



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

MAR 17 AM 9:55
16-FEB-2008

Repository

Reference No.
10150404

OWNER INFORMATION (Type or Print)

Name

Address

City FARMINGTON HILLS

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1 / 1 / _____

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) Make Model Model Year
3C8FY6885 CHRYSLER PT CRUISER 2002

Date Purchased
29-NOV-01

Dealer's Name and Telephone Number
SUBURBAN CHRYSLER JEEP 248-476-7900

Engine:
No. Cylinders 4

Fuel Type:
Gas

Original Owner

Dealer's City
NOVI

State MI Zip Code 48376

Transmission Type
AUTOMATIC

Antilock Brakes
 Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
-017500-STEERING-LINKAGE-TIE ROD-ASSEMBLY - Suspension

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) Failure Mileage Failure Speed
15-FEB-2008 45009

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/B5R15)

DOT No. (Example: DOTM123ABC036) Original Equipment Prior Repair Failure Location:

Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Data Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: 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).

DT: THE CONTACT STATED THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP FOR BRAKE REPLACEMENT WHEN THEY WERE INFORMED OF A CLUNKING NOISE IN THE FRONT SUSPENSION. THE INDEPENDENT REPAIR SHOP DETERMINED THE TIE RODS NEEDED TO BE REPLACED. THE NOISE STOPPED FOR THREE MONTHS THEN REOCCURED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE FRONT CONTROL ARM BUSHINGS AND WATTS LINK WERE REPLACED. AFTERWARDS, THE NOISE CONTINUED AND THE VEHICLE WAS TAKEN BACK TO DEALER. THEY DETERMINED THE SHOCKS AND STRUTS NEED TO BE REPLACED HOWEVER, NO REPAIRS HAVE BEEN MADE.

At 45,000 miles, front lower control arm bushings and watts link failed and had to be replaced. Mechanic at dealer said this is a common problem with early PT Cruisers.

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 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.