



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 100222

Date Received

Repository

10 OCT 27 10:49  
22-SEP-2004

Reference No.  
10084104

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City TANEYTOWN State MD Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number

SAME

N/A

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 \_\_\_\_\_ Date / /

**VEHICLE INFORMATION**

17 Digit Vehicle Identification Number Located at bottom of windshield on driver's side  
3C4FY5852T [REDACTED] Make CHRYSLER Model PT CRUISER Model Year 2002  
Date Purchased Dealer's Name and Telephone Number OURISMAN AUTO 410-988-8100 Engine: No. Cylinders Fuel Type: Gas  
Original Owner  Dealer's City CLARKSVILLE State MD Zip Code 21028  
Transmission Type  Automatic  Antilock Brakes Powertrain UNKNOWN Vehicle Component Code 034530 SERVICE BRAKES, HYDRAULIC:FOUNDATION COMPONENTS  
 Cruise Control Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 18-AUG-2004 Failure Mileage 26000-34500 Failure Speed

**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: DOTMALSABC036)  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  
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 TOOK VEHICLE TO DEALER FOR A 36000 MILES CHECK UP. TWO MONTHS LATER, THE BRAKES STARTED TO SQUEAL METAL TO METAL. MECHANIC STATED THEY HAD ONLY EXAMINED THE BRAKES, AND WANTED TO CHARGE THE CONSUMER FOR THE REPAIRS. CONSUMER WENT TO ANOTHER MECHANIC, AND WAS TOLD THAT THE ROTORS HAD BEEN TURNED TOO MUCH. \*AK

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 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.

On 6-16-04 I took my 2002 PT Cruiser to Oursman Service Dept. I received a 36,000 Mile Service FREE due to prior damage to my car. The oil was changed and I was told that my brakes, belts and air filter were good. No work was required and no notice that my brake were close to gone.

Around 9-10-04 I noticed my right front brake was down to bare metal. I then took my car to Oursman Dwayne Bridget, service writer, told me that both sides pads + rotors were so worn out they had to be replaced, he could not tell why they had gone so quickly and said Oh Well, I spoke with the service manager, Stan Suggs and he said these things happen.

I then took my car to another repair shop and was told that my rotors had been turned so badly they had to be replaced. Stan Suggs said the pads had worn out the rotors after calling 4 Chrysler dealers I was told that was false. After telling Mr. Suggs this he told me they were CRAZY and he would not pay for rotors and didn't care who I sent complaints too it was my problem.

My sister in law has since bought a PT Cruiser and would not buy from Oursman. I will spread the word as much as possible.

Also there was a recall due on my steering col. and Oursman said there was not but according to Factory Records it had been done over

I would like the cost of my rotors, should be paid for being without a car and missing work, I would appreciate any help in this matter.

Thank you



cc: BBB

NATIONAL HIGHWAY TRAFFIC SAFETY ASSOC  
OUTSMAN CHRYSLER  
CHRYSLER DIAMET CORP.

**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).**