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Amarillo, Texas

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OFFICE OF  
DEFECTS INVESTIGATION

January 16, 2005

Daimler Chrysler Motor Corporation Customer Care  
P.O.Box 21-8004  
Auburn, MI 48321-8004

Dear Sirs,

I am writing in regards to my 2004 PT Cruiser, VN#3CAFY58BX4T, which I purchased new with about 150 miles on it. Since purchasing our vehicle we have had to return it to Gene Messer Chrysler repeatedly for the same problem. The trip meter is constantly resetting itself, when this happens the dash lights flash on and off, the gas gauge drops to empty and the bells start beeping. I am sending copies of the worksheets that they have provided to us. The visit on 7-12-04 is not noted, but they sprayed static guard in it that time to resolve the issue, this also does not work. I have been told it is the cloth seats and to get out and grab the metal bar, I do not have this problem with either my ford or chevy and they both have cloth seats. I bought my car New in good faith that I was purchasing a reliable vehicle with a warranty that you would stand behind. Since our 12-20-05 visit it has done this over 50 times, and you and I both know this can not be good for the electrical system. We had considered purchasing another PT Cruiser, but we would not purchase one from this dealership and would have to have our current problems taken care of, once and for all.

Also, I would like to mention that every time we take it in for this they saturate the inside with static guard and it gets all over the windows and doesn't help the problem at all.

Sincerely, 

Cc: NHTSA

NHTSA  
1/21/05

**S.T.A.R. CENTER CASE REPORT**

To: TOM KING	From: BLAKE HIRT
Dealer: GENE MESSER CHRY-PLYM-JEEP	Date: 05/05/04
Fax Number: (806) 352-4530	Number of Pages: 5
Phone Number: (806) 352-5282	

Vehicle Information

Dealer Code: 26680	Desc: PT CRUISER 4-DOOR HATCHBACK
VIN: 3C4FY48B44T	Body: 44
Fam: PT	Model Year: 2004
Mileage: 3040	

Case Details

Case Ref: 4160253	STAR Group: PT/WJ/TJ CLUSTERS
Created: May 5 2004 10:18	Created by: BLAKE HIRT
Updated: May 5 2004 10:19	Updated by: BLAKE HIRT

Concern

FAX: CustomerConcern trip mileage indicator resets to 0 after 18-25 miles. intermittent.  
:BEH28:05/05/2004

Recommendation/Solution

Sorry, the reason it is restricted is that the same problem will be on the new part. The issue only happens to vehicles with cloth seats, it is a static issue from the seat/driver hitting the cluster. To reduce the occurrence:

- 1) spray seats and carpet with static guard
- 2) take a woven ground strap and ground drivers upper seat frame. Weave strap between seat springs and ground to seat frame.
- 3) inform customer that hold door metal or A-pillar will dissipate static when entering/exiting.

Best Regards,

:BEH28:05/05/2004

**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).**