



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

Date Received

2005 MAY 18 AM 8:13

Od\_or \_\_\_\_\_  
rt\_dtl \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

Reference No.

10121590

Daytime Telephone Number

## OWNER INFORMATION (Type or Print)

Name

Street N

Apt. No.

City SUN CITY

State CA

Zip Code

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 04/30/05

## PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 3C8FY48B04T		Make CHRYSLER	Model PT CRUISER	Year 2004
Purchased Date 08-30-04	Dealer's Name JEEP CHRYSLER OF ONTARIO		Engine Size (CID/CC/L) 2.4L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City ONTARIO	State CA	Zip Code 91761	No. Cylinders 4
Manufacture Date (on driver's door or pillar) 06-04	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driver's Side Air Bag <input type="checkbox"/> Motorized <input checked="" type="checkbox"/> Passenger's Side Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other				
Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other				

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

Part Name(s)	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand	Tire Name		
Complete Tire Size	DOT No.		
No. of Failures	Date(s) of Failure(s)	Failed Part(s) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies). EVER SINCE PURCHASING MY '04 PT CRUISER ON 8-30-04 I'VE HAD GREAT DIFFICULTY SEEING DASH BOARD INSTRUMENTS BECAUSE THE DEEP BEZEL DESIGN PREVENTS LIGHT FROM REACHING DIAL FACES CONSISTENTLY DURING DAY-TIME DRIVING. IN MY OPINION THE HUMAN EYE CANNOT ACCOMMODATE QUICKLY ENOUGH, THE HIGH INTENSITY OF LIGHT ENTERING THROUGH THE WINDSHIELD, VERSUS THE RELATIVELY LOW INTENSITY OF LIGHT GRACING THE DIALS AT THE BOTTOM OF THE BEZELS, HENCE THERE IS MOMENTARY BLINDNESS AS THE DRIVER ATTEMPTS FOCUS ON THE SPEEDO OR OTHER INDICATORS. THIS INABILITY TO QUICKLY DETERMINE SPEED, ETC. IS A DISTRACTION AND A SAFETY HAZARD. I AM ENCLOSEING PREVIOUS LETTERS I'VE WRITTEN TO CHRYSLER AND SOME SALES COACHES PHOTOS TO HELP ILLUSTRATE THE PROBLEM.

The Privacy Act of 1974 - Public Law 93-578 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

Mail postage free or fax to 202-366-7882

Narrative Description of Incident(s), Failure(s), Cause(s), and Injury(ies)



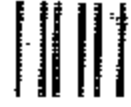
A SMOKE SPEEDO  
 UNIT AND UNIT  
 BLOCKING REPORT OF  
 THE DEEP FREEZE.  
 NOTE SHADOW ON LEFT  
 MINIMAL SHADOW OF  
 INCONSISTENT LIGHT  
 TO THE DIAL FACE.



Shows  
 main display  
 THE DIAL FACE  
 ARE EVEN  
 THEN THE  
 REST OF THE  
 PANELS  
 DIAL CLEAR

ATTACH 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



NO POSTAGE  
 NECESSARY  
 IF MAILED  
 IN THE  
 UNITED STATES

**BUSINESS REPLY MAIL**  
 FIRST CLASS PERMIT NO 78179 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, NSA-10.01  
 400 7th Street, SW  
 Washington, DC 20590



Complete and return or place in your car manual for future use



**VEHICLE  
 OWNER'S  
 QUESTIONNAIRE  
 (VQO)**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
 COMPLETE THIS FORM  
 OR

**DASH 2 DOT**

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

[nhtsa.dot.gov/hotline](http://nhtsa.dot.gov/hotline)

4/27/05

Chrysler Corporation  
Customer Correspondence Center  
PO Box 5022  
Rochester, MI 48308-9973

Attention: Technical Complaint Department

This is the second time I've notified Chrysler of the visibility problems I am having with the instrument bezel design on my '04 PT Cruiser. The instrument dials are located at the bottom of the deep bezels which prevents light from reaching the dial faces consistently during daytime driving.

The human eye cannot accomodate quickly enough, the high intensity of light entering through the windshield, versus the relatively low intensity of light on the dials at the bottom of the bezels.

Hence there is momentary partial blindness as the driver attempts to focus on the speedo or other indicators. This inability to quickly determine speed etc. is a distraction and a safety hazard.

In my opinion the best corrective fix would be to move the instruments out to the top of the bezels where light would be consistently on the dial faces. However, a simpler fix might suffice.

That being to change the dial face color from white to black and provide luminescent scale markings and pointers. White dial faces reflect light (away) while black dial faces absorb light(in).

I am aware that the deep bezel instrument look is retro trendy but clear visibility should trump style every time. I purchased this car on 8-30-04 and as of today (4-27-05) the odometer reads only 2,916 fearful miles. The car is practically useless for daylight driving while night driving is fine due to excellent back-lighting of the instruments. I would appreciate some response from Chrysler this time around.

I should mention that I have good eyesight and have no trouble seeing the instruments on my 2000 Dodge Caravan.

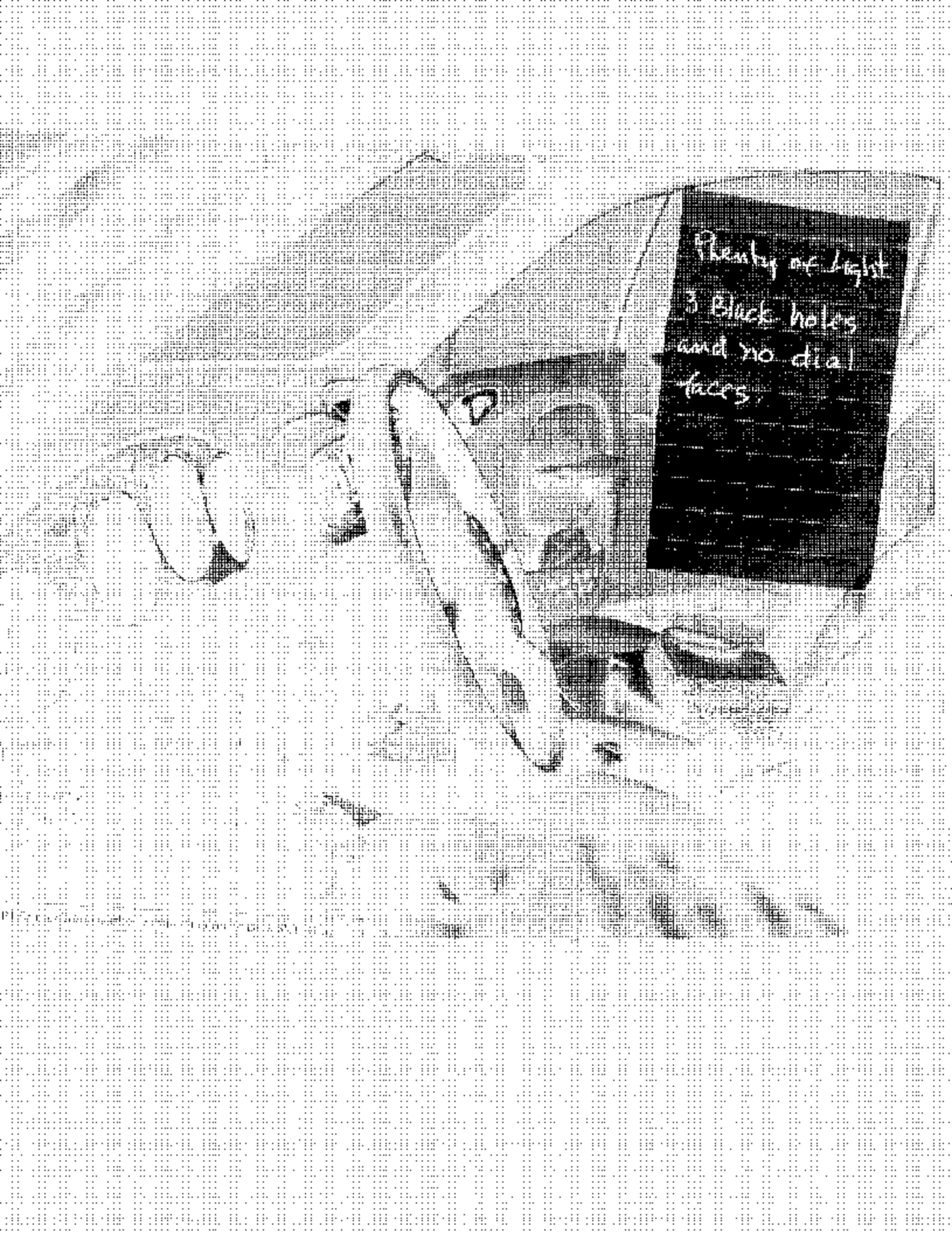
Very truly yours,

Sun City CA

**Subj:** PT Cruiser instrument visibility  
**Date:** 10/26/2004 7:14:45 PM Pacific Standard Time  
**From:** [redacted]  
**To:** Chryslermagazine

Daytime driving in my new 2004 PT Cruiser is like flying blind. I can hardly see the speedo, tach etc. because of the deep bezels which block out the light. Night driving is fine. The instruments are well lit. But someone sure goofed on those weird bottom of a tin can instruments for day driving. This is more than inconvenient, it's downright dangerous! What is the fix on this problem? Can the instruments be lit up for day time driving? Or can the bezels be replaced with transparent ones or removed altogether?  
 I bought my PT on 8/30/04 and as of today I have only driven it 854 miles because I feel insecure with the lack of daytime driving instrument lighting.  
 Please respond.

Sun City, CA



Plenty of light  
3 Black holes  
and no dial  
faces