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NVS-900



East Syracuse, NY

EXECUTIVE SECRETARIAT

NHTSA Headquarters
400 Seventh Street SW
Washington, D.C. 20590

2007 JAN 23 P 3:30

NATI
TRAFFIC SAFETY ADM.

To Whom It May Concern:

I tried to e-mail this to you but I'm not sure it ever got out to you.
DRR

2007 JAN 24 AM 9:40

From: [Redacted]
To: <webmaster@nhtsa.dot.gov>
Subject: 2005 Chrysler PT Cruiser
Date: Monday, January 15, 2007 9:56 AM

To Whom It May Concern,
Please see the attached letter which I sent to the Chrysler Corporation complaining about the difficulty seeing the speedometer under some daylight driving conditions. I have not received a written response from Chrysler, but have received a telephone call after I called Chrysler complaining about no response. Concerning my complaint about the speedometer problem, I was told that it was not an issue with them as they had no other complaints about this issue. Chrysler has since changed the design in later models, which I have observed, and the problem I complained about has been eliminated. Perhaps they realized there was indeed a problem. I have spoken to the dealer from whom I purchased the car. I was told by a service manager that he had an '05 PT Cruiser and experienced the same difficulty. He told me also that the father of one of the owners of the dealership also complained about the same problem and rigged a flashlight to help alleviate the problem.
I would appreciate your investigating this problem and advising me if I have a legitimate complaint.
Thank you your attention and consideration.
Sincerely yours,
[Redacted]

LB
1/24/07
CC

[REDACTED]
East Syracuse, NY [REDACTED]
Nov.2, 2006

Daimler Chrysler Motors Corp.
Customer Center
P.O. Box21-8004
Auburn Hills, MI 48321-8004

To Whom It May Concern:

I am a recent purchaser of a 2005 Chrysler PT Cruiser and we have come across a problem and are wondering if you have any suggestions for a remedy. Under some daytime lighting conditions the speedometer is very difficult to read. We believe that the condition is due to the deep inset of the instrument. The shadow resulting from the deep inset makes it extremely difficult to read, a definite safety hazard when driving through reduced speed school zones. Turning on the lights to illuminate the dash does nothing to help the problem. The dash lights are helpful only at night in completely darkened conditions. By comparison, our '06 Charger's speedometer is easy to see under any daytime lighting condition. We wonder if you have received any other complaints about this problem.

The following is the pertinent information you need:

Owners name: [REDACTED]
[REDACTED]
East Syracuse, NY [REDACTED]
Telephone: [REDACTED]
Dealer: Fayetteville Dodge
Vehicle ID# 3C8FY68B85 [REDACTED]
Delivery Date; 10/10/06
Mileage: 19,682

Your prompt response will be greatly appreciated.

Sincerely yours,

[REDACTED]