



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

2005 OCT 20 AM 8:16  
20-SEP-2005

Repository

Reference No.  
10138084

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: ELISABETHTON State: TN Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]

E-mail Address: [Redacted]

Evening Telephone Number: [Redacted]

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: [Redacted] Date: 10.16.05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3C8FYGB22T [Redacted]  
Make: CHRYSLER Model: PT CRUISER Limited Edition Model Year: 2002  
Date Purchased: Feb 2002 Dealer's Name and Telephone Number: (Chrysler Dealer) Bachman Bernard - Greenville, TN Engine: No. Cylinders: 4 Fuel Type: Gas  
Original Owner:  Dealer's City: Greenville State: TN Zip Code: [Redacted]  
Transmission Type: MANUAL  Antilock Brakes Powertrain: ALL WHEEL DRIVE Vehicle Component Code: 141000 AIR BAGS:FRONTAL (+side)-extra  
 Cruise Control Multiple Failure: 1

② **Seat Belt did not restrain enough** FAILED COMPONENT(S)/PART(S) INFORMATION (Air Bag recalled in 2005)  
Incident Date(s): 30-AUG-2005 Failure Mileage: [Redacted] Failure Speed: est. 30mph  
Doors (both driver + passenger) had to be forced open. Radiator dented + pushed back engine, hood crumpled. A into windshield area/buckled. Deployment of bags.

**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: DOTM18ABC036)  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 describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: 1 Number of Deaths: 0 Reported to Police: Y (Police report has discrepancies + should be ? on Ad)

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: 2002 CHRYSLER PT CRUISER. THE CONSUMER STATED THERE WAS A RECALL ON AIR BAG. THE CONSUMER TOOK THE VEHICLE TO DEALERSHIP. THE CONSUMER'S VEHICLE WAS INVOLVED IN AN ACCIDENT ON AUGUST 30, 2005. THE CONSUMER STATED SHE WAS HIT IN THE FRONT AND RIGHT SIDE OF BUMPER. VEHICLE HAD SIDE AIRBAGS, FRONT AIRBAGS, AND A SEAT AIR BAGS. UPON IMPACT THE AIR BAGS FAILED TO DEPLOY. THE DEALERSHIP TOLD CONSUMER THAT IF SHE WAS TRAPPED BY THE DOORS SHE WAS GOING FAST ENOUGH FOR THE AIRBAGS TO DEPLOY. THE CONSUMER WENT TO WEBSITE AND PRINTED A FORM THAT ASKED FOR HER PROBLEM, AND SHE MAILED THE FORM BACK TO CHRYSLER, AND SHE HAS NOT RECEIVED ANY RESPONSE BACK. THE CONSUMER STATED THE VEHICLE HAD DAMAGE OF MORE THAN \$5000. ALSO, THE CONSUMER SUSTAINED INJURIES. THE DEALERSHIP SAID THERE WAS NOTHING WRONG WITH THE AIR BAGS. A POLICE ACCIDENT REPORT WAS TAKEN WHICH SHOWED THAT FAILURE WAS NOT CONSUMER'S FAULT. THE CONSUMER WANTED ATTENTION TO GET THIS MATTER RESOLVED. THE CONSUMER DID NOT WANT TO DRIVE VEHICLE AS IT WAS. \*AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 The 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) (copy to ins)

10/2/05

At this point, my car is still @ Grindstoff Chev/Eliz, TN & has been "repaired". The 1st insp. by my husband & brother found a severely misaligned steering while test driving (car "pulls" to @ & frame has been "wacked on" per bills x 4 hrs.) the seat belt, driver's side was still broken (since crash) and they used \*used parts to replace the new ones that were destroyed. I bought the car new with new parts & if we ever repair any of our cars, we do not buy used parts for new cars. I may be discharged from the hospital today, if so, I can v the car myself soon, but will not accept it with used parts. I asked for someone to rev the air bags and/or replace them & they said they usually don't v em if "the light airt on and it aint" so, I said I want them v'd anyway by a computer or machine or something and they said: the light airt on and they look fine". They replaced both doors (driver & pass) both fenders & hood. The shop guy said the reason the bags didn't deploy because: (we've heard about 20 reasons by now) - the car was hit to the R of the sensor & not in the center BUT the center of the radiator was dentel & the whole thing pushed back into the engine when I saw under the hood. The pickup truck pulled straight across the street in front of me. I cut my wheel to the @ & hooked but hit his @.

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  
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IN THE UNITED STATES

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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**

**OR**

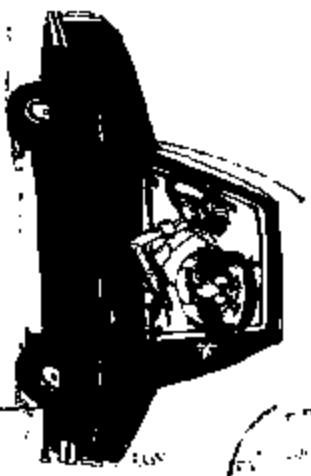
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and dial toll free at

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(DASH) 2 DOT



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