



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 100079

Date Received

04-AUG-2004

Repository ☐

Reference No.

10087178

2004 AUG 20 PM 7:5

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City HIGLEY State AZ Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 [REDACTED] Date 08/11/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C8FY4BB81T [REDACTED] Make CHRYSLER Model PT CRUISER Model Year 2001

Date Purchased

2001

Dealer's Name and Telephone Number

Darner Chrysler-Jeep

Engine:

No. Cylinders 4

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Mesa Arizona

State

AZ

Zip Code

85201

Transmission Type

AUTOMATIC

☒ Anti-lock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

091200 FUEL SYSTEM, OTHER: STORAGE: FUEL GAUGE SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-AUG-2004 Failure Mileage 50,000 Failure Speed N/A Fuel Pump/Sending Unit

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/B5R15) [REDACTED]
DOT No. (Example: DOTM18ABCD38) ☐ 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 [REDACTED] Number of Deaths [REDACTED] Reported to Police [REDACTED]

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).

GAS GAUGE MALFUNCTIONED. IT INDICATED THAT THERE WAS NO GAS IN THE TANK, EVEN THOUGH THE TANK WAS FULL. DEALERSHIP WAS NOTIFIED. *AK

The fuel pump/sending unit failed. While the fuel pump still works, the sending unit sends false gas fill status information to the fuel gage on/in the dash. I have two concerns: 1. If this unit has failed, does it represent a fire/explosion danger since it resides in the gas tank? & 2. I fear being left

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

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 responses 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)

stranded by running out of gas since the gas gage is not receiving the proper fuel level readings from the pump/sending unit.

The Service manager would not consider this as a warranty repair even though he said he had fixed an inordinant amount of these units in the past 2 weeks time of when I called him. I find this to be disturbing as there may be many units affected.

ATTACH ADDITIONAL SHEETS IF NEEDED

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 72173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL, 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

18
1-70
1-93
1-11
1-16

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

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and dial toll free at

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(DASH) 2 DOT



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