



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

2008 MAR - 4 PM 2:38 08-NOV-2007

Reference No. 10208410

OWNER INFORMATION (Type or Print)

Name, Address, City (BOYNTON BEACH), State (FL), Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number same

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? [X] YES [] NO In the absence of an authorized signature, NOT provide your name or address to the vehicle manufacturer. Signature of Owner Date 3/4/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number (3C8FY68B62), Make (CHRYSLER), Model (PT CRUISER), Model Year (2002), Date Purchased (01-FEB-02), Dealer's Name (OC Taylor), Dealer's Telephone Number (561.278.2552), Engine (No: Cylinders 4), Fuel Type (Gas), Original Owner [X], Dealer's City (Delray Beach, FL), State (FL), Zip Code (33444), Transmission Type (AUTOMATIC), Antilock Brakes [X], Cruise Control [X], Powertrain (FRONT WHEEL DRIVE), Vehicle Component Code (061000 ENGINE AND ENGINE COOLING:ENGINE), Multiple Failure (100)

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) (01-MAY-2007), Failure Mileage (75000), Failure Speed (0)

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 [X] No, Fire [] Yes [X] 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 2002 CHRYSLER PT CRUISER. THE CONTACT STATED THAT THE STEERING WHEEL VIBRATED AND SHE HEARD A RATTLING SOUND COMING FROM UNDERNEATH THE VEHICLE WHILE IT WAS STATIONARY. SHE FELT THAT A FAILED MOTOR MOUNT CAUSED THE FAILURE. AS OF NOVEMBER 8, 2007, THE DEALER HAD NOT COMPLETED AN INSPECTION. THE FAILURE MILEAGE WAS 75,000 AND CURRENT MILEAGE WAS 85,000.

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 purchased the car in 2002 -
early 2007 I noticed a rattling / vibration in the whole car,
which seemed to originate from underneath the car.

Having needed a complete transmission rebuilt 2 years prior (2005)
I thought it might be the transmission going bad again.
Dealer confirmed a broken left engine mount 8/11/07 -
and since then, the car was quiet and vibration-free.

ATTACH ADDITIONAL SHEETS IF NECESSARY

WEST PALM BEACH
FL 334

19 DEC 2007 PM 1

HAPPY
HOLIDAY

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



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INVOICE



6500 Okeechobee Blvd. West Palm Beach, FL 33411
(561) 883-1511 Fax (561) 686-2044
www.arrigodcj.com
Registration No. MV-01348

PAGE 1.

BOYNTON BEACH, FL
HOME:
CELL:

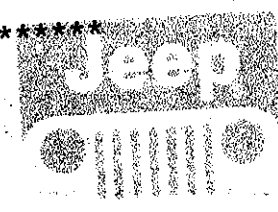
SERVICE ADVISOR: 4676 BERNARD JEAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	02	CHRYSLER PT CRUISER	3C8FY68B6		86554/86554	
DEL DATE	PRGD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT
02MAR02 DD			08:00 30NOV07		0.00	CASH
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:2.4 Liter MPI				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A CUSTOMER STATES WAS TOLD RIGHT ENG MOUNT IS BROKEN, CHECK ALL MOUNTS							
CAUSE: ENGINE MOUNT							
09						105.95	105.95
						79.12	79.12
						-19.00	-19.00

09 REPLACED LEFT ENG MOUNT
4192 CPS
1 5274903AD BRACKET-TRANSMISSION MOUN
SD SERVICE DISCOUNT NOT TO EXCEED 10%
4192 CPS
86554 ENGINE MOUNT 1-0 REPLACE ENGINE MOUNT

B CUSTOMER STATES THINKS TRANS IS LEAKING EST
CAUSE: SOLENOID PACK
21909501 Solenoid Assembly, Transaxle - Replace 4
speed transaxle (C)
4192 WSC
1 5140429AA SOLENOID-TRANSMISSION
FC: 71
PART#: 5140429AA
COUNT: 1
CLAIM TYPE: F
AUTH CODE:



(N/C)
(N/C)

*if still leaking,
will find 4 wks*

86554 SOLENOID PACK SOLENOID PACK IS LEAKING REPLACE SOLENOID PACK

C CUSTOMER REQUEST TO PERFORM OIL AND FILTER CHANGE TOP OFF FLUIDS AND
CHECK TIRE PRESSURES

CAUSE: LOF
27A CUSTOMER REQUEST TO PERFORM OIL AND FILTER
CHANGE TOP OFF FLUIDS AND CHECK TIRE
PRESSURES

4192 CPS
1 4105409BA FILTER-ENGINE OIL
6 68026603AA OIL

	1.95	1.95
6.67	4.00	4.00
3.04	2.32	13.92

CASH [] CHECK [] MC/VS [] AMEX []
DISC [] POL [] FIDEL [] CHARGE []
CHRYSL [] OTH []

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE
SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS CUSTOMER COPY

159684

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6500 Okeechobee Blvd. West Palm Beach, FL 33411
(561) 883-1511 Fax (561) 886-2044
www.arrigodc.com
Registration No. MV-01348

INVOICE

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BOYNTON BEACH, FL

HOME: BUS:

CELL: SERVICE ADVISOR: 4676 BERNARD JEAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
GOLD	02	CHRYSLER PT CRUISER	3C8FY68B62		86554/86554		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAR02 DD			08:00 30NOV07		0.00	CASH	08NOV07
R.O. OPENED	READY	OPTIONS: DLR:43864 ENG:2.4_Liter_MPI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1	6506214AA	PLUG-OIL DRAIN		7.17	7.17	7.17
86554	LOF .3	LOF COMPLETE					

 D CUSTOMER STATES FOG LAMPS ARE INOP
 CAUSE: CUSTOMER DECLINED REPAIR
 08 ELECTRICAL SYSTEM
 4192 CPS

86554 CUSTOMER DECLINED REPAIR 0.00 0.00

E PERFORM 23 POINT INSPECTION
 9023 PERFORM 23 POINT INSPECTION
 4192 CPS

86554 0.00 0.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER 3.00

NOW ARRIGO DODGE CHRYSLER JEEP IS OPEN
 MONDAY THRU FRIDAY 7:30AM TO 7:30PM
 SATURDAY 8:00AM TO 6:00
 THANK YOU AND COME AGAIN

CUSTOMER PAY DEDUCTIBLE FOR LINE B 100.00

CASH [] CHECK [] MC/VS [] AMEX []
 DISC [] POL [] FIDEL [] CHARGE []
 CHRYSL [] OTH []

DESCRIPTION	TOTALS
LABOR AMOUNT	88.90
PARTS AMOUNT	104.21
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	103.00
TOTAL CHARGES	296.11
LESS INSURANCE	0.00
SALES TAX	19.25
PLEASE PAY THIS AMOUNT	315.36

CUSTOMER SIGNATURE

SEE BACK FOR ADDITIONAL INFORMATION REGARDING REPAIRS CUSTOMER COPY