



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 28-AUG-2006
Repository
Reference No. 10166711

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PISCATAWAY State NJ 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 9/4/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3C8FY68825T [REDACTED]
Make CHRYSLER Model PT CRUISER Model Year 2005
Date Purchased 16-APR-05 Dealer's Name and Telephone Number REEDMAN TOLL (215) 757-4961
Engine: No: Cylinders 4 Fuel Type: Gas
Original Owner Dealer's City LANGHORNE PA State PA Zip Code 19047
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain FRONT WHEEL DRIVE
Vehicle Component Code 060000 ENGINE AND ENGINE COOLING
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 28-AUG-2006 Failure Mileage 10600 Failure Speed [REDACTED]

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: DOTM19ABC036) 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 [REDACTED] Number of Deaths [REDACTED] 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 ENGINE LIGHT CONTINUED TO ILLUMINATE AND THE ENGINE STALLED AT VARIOUS SPEEDS. THE VEHICLE HAS BEEN TO THE DEALERSHIP FOUR TIMES. THE DEALERSHIP REPLACED THE PCM MODULE TWICE. THE DEALERSHIP REPLACED FOUR SPARK PLUGS AND VARIOUS WIRING TWICE, BUT THE PROBLEM PERSISTED.

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.

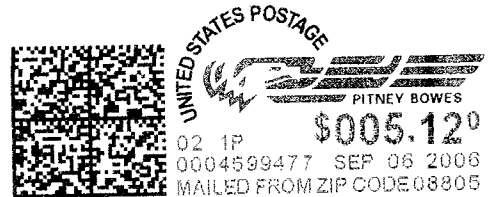
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

See Attached

ATTACH ADDITIONAL SHEETS IF NECESSARY



7002 2410 0006 2790 6550

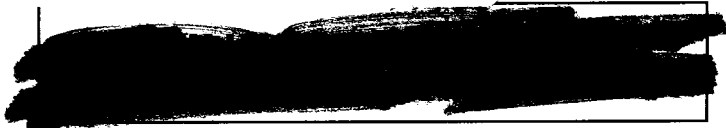


U.S. Department of Transportation

National Highway Traffic Safety Administration

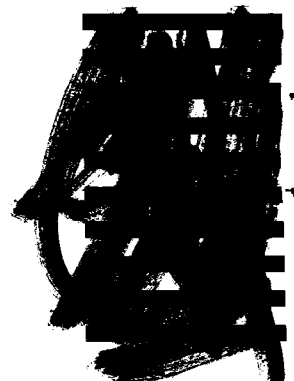
400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



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



PS Form 3811, February 2004 Domestic Return Receipt 102595-02-M-1540	
2. Article Number (Transfer from service label) 7002 2410 0006 2790 6550	
1. Article Addressed to: U.S. Dept. of Transportation National Highway Traffic Safety Administration Office of Defects Investigation NVS-210 400 7th Street, SW Washington, DC 20590	
3. Service Type <input checked="" type="checkbox"/> Certified Mail <input type="checkbox"/> Express Mail <input type="checkbox"/> Registered <input type="checkbox"/> Return Receipt for Merchandise <input type="checkbox"/> Insured Mail <input type="checkbox"/> C.O.D.	
4. Restricted Delivery? (Extra Fee) <input type="checkbox"/> Yes	
D. Is delivery address different from item 1? <input type="checkbox"/> Yes <input type="checkbox"/> No If YES, enter delivery address below:	
B. Received by (Printed Name) C. Date of Delivery	
A. Signature <input checked="" type="checkbox"/> Agent <input type="checkbox"/> Addressee	
SENDER: COMPLETE THIS SECTION Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired. Print your name and address on the reverse so that we can return the card to you. Attach this card to the back of the mailpiece, or on the front if space permits.	
COMPLETE THIS SECTION ON DELIVERY	

7002 2410 0006 2790 6550

National Highway Traffic Safety Administration

EVENTS with REFERENCE NUMBERS
(Attachment to Vehicle Owner's Questionnaire)

Upon the engine light coming on the first time (at approx. 8280 mi.), I contacted Reedman-Toll, where I originally purchased the vehicle. I brought the car to them (5/13/06) to service the problem. After spending most of the day there, they said they could not diagnose any problem and told me to leave the care with them, as they would have to "tear" the engine apart. At that point, I took my car and left.

The following Monday (5/15/06), I notified Chrysler of what had taken place. They told me I could bring the car to a local dealership (ref. #14934243) and would hopefully be able to diagnose the engine light malfunction.

To that end, I notified McDonagh Chrysler-Jeep, located on Route 18, New Brunswick, New Jersey.

I brought the car to them initially on 5/23/06. They diagnosed the problem as a bad PCM. They told me that they would order a new one and I would need to go back once the part came in.

I returned on 5/31/06 to have the "new" PCM installed.

Approximately 500 miles later, the engine light came on again. I notified McDonagh and was told to bring the car in again. I did so on 6/13/06, where the same problem was diagnosed. Again, they had to order a new PCM. I returned on 6/23/06 to have the new one replaced.

Approximately 1400 miles later, the light came on again.

I called the dealership on 8/18/06 and spoke to Nermeen to advise them once again of what happened. Her response was "there's 130 reasons why the light comes on." I then turned around and called my father who then called Chrysler and spoke with Sean, who proceeded to give my father the runaround, as I had been given at least a dozen times myself. I then called Chrysler myself and spoke with Freedom. She let me explain all the events which had transpired. I told her that this would be the third and final time they would repair the car. She then called McDonagh and spoke with their service center. She told them that she wanted additional technicians from both the dealership and Michigan on this matter, and that a report was to be written/filed with them. She gave me reference #15316560.

I brought the car back to the dealership on 8/25/06. However, after the car was allegedly fixed, I went in to get my paperwork and when I went to explain to Nermeen what happened with Reedman, she proceeded to explain how the situation is handled. To my surprise, she showed me a service bulletin on several makes/models (attached) put out by

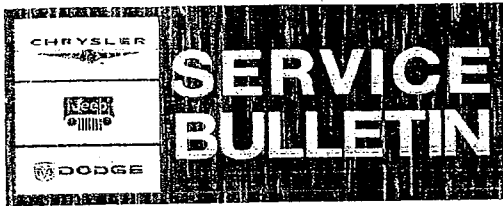
Chrysler, dated June 1, 2004. Please keep in mind that I own a 2005 PT Cruiser. We are now in September, 2006. Where was this bulletin all along?

When I finally got my receipt, I said something about the parts that were done on 6/23/06. She said "NO". I went to my car and got my previous receipts. According to them, they claim that they replaced 4 plugs, ignition cable, label gen., and label aut. However, these items were apparently billed, but never put in the car.

I left the dealership and the car was running fine. However, on Sunday (8/27/06) I was going to Pennsylvania with my wife and the car began to "sputter" as though it was going to stall, again, as it had in previous times. At that point, the engine light came on yet again (at approx. 100 miles since last taken to dealership), when the car stalled. Not only was I almost hit by another vehicle, but it took a while to restart it.

We got home and the next day (8/28/06) I notified the New Jersey Lemon Law, who told me not to drive the car until all the necessary paperwork was generated and an inspector can come out to look at it.

Since that time, my car has been sitting in my driveway, not used.



NUMBER: 18-024-04

GROUP: Vehicle Performance

DATE: June 1, 2004

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of DaimlerChrysler Corporation.

**THE SOFTWARE FOR THE DRB III® WILL BE AVAILABLE ON DealerCONNECT
JUNE 1, 2004**

**FOR MARKETS OUTSIDE OF THE UNITED STATES AND CANADA, THE SOFTWARE
AND REPROGRAMMING INSTRUCTIONS WILL BE AVAILABLE ON ITIL/ISIS DVD
JULY, 2004**

SUBJECT:

Flash: Idle fluctuation and or MIL Illumination Diagnostic Trouble Codes P0300, P0301, P0302, P0303 or P0304

OVERVIEW:

This bulletin involves replacing the affected spark plug, ignition wire and/or reprogramming the Powertrain Control Module with new software.

MODELS:

2004	(JR)	Sebring Convertible/Sebring Sedan/Stratus Sedan
2004	(KJ)	Liberty/Cherokee
2004	(PL)	Neon
2004 - 2005	(PT)	PT Cruiser
2004 - 2005	(RG)	Chrysler Voyager
2004 - 2005	(RS)	Town & Country/Caravan/Voyager

NOTE: This bulletin applies to vehicles equipped with a 2.0L and 2.4L engine (sales code: ECB, FCC, ECH, ED1, ED2, EDV, EDZ or EDT) Refer to table below for build dates.

RECEIVED

AUG 25 2006

*FROM NERMEEN
ECHUSSINI*



Stick with the Specialists™

Vehicle Checkup

McDonagh Chrysler-Jeep Inc
732-254-4500

400 Rt. 18 North
East Brunswick, NJ 08816

Customer Name _____ Phone _____ Service Advisor _____ Vehicle Year/Model _____

VIN Number _____ Mileage _____ RO Number _____ Date _____

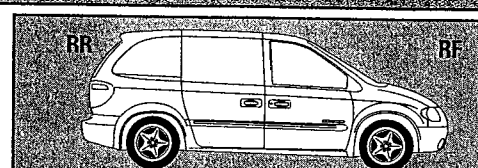
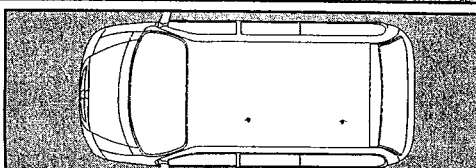
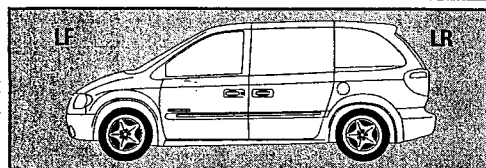
16-POINT VEHICLE CHECKUP

23-POINT VEHICLE CHECKUP

CHECKED AND OK

MAY REQUIRE FUTURE ATTENTION

REQUIRES IMMEDIATE ATTENTION



16-POINT VEHICLE CHECKUP

<input type="radio"/> LEFT FRONT TIRE Pressure _____ lbs Wear Pattern _____ Tread Depth ____/32nds	<input type="radio"/> LEFT REAR TIRE Pressure _____ lbs Wear Pattern _____ Tread Depth ____/32nds	<input type="radio"/> RIGHT REAR TIRE Pressure _____ lbs Wear Pattern _____ Tread Depth ____/32nds	<input type="radio"/> RIGHT FRONT TIRE Pressure _____ lbs Wear Pattern _____ Tread Depth ____/32nds
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FLUIDS	LEVEL
<input type="radio"/> ENGINE OIL	<input type="checkbox"/> Empty <input type="checkbox"/> Full
<input type="radio"/> COOLANT	<input type="checkbox"/> Empty <input type="checkbox"/> Full
<input type="radio"/> BRAKE	<input type="checkbox"/> Empty <input type="checkbox"/> Full
<input type="radio"/> POWER STEERING	<input type="checkbox"/> Empty <input type="checkbox"/> Full
<input type="radio"/> TRANSMISSION	<input type="checkbox"/> Empty <input type="checkbox"/> Full
<input type="radio"/> WIPER WASHER	<input type="checkbox"/> Empty <input type="checkbox"/> Full

BELTS • HOSES • FILTER • COOLING • WIPERS • LAMPS • BATTERY	
BELTS	<input type="radio"/> <input type="radio"/> <input type="radio"/>
Serpentine	Power Steering
Other	
HOSES	<input type="radio"/> <input type="radio"/> <input type="radio"/>
Radiator Hoses	Heater Hoses
Power Steering Hoses	Air Conditioning Hoses
AIR FILTER	<input type="radio"/> <input type="radio"/> <input type="radio"/>
COOLING SYSTEM Mixture/Leaks	<input type="radio"/> <input type="radio"/> <input type="radio"/>
WINDSHIELD WIPERS & BLADES	<input type="radio"/> <input type="radio"/> <input type="radio"/>
LAMPS Head Lamps	Tail Lamps
Turn Signal Lamps	Parking Lamps
BATTERY	<input type="radio"/> <input type="radio"/> <input type="radio"/>

23-POINT VEHICLE CHECKUP (INCLUDES ITEMS LISTED ABOVE)

<input type="radio"/> FRONT BRAKES Left Front _____ Right Front _____	<input type="radio"/> REAR BRAKES Left Rear _____ Right Rear _____
<input type="radio"/> SHOCKS/STRUTS Front _____ Rear _____	<input type="radio"/> STEERING COMPONENTS _____
<input type="radio"/> TRANSFER CASE <input type="checkbox"/> N/A <input type="checkbox"/> Empty <input type="checkbox"/> Full	<input type="radio"/> U-JOINTS <input type="checkbox"/> N/A <input type="radio"/> <input type="radio"/> <input type="radio"/>
<input type="radio"/> DIFFERENTIAL <input type="checkbox"/> N/A <input type="checkbox"/> Empty <input type="checkbox"/> Full	<input type="radio"/> SUSPENSION Front _____ Rear _____
<input type="radio"/> CV JOINT BOOTS Left Front <input type="checkbox"/> N/A Right Front <input type="checkbox"/> N/A	<input type="radio"/> EXHAUST SYSTEM _____

NOTE: The Vehicle Checkups do not include any repairs or adjustments which may be necessary or recommended.

NOTES:

Stick with the Specialists™

• Expert Technicians • Specialized Technology • Genuine Mopar Parts • Competitive Prices

Checkup Performed By: *[Signature]*

Appointment Date: *[Date]*

ORIGINAL - CUSTOMER COPY CANARY - DEALER FILE PINK - FOLIOWUP FILE

CHRYSLER



NOON

PT CRUISER LIMITED EDITION

This vehicle was built especially for
JAMES TOKASH

DaimlerChrysler
Motors Company LLC

MANUFACTURER'S SUGGESTED RETAIL PRICE OF
THIS MODEL INCLUDING DEALER PREPARATION

Base Price: **\$17,565**

CHRYSLER PT CRUISER LIMITED

Exterior Color: Electric Blue Pearl Coat Paint
Interior Color: Dark Slate Gray
Interior: Premium Cloth Low-Back Bucket Seats
Engine: 2.4L 4-Cyl DOHC 16V Turbo Engine
Transmission: 4-Speed Automatic Transmission

STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT) FUNCTIONAL / SAFETY FEATURES

Next Generation Front Air Bags**
LATCH Ready Child Seat Anchor System
Gear Shift Child Protection Locks
12-Volt Power Disc and Rear Drum Brakes
Power Rack-and-Pinion Steering
15-Gallon Fuel Tank with Tethered Cap
Front Stabilizer Bar
Rear Window Defroster
Rear Window Wiper/Washer

INTERIOR FEATURES

Air Conditioning
Tilt Steering Column
Power Front Windows with One-Touch-Down Feature
Front and Rear Carpeted Floor Mats
Universal Garage Door Opener
Full-Length Floor Console
Rear 65/35 Fold-and-Tumble(TM) Removable Seat
6 Premium Speakers
Instrument Cluster with Tachometer
12-Volt Power Outlet
Multi-Position Shelf Panel

EXTERIOR FEATURES

Quad Halogen Headlamps
Solar-Control Glass

LIMITED EQUIPMENT

Supplemental Side Air Bags
Rear Outboard Seat Adjustable Head Restraints
Speed Control
Touring Suspension
Leather-Wrapped Steering Wheel
Driver's Seat Power Height Adjuster
Forward Fold-Flat Front Passenger's Seat
Overhead Console with Compass and Temperature
Power Locks with Automatic Central Locking Feature
Remote Keyless Entry System with Panic Alarm
Sentry Key Theft Deterrent System
Security Alarm
AM/FM Stereo Radio with Cassette and CD Players

Power Mirrors
Sun Visors with Illuminated Vanity Mirrors
Front Auxiliary 12-Volt Power Outlet
Rear Auxiliary 12-Volt Power Outlet
Fog Lamps
Deep Tint Sunscreen Glass
Bright Exhaust Tip
P205/55R16 89T BSW All Season Touring Tires
16-Inch Silver Painted Aluminum Wheels

OPTIONAL EQUIPMENT

Chrome Accents Group **\$1,220**
Leather-Wrap Strng Whl w/Brt Spokes
Chrome Shifter Bezel
Chrome Lock Knobs
16 x 6.0 Chrome Clad Aluminum Wirelss
Silver Shift Knob
Body-Color Grille w/ Chrome Accents
Front Body-Color/Chrome Fascia
Chrome Bodyside Molding
Bright Front Door Sill Scuff Pads
Bright Fuel Filler Door

4-Speed Automatic Transmission **\$825**
Color-Keyed Shifter Bezel

2.4L 4-Cyl DOHC 16V Turbo Engine **\$1,175**
"2.4L Turbo" Badge

136-Ampere Alternator
Body-Color Front Fascia
Bright Large-Diameter Exhaust Tip
Power Moonroof with Express Open **\$750**
Rear Body-Color Spoiler **\$150**
AM/FM Stereo with In-Dash 6-Disc CD **\$200**

DESTINATION CHARGE **\$640**

TOTAL PRICE: * **\$22,525**

** Certified to the federal regulations that allow
less forceful airbags

WARRANTY COVERAGE

7-year or 70,000-mile Powertrain Limited Warranty+
Towing assistance during Warranty period++
3-year or 36,000-mile Basic Limited Warranty

SHIFT: 60134 39
REEDMAN TOLL AUTO WORLD
1700 LINCOLN HIGHWAY
LANGHORNE PA 19047-9705

SHIFT: 35 60134
REEDMAN TOLL AUTO WORLD
1700 LINCOLN HIGHWAY
LANGHORNE PA 19047-9705

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED
OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.
* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND
INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY,
IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS
NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

PARTS CONTENT INFORMATION

FOR VEHICLES IN THIS CARLINE:
U.S./CANADIAN PARTS CONTENT: 50 %

MAJOR SOURCES OF FOREIGN PARTS CONTENT:

MEXICO: 43 %

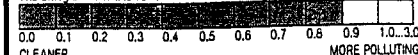
NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY,
DISTRIBUTION, OR OTHER NON-PARTS COSTS.

FOR THIS VEHICLE:
FINAL ASSEMBLY POINT:
TOLUCA, MEXICO

COUNTRY OF ORIGIN:

TRANSMISSION: UNITED STATES

Smog Index:
The Smog Index of this vehicle is 0.80.



CLEANER MORE POLLUTING
The Smog Index of the average new vehicle is 0.80.
The Smog Index (SI) indicates the relative level of smog-forming pollutants
emitted by the vehicle. The lower the SI, the lower the vehicle's emissions.



Ask Your Dealer About A DaimlerChrysler
Service Contract On This Vehicle
Or Call 1-800-442-2666.

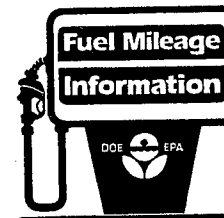


Ask dealer for a copy of the limited warranties. +A
deductible applies to the 7-year 70,000-mile powertrain
limited warranty. 7/70 Transferable to second owner with
fee. Excludes normal maintenance and wear items.
++Towing assistance administered by Cross Country
Motor Club Inc., Boston, MA 02155. You must call
(800) 521-2779 for prior authorization to receive these
benefits.

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

CITY MPG

19



HIGHWAY MPG

26

Actual Mileage will vary with
options, driving conditions,
driving habits and vehicle's
condition. Results reported to
EPA indicate that the majority
of vehicles with these estimates
will achieve between
16 and 22 mpg in the city,
and between
22 and 30 mpg on the
highway.

2005 PT CRUISER
4 CYL, 2.4 L (148 CID) TURBO
MULTIPOINT FUEL INJECTION,
4-SPEED AUTOMATIC TRANS. W/
LOCKUP TORQUE CONVERTER

For Comparison Shopping,
all vehicles classified as
SPECIAL PURPOSE
have been issued mileage ratings
ranging from 11 to 36 mpg city
and 14 to 31 mpg highway.

Estimated Annual Fuel Cost:
\$1272

See www.fueleconomy.gov

Assembly Point/Port of Entry: TOLUCA, MEXICO

VIN 3C8-FY688251-597340



**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).**