



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814

(916) 445-1888 (916) 323-1631 Fax nmvb@pacbell.net

Arnold Schwarzenegger, Governor
State of California

Sunne Wright McPeak, Secretary
Business, Transportation & Housing Agency

David W. Wilson, President • Alan J. Skobin, Vice President

Robert V. Branzuela • Robert T. (Tom) Flesh • David C. Lizárraga • Haig Papaian • Andy Robles • Sushil K. Sharma • Glenn E. Stevens

10148617

December 27, 2005

National Highway Traffic Safety
Administration
400 Seventh Street, SW
Washington, DC 20590

2006 JAN 10 PM 2:59

Case # C-0203-2006

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning his 2005 Chrysler PT Cruiser.

We are referring the complaint to you since the facts appear to raise a matter within
your jurisdiction. We are continuing our efforts on behalf of the complainant and have
suggested that the complainant contact you for additional assistance.

Sincerely,


Heather Collins
Mediation Services Representative

HC:sb

Enclosure

cc: [REDACTED]

Anamari
1/11/06



NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 330
Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax
E-Mail: nmvb@pacbell.net
Website: nmvb.ca.gov

RECEIVED
DEC 15 2005
NEW MOTOR VEHICLE BOARD
CASE NO. C-0203-2006

MEDIATION REQUEST FORM

COMPLAINANT NAME

Form fields for Complainant Name, Address, City (Lake Forest), State (CA), and Telephone numbers.

Complaint is against: (Check box and fill out all sections completely)

- Checkboxes for Selling Dealer, Servicing Dealer, and Manufacturer/Distributor.

Table with columns for Name, Address, and Telephone # for Selling Dealer, Servicing Dealer, and Manufacturer/Distributor.

Vehicle information fields: Make (Chrysler), Model (PT Cruiser), Year (2005).

DATE OF PURCHASE / LEASE (04-06-2004), VEHICLE LICENSE NO., CURRENT MILEAGE (25,977).

Purchase/Lease status, MILEAGE AT PURCHASE / LEASE (12), VEHICLE I.D. NO. (33EY55E85T).

TYPE OF WARRANTY ON VEHICLE: Manufacturer's, Extended Warranty, No Warranty.

Have you given written notice of defects to manufacturer? Yes/No

Has manufacturer (or designated agent) attempted repairs? Yes/No

If yes, list repair dates: 8-27-05, 11-29-05, 12-14-05

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature and Date fields. Date: 12-14-05

BASIS OF COMPLAINT

Mechanical Defects:

- | | |
|-----------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Frame and Body | <input type="checkbox"/> Suspension system |
| <input checked="" type="checkbox"/> Engine | <input type="checkbox"/> Tires |
| <input type="checkbox"/> Transmission & drive shaft | <input type="checkbox"/> Wheels |
| <input type="checkbox"/> Brake system | <input type="checkbox"/> Exhaust system |
| <input type="checkbox"/> Steering | <input type="checkbox"/> Inoperable accessories |
| <input type="checkbox"/> Fuel system | <input type="checkbox"/> Cooling system |
| <input checked="" type="checkbox"/> Other | <input checked="" type="checkbox"/> Electrical system |

copilot installed since they (service) can't seem to fix the car

Sales:

- | |
|------------------------------------------------------------|
| <input type="checkbox"/> Contract |
| <input type="checkbox"/> Financing |
| <input checked="" type="checkbox"/> Fraud |
| <input checked="" type="checkbox"/> Advertising |
| <input type="checkbox"/> Damage by dealer during servicing |
| <input type="checkbox"/> Extended service contract |

COMPLAINT- Explain the details of this complaint. *(same code 3x)*

Handwritten note: **Pls see attachment 1**

Please sign and date on reverse side

Attachment 1 Complaint

Information:

I, [REDACTED] purchased a new 2005 Chrysler PT Cruiser Veh. ID 3C3EY55E85T [REDACTED] on 04/06/04 at the Tustin Chrysler, Jeep Dodge Dealership. I am a public school teacher in Anaheim City School District - The vehicle is our family's only means of transportation. My wife and I have two infants ages 1 and 3.

First Occurrence

08/27/05 - Engine light flashing and car stalled and died while on my way to work. I had no prior warning. I Thank God traffic was not heavy and I was able to pull the car to the side of the road. The car was towed to the Irvine Tuttle Click - service indicated that it was a "computer glitch." pls. see vehicle history from Tuttle Click Chrysler faxed to me.

Second Occurrence

11/29/05 Family on our way to Irvine Park, car engine light flashes when turned on / stalled. Towed to Tustin Chrysler, Jeep, and Dodge (the dealership location originally purchased from - just a farther from our residence.) Service informed that it is the same code 2nd time, but this time it will be fixed differently / properly. (pls. see invoice D3CS606136)

Third Occurrence

12/14/05 Wife and I were on our way to a holiday party when Engine light flashes / hear ticking sound from dashboard - car engine light flashes - stalls - towed to Tustin Chrysler again. (pls. see invoice D3CS607929)
Tustin General Manager / Service Manager / Dylan Chrysler Co. Customer care: all informed.

This time they had the vehicle for over week and noted it was the **SAME CODE 3rd TIME** (Dylan - Tustin Service Manager drove it home - and indicated that they put 100 miles on it) They said the Chrysler Corp. may have additional info. to fix it. Then I was informed by them that there is no additional information from Chrysler. Finally, Service Management indicated that they could not fix it without the engine light on again - even though they had the code for the 3rd time and had the engine light on the 2 prior situations. (They installed a Copilot on it.)

RIGHT NOW

I am driving a vehicle that could / will be going to stall again anyplace & at any time. **THIS IS A SAFTEY HAZARD** for my family and me. **PLUS** now in the morning the engine rattles loudly from their attempts to fix it. The time dealing with this / the stress my family has encountered / and dangerous situations that this Chrysler car / company has put us through (and still wants to put is through) is beyond words.

WHAT I WANT

I want the car replaced / repurchased under the CA Warranty / Lemon Laws.

Signature [REDACTED]

Date 12-16-05

DEC 13, 2005 HISTORY - SPECIFIC VEHICLE

Store 01 SERVC01 PORT 5100 3010

CUSTOMER NAME [REDACTED]

SERIAL NO. 3C3EY55E85T [REDACTED]

R.O. NO. 585109 1 RO. DATE 08/27/2005
[2 OF 3] [1 OF 2] 3 MILEAGE 21927

2 DEPT (S,B,P) S SERVICE
4 ADVISOR NO. 1123

5 OPERATION NO. 10CHZ OP. DESC. JEEP DRIVABILITY

6 SALE TYPE (C/W/I) W TECH.NO(S) 1179

7 COMPLAINT CUST STATES CHECK ENG WARNING LIGHT WAS FLASHING AND LOW OIL WARNING LIGHT CAME ON. CHECK AND ADVISE

8 CAUSE VERIFIED THE CONCERN DRB III SCAN FOUND 1 DTC P2302 START10 MORE-> GOOD TRIP 0 (IGNITION COIL #1 SECONDARY CIRCUIT INSUFFICIENT

9 CORRECTION PERFORM TSB# 18-024-04 REMOVE AND REPLACED THE ALL 4 SPARK MORE-> PLUGS AND WIRES AND REPROGRAM PCM AND INSTALL LABEL CLEAR

10 WARRANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	585109	08194290	585109	08170299
	585109		585109	

11 CAMPAIGN NO. CAMPAIGN DESC.
12 CAMPAIGN NO. CAMPAIGN DESC.

(1=COMMENTS) (2=RECOMMENDATIONS) (3=CCC SCREEN) (E=ENTER) (JOB#) (TAB)

1st repair ↑
Irvine Tuttle-Click
8-27-05

(5/14)

517-9241

Next 2 times
at Tustin Chrysler
place

~~173774~~ where purchased

all 3 times
same code

said they can't fix it copilot installed.

↑
Dodge...
Chrysler...

**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).**