuesday or Wednesday. My confidence in the 2002 Chrysler PT Cruiser and definitely Howard Wilson is gone. I do not trust either. They got you to buy the car and then leave you hanging. I received a voice message on Thursday, August 30th, that the vehicle is ready for pick-up. The car was returned to my residence on Friday, August 31st with the odometer reading of 1219 and the exterior was filthy.

In order to resolve this issue of a car that has problems occurring within 24 days of purchase; I would appreciate your returning a check for \$22,872.00 to Mutual Credit Union, 1604 Cherry Street, Vicksburg, MS 39180. You have copies my records for both purchase and repair. In order for your company to maintain its status of excellence, your customer service department should implement it's policy to promptly tell customers on what the exact diagnostic problems are and the expected time frame for repair at least within a 24 hour turnaround time. Working amicably, we will resolve this matter favorably. However, if matters are not resolved favorably and in a reasonable time, other actions will be sought. I look forward to your reply and a resolution to this problem and will wait until September 16, 2001 before taking further steps. Please contact me at the above address.

Sincerely,



cc: Dieter Zetsche
Robert Johannes
Mutual Credit Union

enclosure



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS-MAIL PERMIT NO. 168 ROCHESTER, MI

POSTAGE WILL BE PAID BY ADDRESSEE

RESEARCH DEPARTMENT

DAMLERCHRYSLER

PO BOX 5022

ROCHESTER MI 48306-8973



PLEASE LET US KNOW HOW WE'RE DOING...

Name & Address correction area

Ms. Delores Miller-Hamphill
 P.O. Box 620414
 Vicksburg, MS 39182-0414
 (01)630-0102

My Name is

Phone

Date 8-29-2001

Please be sure to darken circles completely using a blue or black ball point pen. Correct Mark: ●

About Your Overall Impressions of

HOWARD WILSON CHRY-JEEP

1. How satisfied are you with your new vehicle buying experience?



Very Satisfied

Car is selling
 on their lot
 accumulating dust



Very Dissatisfied

About the Facility

2. The facility was neat and clean.

Strongly Agree

Bryan, Gen. Mgr., was rude
 unprofessional
 discourteous and

Strongly Disagree

The Sales Staff

3. How satisfied are you with the sales staff?
 4. How satisfied are you with the sincerity of the sales staff?

Very Satisfied

talked about his wife and
 his purchasing her a Chevrolet
 which is probably
 what I need to buy.

Very Dissatisfied

It's evident he
 doesn't believe in the product
 he sells.

Your Delivery Experience

5. How satisfied are you with your delivery experience?

Very Satisfied

Very Dissatisfied

Recommendations

6. I would recommend THIS DEALERSHIP to my family and friends.

Strongly Agree

Strongly Disagree

7. Would you purchase again from the same salesperson?

YES

NO

No one at Howard Wilson

Your Salesperson

8. Please rate your SALESPERSON on the following:

- a. The manner in which you were greeted
 b. Sincerity and honesty in dealing with you
 c. Consideration of your time
 d. Ability to listen, understand, and answer your questions
 e. Knowledge of the product features and benefits
 f. Fulfilled all commitments made to you

Very Satisfied

Very Dissatisfied

As of the above date, the PT Cruiser has been
 Comments about your new vehicle buying experience:
 on their lot 2 days and
 they are unsure when the parts will come in
 tomorrow or next week. I DON'T WANT THAT
 CAR and I have
 asked for another one.

Your Sales Team

9. Please rate your SALES TEAM on the following:

- The vehicle price and/or payments were discussed in a straightforward and thorough manner
- Explanation of the warranty coverages
- The professional manner in which you were treated
- Fulfilled all commitments made to you



Very Satisfied



Very Dissatisfied

☐	☐	☐	☐	☒
☐	☐	☐	☐	☒
☐	☐	☐	☐	☒
☐	☐	☐	☐	☒

More About the Buying Experience

- If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?
- If this dealership handled the financing for your new vehicle, how satisfied are you with the arrangements?
- If you took a demonstration drive at this dealership, how satisfied are you with that experience?

Doesn't Apply

Very Satisfied

Very Dissatisfied

☐	☐	☐	☐	☐	☒
☒	☐	☐	☐	☐	☐
☐	☒	☐	☐	☐	☐

** Jim Wenzelby called Howard Wilson about a silver 1998 Toyota Camry. I talked and dealt with him about 3 hours before he came in.*

- From the time at which you agreed on a vehicle, how long did it take to complete the sales transaction, excluding delivery?

20 Minutes or Less 31 Minutes to an Hour 1 Hour to 2 Hours More Than 2 Hours

☐	☒	☐	☐
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- How many dealership personnel were involved in determining the price of your vehicle? *Probably everyone from top to bottom of Howard Wilson*

One Two Three Four or More

☐	☐	☐	☐
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- How much pressure, if any, do you feel the dealership placed on you? *Ralph at Howard Wilson said since the weekend is coming up, it may be gone. That's all.*

No Pressure

Extreme Pressure

☐	☐	☐	☒
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The Delivery of Your New Vehicle

- What was the overall condition of your vehicle at delivery?
- What was your vehicle's operating condition at delivery?
- Were you informed about the service department hours and whom to contact?

Excellent Good Average Fair Poor

☒	☒	☐	☐	☐
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☒	☒	☐	☐	☐
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☐	☒	☐	☐	☐
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☐	☐	☐	☐	☒
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Dealership Follow-Up / Concerns Handling

- Since taking delivery, have you been contacted by the dealership regarding your satisfaction?

- Did you have any concerns regarding your sales experience that you brought to the attention of the dealership?

The salesman can't do anything. The top brass alone.

- If YES, how satisfied are you with the dealership's resolution of your concerns?

Very Satisfied

Very Dissatisfied

☐	☐	☐	☐	☒
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Car was brought to me on 7/31/01. 8/25/01 No lights on the dashboard, came on - no fuel light gauge, MPH, RPM. And - I have not made my first car note. I need a new car. I am requesting a new car.

We Thank You for Your Time

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).