



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

Repository ☐

AM 7:35

17-SEP-2007

Reference No.
10203235

OWNER INFORMATION (Type or Print)

Name

Address

City

PEMBROOKE PINES

State

FL

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 a name or address to the vehicle manufacturer.
Signature of Owner Date 9/26/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3A8FY68827

Make
CHRYSLER

Model
PT CRUISER

Model Year
2007

Date Purchased
15/09-OCT-06

Dealer's Name and Telephone Number
HOLLYWOOD CHRYSLER JEEP 954-962-6400

Engine:
No: Cylinders 4

Fuel Type:
Gas

Original Owner
☒

Dealer's City
HOLLYWOOD

State
FL

Zip Code
33021

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code
103000 POWER TRAIN: AUTOMATIC TRANSMISSION

Multiple Failure: 4

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
19-JAN-2007

Failure Mileage
1443

Failure Speed
45

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: DOTM19ABC036)

☐ Original Equipment
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2007 CHRYSLER PT CRUISER. WHILE DRIVING 45 MPH, THE GEAR SLIPPED. THE FAILURE OCCURRED ON JUNE 28, 2007 AT 4,404 MILES AND JULY 16, 2007 AT 4,838 MILES. ON BOTH OCCASIONS, THE VEHICLE SLIPPED GEARS, LUNGED FORWARD, AND THEN BECAME STUCK IN FIRST GEAR. THE VEHICLE WAS TOWED TO THE DEALER AND A COMPUTER ADJUSTMENT WAS MADE. ON TWO OTHER OCCASIONS, THE VEHICLE SLIPPED GEARS, LUNGED FORWARD, AND THEN WENT BACK TO THE CORRECT GEAR. THE CONTACT STATED THAT THE VEHICLE ALSO REVS WHILE PARKED. THE VEHICLE IS CURRENTLY PARKED AT HER RESIDENCE. THE DEALER HAS BEEN UNABLE TO DUPLICATE THE FAILURE. THE CURRENT MILEAGE WAS 6,301 AND FAILURE MILEAGE WAS 1,443. * 3

*CAR WAS TOWED TWICE.

IF THIS PROBLEM CONTINUES WE WORRY THAT A REAR END COLLISION COULD OCCUR.

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)

- 1* GEAR SLIPPING STARTED ON 1-19-07 AGAIN ON 6-28-07 - AGAIN ON 7-16-07 AND STARTED AGAIN ON 9-18-07 - See ATTACHED INVOICES -
- 2* The CAR will Rev up prior to slipping out of GEAR
- 3* IN JAN-07. FAILURE mileage WAS 1443 - 6-07 4,404 Mileage 7-07 4838 mileage - 9-07 6306 mileage AS Stated ON INVOICES

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

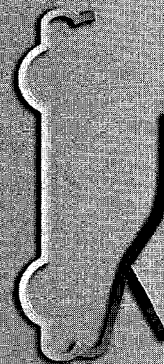
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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



PLACE
STAMP
HERE

Street Address

Pembroke Pines, FL

City, State, ZIP

**DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004**

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name

Address

(Street)

(City)

(State)

(Zip)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

CAR WILL SLIP OUT OF
GEAR - WILL STAY IN FIRST GEAR -
OR WILL RELEASE & LURGE FORWARD -

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s)

CAR WILL SLIP OUT OF GEAR - WILL STAY IN FIRST
GEAR - OR WILL RELEASE & LURGE FORWARD

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CHRYSLER Model P.T. CRUISER Year 2007

VIN 3A1B1F1716181217 Date of Delivery 10-14-07

Name and City/State of selling dealer or leasing company (if applicable)

Hollywood Chrysler - Jeep Hollywood, FL

Name and City/State of authorized service agent(s) attempting previous repairs: Hollywood Chrysler -
Hollywood, FL / UNIVERSITY Dodge DAVE, FL

Consumer

Address

Pembroke Pines, FL

Home phone

Cell

Work phone

Signature

Date Mailed

9-20-07

(1/98)

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).