



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

JUL 19 11 31 AM '05
06-JUL-2005

Repository

Reference No.
1012768?

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: LINCOLN PARK State: NJ Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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: 7/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3C4FY48B12 [REDACTED]
Make: CHRYSLER Model: PT CRUISER Model Year: 2002
Date Purchased: 25-AUG-03 Dealer's Name and Telephone Number: LOMANS AUTO GROUP 973-336-1313 Engine: No. Cylinders: 4 Fuel Type: Gas
Original Owner: Dealer's City: PARSIPPANY State: NJ Zip Code: 07054
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: FRONT WHEEL DRIVE
Vehicle Component Code: 015200 STEERING:HYDRAULIC POWER ASSIST-HOSE, PIPING, AND
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 07-JUN-2005 Failure Mileage: 43128 Failure Speed: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
DOT No. (Example: DQTMA9ABC038): [REDACTED] 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 check the appropriate incident, Federal, State, and Injury Code.)
Crash: Yes No Fire: Yes No
Number of Persons Injured: [REDACTED] Number of Deaths: [REDACTED] 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).

DT: THE CONSUMER TOOK THE VEHICLE TO A SERVICE DEALER FOR RECALL CAMPAIGN D4V258000 REPAIR WORK FOR POWER STEERING HOSE ON 8/7/05. SHE RECEIVED ANOTHER RECALL LETTER YESTERDAY WITH THE SAME INFORMATION, AND WHEN SHE CALLED THE DEALER SHE DISCOVERED THAT THE RECALL WORK WAS NOT COMPLETED. THE DEALER PICKED THE VEHICLE UP AT THE OWNER'S BUSINESS FOR SERVICE BECAUSE THE DEALER WAS LOCATED MORE THE 47 MILES FROM THE VEHICLE OWNER. THE OWNER'S CONCERN WAS THAT THE RECALL WORK WAS NOT COMPLETED IN THE FIRST PLACE. THE ONLY THING THE OWNER NOTICED WAS THAT THERE WAS A NOISE IN THE FRONT OF THE VEHICLE BEFORE THE RECALL NOTICE WAS RECEIVED. WHEN THE OWNER HAD THE VEHICLE INSPECTED BY HER MECHANIC, SHE WAS TOLD THE BEARINGS WERE OUT. THIS IS WHAT LED THE OWNER TO TAKE THE VEHICLE TO A SERVICE DEALER FOR THE RECALL WORK IN THE FIRST PLACE. THIS LED TO THE CHAIN OF EVENTS LISTED ABOVE WITH THE INCOMPLETE RECALL WORK. *AK

ATTACH ADDITIONAL SHEETS IF NECESSARY

Include, if available: Police/Fire Department Report, Photos, and Repair Involes.
The Privacy Act of 1974 (Public Law 93-502) 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.

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

this sum's it up. Sales Dept (ie ERIC) says he only sells cars. Service is another dept.

Some of their Service Dept are nice! Others are very pleasant - to many chiefs = there

I believe if they sell you a Service Contract - Sales & Service should work hand and hand

Brought the Vech in for Recall as well as another problem I WAS told the Recall WAS EXTENDED to - IT WAS NOT

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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 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



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

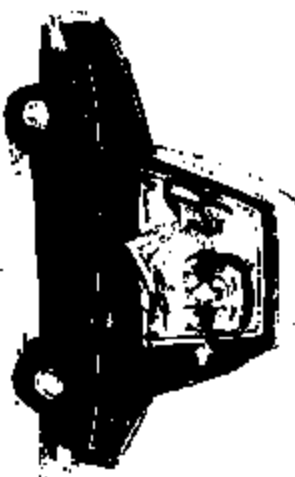
TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM ON

DASH2DOT

and dial toll free at

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