



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: 22-JUN-2006
Repository
Reference No. 10160463

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DESERT SHORES State: CA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] 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: ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3C4FY48B62[Redacted]
Make: CHRYSLER Model: PT CRUISER Model Year: 2002
Date Purchased: 03-APR-02 Dealer's Name and Telephone Number: SCHAEFER AUTO CENTER Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner: Dealer's City: SAN BERNARDINO State: CA Zip Code: 92480
Transmission Type: AUTOMATIC Antilock Brakes Powertrain: FRONT WHEEL DRIVE
 Cruise Control Vehicle Component Code: 980000 OTHER
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 22-JUN-2006 Failure Mileage: 22299 Failure Speed:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: ADVERSE EAGLE Tire Model (Name or Number): _____ Tire Size (Example P215/65R15): P205/55R16
DOT No. (Example: DOTM19ABC036): DOT M6T2 Original Equipment Prior Repair Failure Location:
Tire Component Code: B MAR 500 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: 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 WHILE DRIVING THE VEHICLE THERE IS A CHEMICAL SMELL WHICH GAVE CONTACT HEADACHES AND AN OCCASIONAL SORE THROAT. THE DEALERSHIP INSPECTED THE VEHICLE AND DETERMINED THERE WAS NOT A DEFECT IN THE VEHICLE.

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 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)

I would like to have additional information on the levels of these organic compounds in this car interior that leeches from glues, paints, vinyls and plastic. This new car smell did disappear in about six months. After 4 years and 22,299 miles this car still has the new car smell.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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 IF MAILED IN THE UNITED STATES

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



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 (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

July 10, 2006

[REDACTED]
Desert Shores, CA [REDACTED]

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NDS – 210
400 7th Street, SW
Washington D.C. 20590

Re: 2002 Chrysler PT Cruiser
VIN 3C4FY48B62T [REDACTED]
Vehicle Mileage to date 22299

To Whom It May Concern:

To follow is some of the history of the trouble I have had with this vehicle. I have suffered from severe headaches associated with the driving of the above referenced vehicle since the time I purchased it on 3/22/2002. Shortly after I purchased the car I drove to Georgetown, Indiana and for the first time noticed headaches and sore throat associated with driving this vehicle. The symptoms continued for about 3-4 months. I stopped driving the car and the symptoms subsided. When I would drive the above referenced vehicle the severe headaches would return. These symptoms occurred in conjunction with the smell of the vehicle or from the wind type noise, or a combination of the two. The headaches get much worse with distances greater than 100 miles and heats greater than 90 degrees.

Another problem I have had with the car is with the front end being out of alignment. I have had the car checked several times for this problem, and on 7/8/02 Shaver Auto Center reported excessive negative caster right side and excessive positive toe right rear. That same day they test drove, checked alignment and aligned the car. However, the front end continues to be out of alignment. The front camber adjustment requires a Mopar service kit and Shaver did not use this to address the alignment problems on my car. On 10/24/03 (mileage 18755) I brought my vehicle to Dodge City Chrysler Jeep and Dodge Trucks due to pulling to the left and continued problems with the wind and road type noise. They test drove the car with the Service Manager and they were unable to hear the wind noise, but did confirm wobbling conditions in the right front tire. They recommended that I visit tire shop for possible tire replacement. The tire shop stated there was nothing wrong with the tires. I had the car checked several time by Shaver Auto, they would rotate the tires (but deny they had ever rotated them) and tell me nothing was wrong. The car would drive well for a few hundred miles before starting to pull left again. The reason I knew they had rotated the tires was because the new front tires that Just Tires had put on had lead weights on the inside of the rims and the back tires had the lead weights on the outside. When I picked up the car this would be

June 19, 2006

Desert Shores, CA

Daimler Chrysler Corporation
Customer Claims Resolution
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: 2002 Chrysler PT Cruiser
VIN 3C4FY48B62T
Vehicle Mileage to date 22299

To Whom It May Concern:

I am writing to inform you again of severe headaches that occur any time I drive or sit in the above referenced vehicle. When the temperature where I live goes up (105°F to 120°F) the fumes in the car are much worse and I am unable to tolerate driving or sitting in this vehicle.

I am requesting Daimler Chrysler send a Material Safety Data Sheet on the 2002 Chrysler PT Cruiser that includes, but is not limited to, the following:

- Chemical Production and Company Identification
- Composition / Formation on Ingredients
- Hazards Identification
- Chronic health effects
- Effects of Exposure
- Toxicological Information
- Right to Know (California Prop 65 Formaldehyde gas Ca #50-00-0)

Immediate attention the above request is appreciated.

Thank you,

[Redacted signature area]

Cc. New Motor Vehicle Board, Sacramento, Ca.
South Coast Air Quality Management District,
Environmental Health Department, Indio, Ca.

7006 0100 0000 0010 0010 9007

U.S. Postal Service™
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OFFICIAL USE

| | | |
|---|-----------------|--|
| Postage | \$ 40.43 | 0201 06 Postmark Here 06/21/2006 |
| Certified Fee | \$2.40 | |
| Return Receipt Fee (Endorsement Required) | \$1.85 | |
| Restricted Delivery Fee (Endorsement Required) | \$0.00 | |
| Total Postage & Fees | \$ 44.68 | |

Sent To
Daimler Chrysler Corporation
Street, Apt. No. Customer Claims Resolution
or PO Box No. P.O. Box 21 8004
City, State, ZIP+4
Auburn Hills, MI 48321-8004

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 7, 2005

[REDACTED]
Thermal, CA 92274

Re: Vehicle: 2002 CHRYSLER PT CRUISER
VIN: 3C4FY48B62T [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation in regard to the above referenced vehicle. We are in the process of investigating your file and will inform you of our decision as soon as our review has been completed.

Please note that as part of our investigative process your vehicle may require an inspection at one of our authorized dealerships in your area. If so, an inspector will contact you within the next few days to schedule an appointment. The inspector will make any arrangements to have your vehicle towed to the dealership, and returned, at no cost to you.

We expect to complete our investigation and reach a decision within the next two weeks, at which time you should receive our response. If you do not receive our response by then, please call us (toll free) at: **1-866-432-1329**.

Thank you for your cooperation.

Customer Claims Resolution Group

NOTE: If you are in the settlement process with your insurance company, please contact DaimlerChrysler (toll free) at: 1-866-432-1329.

DaimlerChrysler Corporation
1000 Chrysler Drive
CIMS 485-13-30
Address: 0815-1111 40224 2744

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

November 15, 2005

[REDACTED]
Thermal, CA [REDACTED]

Re: 2002 Chrysler PT Cruiser, VIN 3C4FY48B6ZT [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle.

We could find no manufacturing defect. Though our inspector detected a "Damp" or sea-shore type smell, there is no indication the vehicle came this way from the factory

Based on the information we received, DaimlerChrysler Corporation must deny your claim. Thank you again for raising your concerns with DaimlerChrysler Corporation. We suggest further inquires be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

July 1, 2003

CUSTOMER RELATIONS
DAIMLER CHRYSLER COR.
P.O. BOX 21-8004
AUBURN HILLS, MI 48321-8004

I have had my 02 Chrysler P T Cruiser to Shaver Auto Center
TO REPAIR STEERING PROBLEM a number of times.

Just Tires installed two (2) new tires because of radial drift to the left. After some mileage on the new tires, it still drifts to the left. Shaver Auto center rotated the tires, after some mileage, it started to drift again. I went to Dodge City Chrysler Jeep and talked to Jack Stewart, the service manager, He suggested I take it back to Shaver and have them take care of the problem. If they did not give me any satisfaction, I should call the Better Business Bureau in Riverside.

There is to much road and wind noise. This noise gives me a bad headache. I have to take 3 or more asprin. I have talked to my doctor about this and he suggested that I take care of this problem. In other words, get rid of the car.

I also have a problem with the radio speakers. I don't play the radio when I am driving, only when I am stopped. Driving down the road , the popping and cracking, along with wind and road noise is just to much to bear.

Under the LEMON LAW , I would like to request you buy my car back. I would like a written reply from you with in 15 days.

Sincerely,

[REDACTED]
[REDACTED]
Desert Shores, CA [REDACTED]

Feb. 7, 2003

Re: P>T> Cruiser Vehicle I.D. # 3C4FY48B62T [REDACTED]

1. When driving down the road, my P>T> Cruiser will go either to the left or right with out me turning the wheel. It will change lanes in a split second.
2. It is very difficult to control the speed. Without changing the pressure on the gas pedal, you can be driving 60 miles per hour and the vehicle will go to 80 miles per hour, or drop to 40 miles per hour.
3. With the back windows down, it sounds like a helicopter landing on the back of the P>T> Cruiser.
4. With all the windows up, driving on the freeway, the vehicle is very noisy. If I drive it regularly, it gives me a headache. It takes me 3 asprin a day to tolerate the noise. The asprin upset my stomach.
5. It feels like the car needs a tune up. It shakes when you start it up sometimes, and the engine mis-fires.
6. It gets 18 to 20 miles a gallon on the road and I should be getting 20 miles per gallon in town and 25 miles per gallon on the road.
7. I still think the tires on front are bad.
8. The Radio speakers still make a noise.

September 2, 2002

Shaver Auto Center
770 Showcase Dr.
San Bernardino , CA 92480

RE: 2002 P.Y. Cruiser
Vin.#: 3C4FY48B 62T [REDACTED]
Purchase Date: 03-33-02
Purchased from: Shaver Auto Center
Purchaser: [REDACTED]

To Whom It My Concern,

I returned my vehicle on 4-25-02, complaining about the bad gas mileage and the helicopter noise when the windows are down.

I don't think this is an over drive transmission, it does not drive like one.

I think I still have 2 bad tires on my vehicle.

Driving this car out of the San Bernardino Mts. from Big Bear. I drive down the mountain in second gear, and still pick up to much speed, so I have to ride the brakes a lot.

There is a lot of road noise inside the car with the windows up. It gives me a head ache and I Have to use a lot of asprin. When I bourht this vehicle, I didn't realize I was buying a S.U.V. or a truck.

Sincerely,

[REDACTED]

CC: CHRYSER MOTORS CORP.
CHRYSLER MOTORS CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI 48321-4008

February 25, 2005

Matthew M Proudfoot

Re: [REDACTED] Vs Daimler-Chrysler
Case ID# 1133886
Vin 3C4FY48B62T [REDACTED]
Subject vehicle 2002 Chrysler PT Cruiser
Your file # 002-1082

Dear Mr. M Proudfoot

As you know I have no liability insurance or vehicle registration for this vehicle, 2002 Chrysler PT Cruiser.

In the state of California this vehicle cannot be operated, or parked or be towed on the streets or highways without vehicle registration or liability insurance.

As you know with the wind & road noise it gives me a bad headache. This headache is like being on a bad drunk and it affects my driving ability.

I have two doctors' appointments on 2-2-05 and date is not convenient.

I have had my car in three times to Shaver for mandatory vehicle inspection. Another time I left my car there for over a week, & had to catch a Greyhound for home. All they did was rotate the tires & check the brakes on one inspection & drove the car around.

Very truly yours,

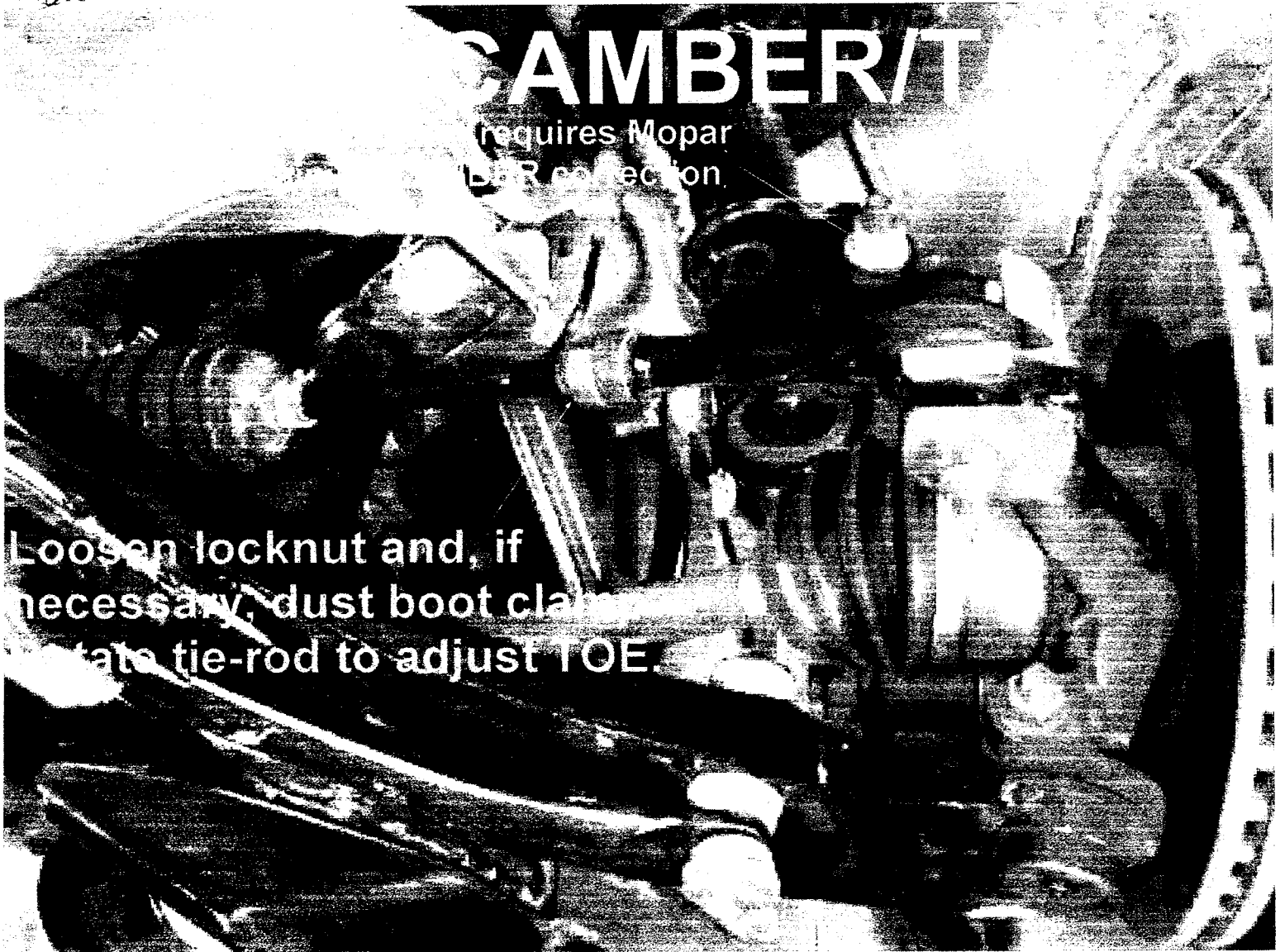
[REDACTED]



CAMBER/TOE

requires Mopar
BAR correction

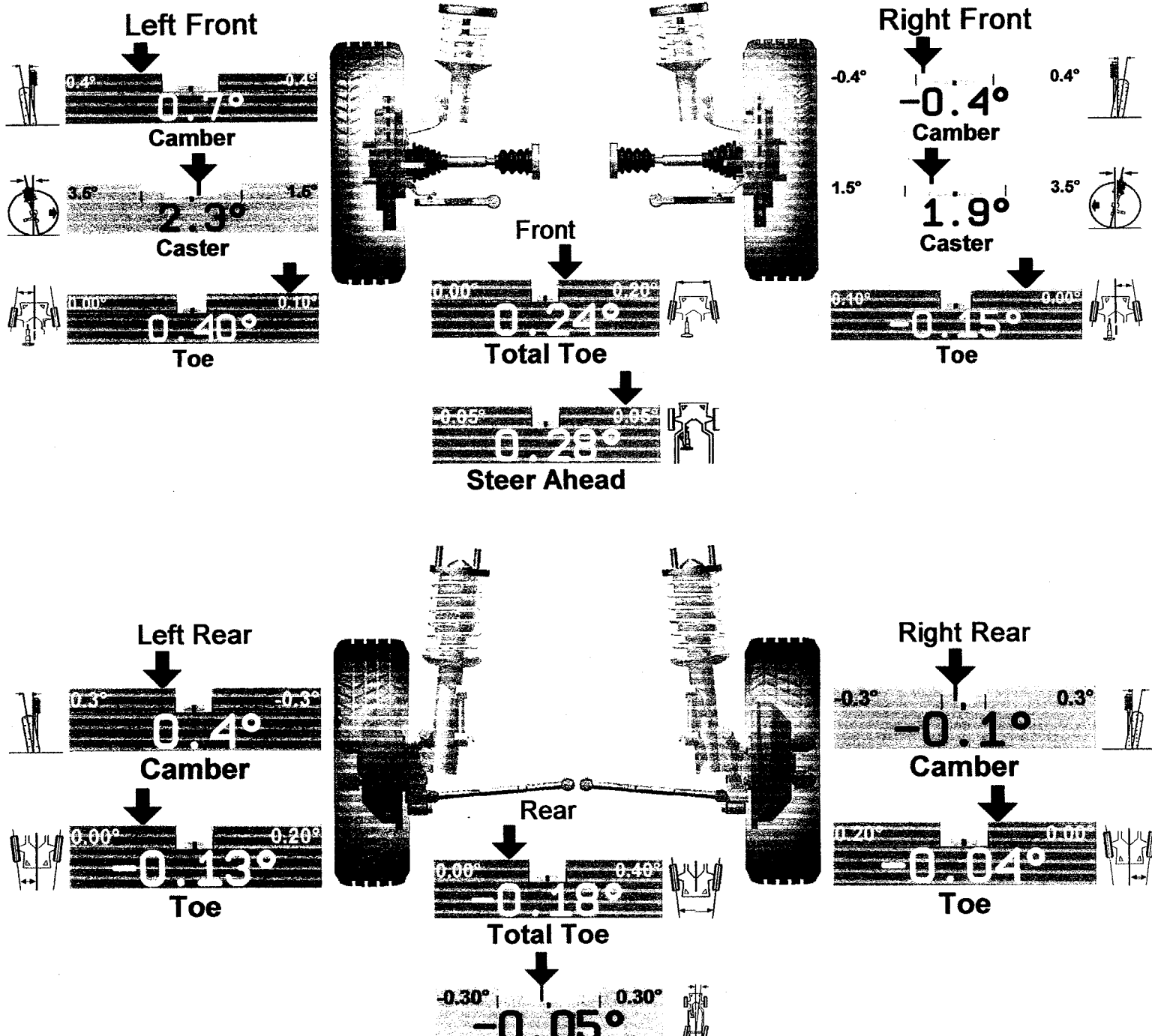
Loosen locknut and, if
necessary, dust boot clamp.
Rotate tie-rod to adjust TOE.



**LEMON CREEK TIRE PROS
20241 VALLEY BLVD.
WALNUT, CA. 91789
909-594-7803**

Work Order ID W000087106
 Customer Number 1348
 Name ██████████
 License ██████████
 Technician GONZALO
 Mileage 18516
 Time Printed 10/22/03 4:28 PM

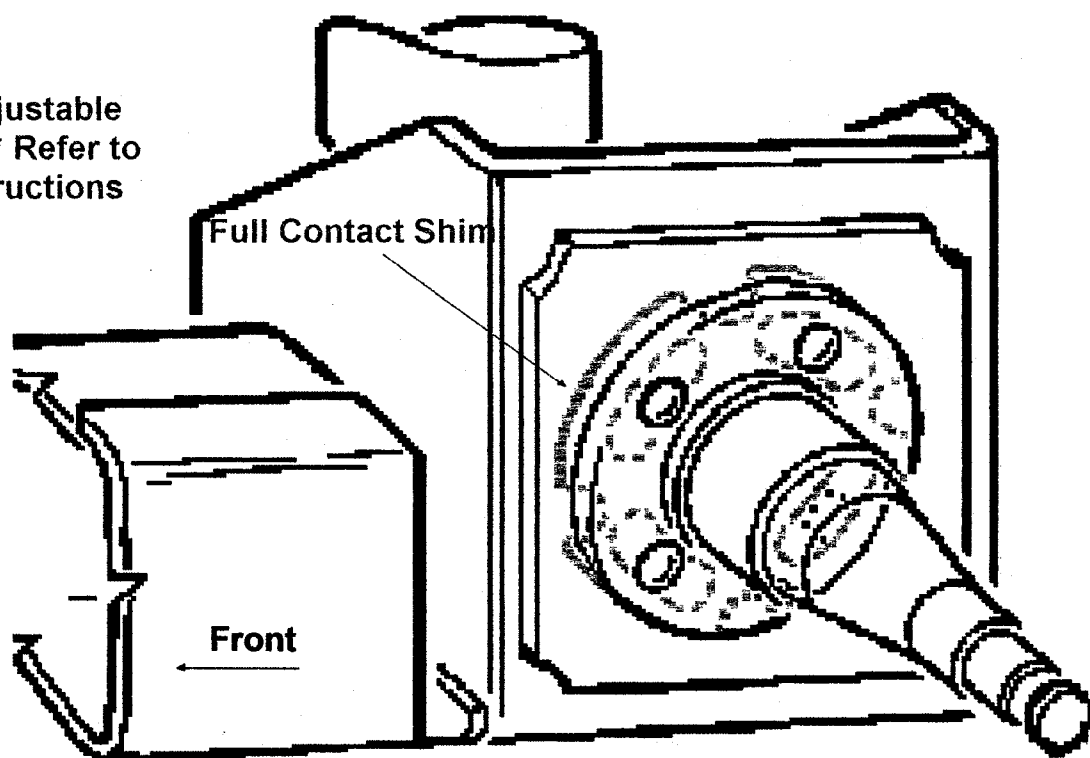
**Chrysler : PT Cruiser : 2001-03
Before Measurements**



Rear CAMBER/TOE

CAMBER and TOE are adjustable using aftermarket shims.* Refer to shim manufacturer's instructions for proper procedure.

* Vehicles equipped with rear DISC or ANTI-LOCK (ABS) brakes, see CAUTION on following illustration.



**LEMON CREEK TIRE PROS
20241 VALLEY BLVD.
WALNUT, CA. 91789
909-594-7803**

Work Order ID W000087106
Customer Number 1348
Name ██████████
License ██████████
Technician GONZALO
Mileage 18516
Time Printed 10/22/03 4:28 PM

Chrysler : PT Cruiser : 2001-03

Left Front

| Actual | Before | Specified Range | |
|--------|--------|-----------------|-------|
| 0.7° | 0.7° | -0.4° | 0.4° |
| 0.41° | 0.40° | 1.5° | 3.5° |
| 13.3° | 13.3° | 0.00° | 0.10° |
| 14.0° | 14.0° | | |
| | | | |

Right Front

| Actual | Before | Specified Range | |
|--------|--------|-----------------|-------|
| -0.20° | -0.15° | -0.4° | 0.4° |
| -0.20° | -0.15° | 1.5° | 3.5° |
| -0.20° | -0.15° | 0.00° | 0.10° |
| 13.6° | 13.6° | | |
| 13.3° | 13.3° | | |
| | | | |

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

| | Actual | Before | Specified Range | |
|------------------|--------|--------|-----------------|-------|
| Cross Camber | 1.1° | 1.1° | -0.5° | 0.5° |
| Cross Caster | 0.4° | 0.4° | -1.0° | 1.0° |
| Cross SAI | -0.3° | -0.3° | | |
| Total Toe | 0.21° | 0.24° | 0.00° | 0.20° |
| Cross Turn Diff. | | | | |

Left Rear

| Actual | Before | Specified Range | |
|--------|--------|-----------------|-------|
| 0.4° | 0.4° | -0.3° | 0.3° |
| -0.15° | -0.13° | 0.00° | 0.20° |

Right Rear

| Actual | Before | Specified Range | |
|--------|--------|-----------------|-------|
| -0.02° | -0.04° | -0.3° | 0.3° |
| -0.02° | -0.04° | 0.00° | 0.20° |

Rear

| | Actual | Before | Specified Range | |
|--------------|--------|--------|-----------------|-------|
| Cross Camber | 0.5° | 0.5° | | |
| Total Toe | -0.17° | -0.18° | 0.00° | 0.40° |
| Thrust Angle | 0.00° | 0.00° | -0.30° | 0.30° |

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).