



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 100148

Date Received

04-MAY-2005

Repository ☐

Reference No.

10119847

OWNER INFORMATION (Type or Print)

Name

Address

City

DETROIT

State

MI

Zip Code

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 a signature, please 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

3C4FY48B21T

Make

CHRYSLER

Model

PT CRUISER

Model Year

2001

Date Purchased
24-FEB-05Dealer's Name and Telephone Number
WESTBORN CHRYSLER 313-562-3200

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner
☐Dealer's City
DEERBORNEState
MIZip Code
48124Transmission Type
AUTOMATIC☒ Antilock Brakes
☒ Cruise ControlPowertrain
FRONT WHEEL DRIVE

Vehicle Component Code

034520 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 100

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
21-MAR-2005Failure Mileage
32000

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: DOTM19ABC036)

☐ 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: *Repair* 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).

CONTACT STATED: BOUGHT CAR THAT HAD NOT BEEN THOROUGHLY INSPECTED. AFTER TWO WEEKS A NOISE IN BOTH THE BACK AND FRONT OF THE CAR WAS HEARD. TOOK VEHICLE BACK TO DEALER, PLACED A SUPPORT BECAUSE BRAKE PADS WERE GONE, METAL ON METAL. THE MOTOR MOUNT BROKE, NEEDED ROTORS/SPARK PLUGS, AND TUNE UP ALONG WITH A PVC VALVE. NEEDED TO BE FIXED, BUT DEALER REFUSED TO FIX ANYTHING. *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 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 I drove away there had not never been inspected two week I had to take it back replace Brakes + light back support. I told raise in front and rear front motor support Brakes need rollers need turn up P.C.U. and F.T.C. The sellman JEFF. MANAGER George. they not going repair nothing get out we spend a \$250.00 repair and \$475.00 for replacing Right Rear support. When stop brake go down when set at a stop and jump when fully off and car run Ruff. I will not go to them anymore. If i get pay for all these repair. I don't is buy Chrysler. I want better I didn't have this three weeks with all these problem. I call them they will take care of them. now they said not going to repair nothing manager George William and Sullivan Jeff all time bad + Chip paint around looks want repair these Copes of work was done.

CH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

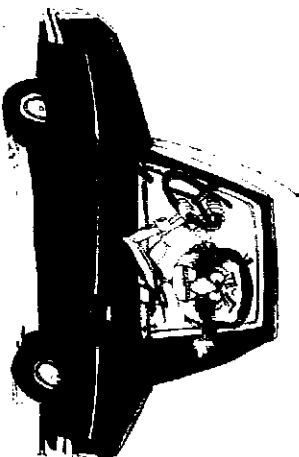
DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

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).