



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 27-MAR-2006	Repository <input type="checkbox"/>
Reference No. 10153791	

E-VOQ

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City SCITUATE	State MA	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 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C8FY	Make CHRYSLER	Model PT CRUISER	Model Year 2004
Date Purchased 29-DEC-03	Dealer's Name and Telephone Number		Engine: No: Cylinders 4
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain FRONT WHEEL DRIVE	Vehicle Component Code 190000 TIRES
			Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 25-MAR-2006	Failure Mileage 600	Failure Speed	
---------------------------------	------------------------	---------------	--

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC035)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 TIRES ON THE VEHICLE CONTINUALLY LOSE AIR. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION NUMEROUS TIMES. THE DEALER REPLACED ALL 4 TIRES AND A RIM; HOWEVER, THE PROBLEM STILL PERSISTS.

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.

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

PLEASE See CORRESPONDENCE:

Remote Control Problems - Multiple
AIR CONDITIONER FAILED MORE THAN ONCE
Monday APR. 10th 2006 Car goes to Braunton Chrysler
because this time car needs air conditioner to be looked
at. That isn't the only problem - "Now I have NO
High Beams" / I'm BEGINNING TO THINK MY CAR IS A
LEMON /

ATTACH ADDITIONAL SHEETS IF NECESSARY

* I WAS GETTING INTO MY CAR & ANOTHER WOMAN WAS GETTING
INTO HER CAR. THE LADY YELLS OVER,
BETTER GET SOME AIR IN YOUR
Front Tire /

YOU CAN'T IMAGINE WHAT

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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-210
400 7th Street, SW
Washington, DC 20590

I AM GOING THROUGH!

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236

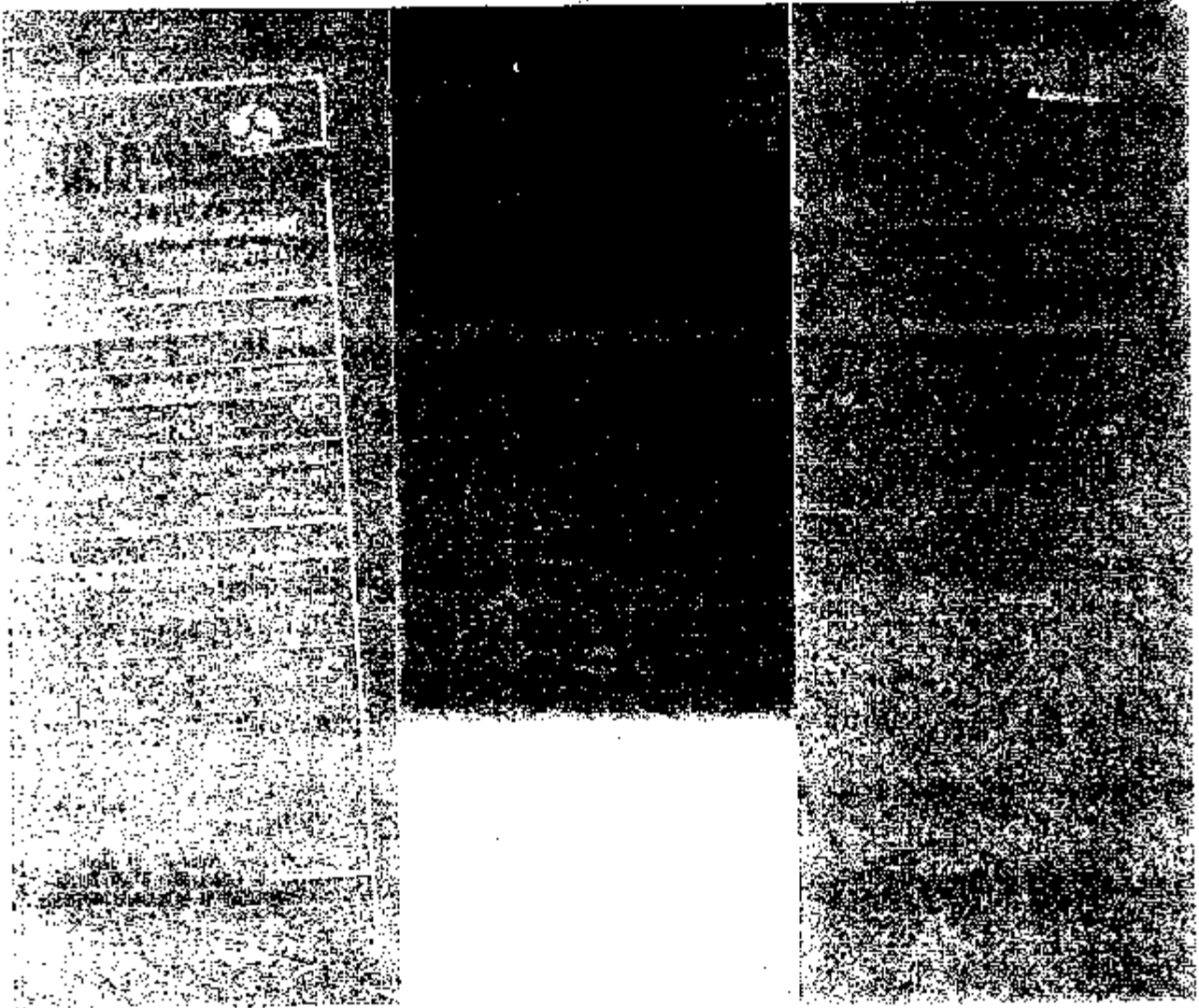


Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Receipts

~~PHOTOS ARE DAMAGED~~



SOUTH SHORE CHRYSLER

178 WASHINGTON ST.

BRAINTREE, MA 02184

781-843-3633

2999

DATE Feb 23 06

TECH. OF R.O. # 35540

PHONE # 545 4402

ADVISOR Bob



Scituate, Ma 02066

QTY	ITEM/PART NUMBER	DESCRIPTION
<u>1</u>	<u>52R315AJ</u>	<u>Line P15</u>
<u>1</u>	<u>5272316AE</u>	<u>Line P15</u>
<u>1</u>	<u>4749 070AG</u>	<u>Rack & Pinion</u>

YEAR	MAKE	MODEL	SERIAL NUMBER	TRIM NUMBER
<u>04</u>	<u>Chryl</u>	<u>PT</u>	<u>Crown</u>	

Dear Customer:

It was necessary for us to SPECIAL order the above item(s) for you.

As soon as they arrive you will be notified.

Thank You

By [Signature]

FAX TO : 781-829-0158

DEALERSHIP OWNER - N. BOKAVICH,
ATTORNEY AT LAW

August 29, 2005

Steve Parker
Service Manager
Hanover, MA

Dear Mr. Parker,

Re: 2004 P.T. Cruiser

PROBLEMS WITH VEHICLE:

- Remote did not work
- New Module ordered and installed (Did not correct problem)
- Dash Board problem after mechanics removed and replaced. (the dash board lifts up in the center and vertical piece came apart)
- The same day (Saturday) that I picked my vehicle up thinking the remote was fixed, it stopped working once again.
- Picked up my car after they fixed the remote once again. (They said this time it stopped working because I had blown a fuse). Personally I believe they simply re-programmed it to get it working.
- My vehicle now exhibits another problem. On the way home from the service dept. I naturally put on my air conditioning and noticed sounds going off and on gushes of air going on and off. I ignored this thinking it couldn't be anything and perhaps I just didn't notice it doing it before.
- Well, last Saturday afternoon I put the air conditioner on and now the car doesn't cool off. I don't hear that gushing noise anymore.

PROBLEMS WITH SERVICE MANAGER:

Bill Rimovitz has treated me terribly over the phone. Bill Rimovitz appears to over-ride all orders that other service personnel made with the service customers. For example, I requested that my ENTIRE dash board be REPLACED because snapping it back in place (twice) did not correct the problems.

A female service representative assured me that my vehicle would be sent out to "Columbia" and go through the 4-5 hour process of cleaning the entire car up.

- Bill Rimovitz told me over the phone that he told that employee *not* to send my car anywhere.
- Bill Rimovitz said he would *not* replace my dash board.
- Bill Rimovitz said that P.T.'s have play in the center of the dash board being able to move it up and down.-----

• **THE SERVICE DEPARTMENT DID THE FOLLOWING:**

- (1) **Initial Visit - Remote not working - After waiting .. 2 ½ hours in the waiting room, I walked to the service desk and inquired how my "Remote Problem" was coming along. (Remember no one came to get me, I went to the service desk after waiting 2 ½ hours) One service person said to another employee, "I didn't know she was waiting!**

- (2) **I was told that my remote was fine and that a new module had to be ordered to correct the problem and that I would have to leave the car. This was a Thursday.**

- (3) **I called Friday to see if they...Got the Part... and secondly if they had a chance to put it in yet.**

- (4) **Called back late Friday and was told THAT IT WAS 'NOT THE MOGULE AFTERALL and told me the Cruiser would be tied up for the week end since I was told it was a "WIRE" that they had to find.**

- (5) **Friday I rented a car as I had been without a car since Thursday.**

- (6) **On Saturday morning I called to see if they thought my car would be ready the following Monday or Tuesday and you will not believe what the answer was.**

**(7) YOUR CAR IS READY NOW! IT'S PARKED
OUTSIDE AND YOU CAN PICK IT UP! I
COULDN'T BELIEVE WHAT I WAS HEARING;
DID YOU FIND THE WIRE I SAID?
WHEN DID YOU FIND IT ?**

Answer: Late Friday evening.

Question: Why didn't someone call.

Answer: Everyone was gone and there was no one to call you.

**Question: I reminded them I called about 4:45 Friday night and
was told my car would be there over the week end.**

**My beautiful Electric Blue P.T. cruiser looked awful after being
parked in the parking lot all night. It had rained and the car
looked so dirty and the sun roof was opened. My clock was not
displaying the correct time and the middle of the dash board was
vibrating up and down in the center when driving at 40 mph.
The windows inside the car and the dashboard was all dirty and
dusty and the whole car was just terrible looking both inside and
out!**

**I was really upset with the "entire service department" for
everything that had resulted - but the good thing was MY
REMOTE was working.**

**It worked that Saturday afternoon and then stopped working once
again. I called the Service Dept. up immediately and told them
that the REMOTE NO LONGER WAS WORKING . I THEN
SAID TO THEM -**

**I AM NOT DROPPING MY CAR OFF Monday as I need my
car this week.**

******* When I do drop it off again, I want you to furnish me
with a vehicle to drive while you are repairing mine.**

******* I said to them now remember I was told you people
would take my car to "Columbia" and have the 4-5 hour
treatment done.**

***** The service man agreed .. after looking at my dash ... that it would be replaced as he commented on the dash not snapping in place properly.

***** They said they would call when the car was ready and gave me a "jeep" to drive w/o any Gas. I filled the tank immediately at Tom's and gave them the slip.

***** They kept my car for about three (3) days and said they washed the outside of my car and replaced a fuse which caused my car's remote to stop working.

***** Personally I feel that no one in the service dept. can figure out why my remote stopped working. And I further feel that they just simply re-programed my remote and washed the outside of my car (perhaps 3 hrs. of labor) but kept my car for at least 3 days!

I am extremely upset with Bill Rimovitz and feel your service department isn't capable of even finding out "why" a remote stops working!

My service Manual renders details as to what Customers should do if they are not satisfied with service rendered. I think the manual starts by telling the customer to ascertain who the owner of the dealership is and goes on from there !!!

██████████
██████████
Scituate, MA ██████████

DATE: September 3, 2005

TO: Steve Parker

FROM: Customer - [REDACTED]

ADDENDUM To [REDACTED] Letter .. Aug. 29, 2005

SERVICE:

Made a recent service date to have my air conditioning unit looked at.

- Was advised to leave my vehicle because mechanics needed more time to ascertain why my air conditioner wasn't working.
- Received "Loaner Car" 183ES4 [REDACTED]... [REDACTED] 2001 Dodge Neon. [REDACTED] Compressor for my air conditioner was on back order and my vehicle wouldn't be ready until Sept. 8th or 9th.
- After going to "Tom's Service Station" to fuel my loaner car, I stopped back to Dealership to alert them that there was a horrible looking large vertical crack on the right side of the windshield.
- Two of the salesmen commented on the cracked glass by stating That situation should have been taken care of! The Service Dept. said they were aware of the cracked glass.

GAS TANK PROBLEM:

As if the cracked glass windshield wasn't enough to cope with another problem arose when I tried to fill the gas tank.

- Gas attendant brought to my attention the problems he was having trying to fuel up my vehicle. The attendant said, lady you have a "broken" fuel tank and wasn't sure if the gas that he was able to pump in was going into the tank. I watched his efforts and heard the nozzle repeatedly stopping. The attendant spent a great deal of time putting in a very small amount of fuel.

I called you, Steve immediately to convey to you the gas tank situation. As a matter of record I personally conveyed the message to "Chris" at Volvo who said he would convey the message to you.

- I tried to confer with Attorney N. Bokavich by dialing 781-829-4401. I ended up just leaving messages and my call was never returned.

However, I was able to speak to a few SERCICE REPRESENTATIVES: Steve Parker & Bill Riminovitz.

STEVE PARKER told me I never should have been afforded a loaner car and that if I'm experiencing problems with the cracked windshield and broken gas tank that I should bring the car back and rent a car until my car is fixed. Said also very emphatically, "It's not in your warrantee to get a loaner car and we never should have given you one"! Told me once again to bring the Dodge Neon back if unhappy with it.

BILL RIMINOVITZ told me he would not be able to send someone to my home to pick up the dodge neon until Wednesday, Sept. 7th after explaining to him that I thought the car might blow up because at that point gas attendants weren't sure if gas was going into the Neon's Tank or missing it. One attendant said that he suspects the gas tank got broken from people trying to remove gas from it.

I TOLD MR. RIMINOVITZ THAT I HAD VERY LITTLE GAS IN THE TANK AND THAT I DIDN'T KNOW IF I COULD MAKE IT ALL THE WAY TO HANOVER FROM MY SCITUATE HOME.

Then he asks me where the gas reading mark was.

My response was, just above "E".

I got so upset I said to him, I'll attempt to drive it up today Saturday. Further advised that I would rent a car until next Thursday, Sept. 8 or until my car was fixed.

It turns out that I changed my mind deciding to keep this unsafe vehicle until my P.T. cruiser is fixed!

I FINALLY GOT A "MECHANIC" WHO WAS ABLE TO PUT SOME GAS INTO THE GAS TANK. BELIEVE ME, IT WASN'T EVEN AN EASY TASK FOR HIM!

Customer
9/3/05

CAP/cap



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

Dear Consumer:

NVS-216 asj

As a result of your recent report to the Vehicle Safety Hotline (VSH), we have recorded that report on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe is(are) relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jam. It may also be listed on the dealer's repair invoices. When reporting a tire problem, the brand name, tire name and complete tire size should be included. If possible also provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

The Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. If you wish to give us that permission, please mark the appropriate authorization box and sign the form to allow us to provide your name to the manufacturer. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicle or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-address portion of the form is on the out side. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-address portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236



**"MERRY, MERRY CHRISTMAS '03!"
2004 CHRYSLER PT CRUISER DECEMBER 29, 2003
THANK YOU, NORBERT CUSHION**

**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).**