

HARDY MYERS
Attorney General



PETER D. SHEPHERD
Deputy Attorney General

2008 OCT 16 PM 2:45
DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION

1162 Court Street NE
Salem, OR 97301-4096
Telephone: (503) 934-4400
Fax: (503) 378-8910
TTY: (503) 378-5938

September 11, 2008

CL-10230962 - 6213

National Highway Traffic Safety Administration
400 Seventh Street, SW, Room 5232
Washington, DC 20590

Re: Our File Number _____
Complaint About Daimler Chrysler PT Cruiser

We have received the enclosed information. Since it pertains to matters within your authority, we are forwarding it to you for your review.

Sally O'Neil
Enforcement Officer

Enclosures

cc: [REDACTED]

NM
2.46
10/16/08
NJ



Oregon Department of Justice Consumer Complaint Form

Please Note The Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney.

Please be advised that this complaint will become part of our permanent records. Consumer complaints may be released to the business or person about whom you are complaining, members of the public or other agencies attempting to establish ongoing patterns or practices which violate Oregon's Unlawful Trade Practices Act. This form is also subject to Oregon's Public Records Law and may be disclosed to persons who request to review its contents.

Date of complaint submission: 6/13/08

Information About The Complainant

Name: [REDACTED]
Address: [REDACTED]
City: Bend
State: OR Zip: [REDACTED]
Phone Number: (day) [REDACTED] (eve) [REDACTED] (cell) ()
Email Address: [REDACTED]

Information About The Business Or Person About Which You Are Complaining

Name: Dimler Chrysler
Address:
City:
State: Zip:
Phone Number: ()

Information About The Transaction

Date of Transaction(s): n/a
Type of Sale: Other
The amount of money you think you lost: \$300
 Attorney:
 Business:
 Other:

No Action has been requested.

See Attached For Transaction Details

33611

C218 EI

Transaction Details

DETAILS ---- Hello and good day,

I purchased a pre-owned 2004 Chrysler PT Cruiser on 11-1-07. Great vehicle, only 28500 miles when purchased. Factory warranty had just expired (36 months) but car was in excellent condition. Mid-April it started making clunking noises from the front wheels occasionally when I would turn left. I just had it checked at my mechanics shop and found out it is both front wheel bearings. My mileage today is 33900...much too early in the vehicles life for new bearings under normal driving conditions.

I did some research online and found out that this is a very common with PT Cruisers at this sort of mileage. Ive found many stories posted online and found out that this not only is very common, but a recurring problem. Some owners have had to replace the bearings three times before 100000 miles. My father had been a mechanic for over 30 years and told me that normally bearings need to be replaced around 100000 miles.

Chrysler Dealerships have also told owners who are still under warranty that it is not the bearings, but tires or some other part, and continue with this line until the warranty is out of force then hit owners with a huge bill.

I believe that this problem needs to be addressed by Chrysler by recall or some other program to protect the consumers.

If you do a google search for PT Cruiser Wheel Bearings you will find a few posting sites(i went to Topix) and you will be surprised by the amount of people who have had to deal with this same issue.

With Chrysler recently reporting that they have sold 4 million PT Cruisers in the US as of this year, there are a lot of drivers out there who face this same issue.

Can you please help? Chrysler is not taking responsibility for their product.

Thank you, [REDACTED]

Thank You!



R

West Business Center

July 9, 2008

Sally O'Neil
State of Oregon
Department of Justice
Civil Enforcement Division
1162 Court Street NE
Salem, OR 97301-4096

Re Complaint of:

██████████
VIN: 3C8FY68814T ██████████

Thank you for your letter to Chrysler LLC regarding the above referenced consumer. Ms. ██████████ has never contacted Chrysler to make us aware of her concerns, so we appreciate the opportunity to address this complaint with the consumer.

Unfortunately, we are unable to diagnose the situation she has outlined in her complaint. There are too many variables involved and a detailed inspection of the vehicle would be required for proper diagnosis. We recommend that she contact her local authorized Chrysler dealership for an appointment for proper diagnosis and repair. Chrysler dealerships have the factory training, equipment and information available to them to diagnose and correct problems with Chrysler vehicles. We are confident that this concern is not beyond their capabilities. Should the dealer require factory assistance, it is available through our local Business Centers.

The vehicle's original 3yr/36,000 mile limited factory warranty had expired prior to Ms. ██████████'s purchase in November of 2007. Chrysler LLC does consider goodwill assistance for out of warranty repairs when they are performed by an authorized Chrysler dealer. The consumer will be responsible for all diagnostic charges. Once the dealer has completed an inspection and has a diagnosis, the customer may have the dealership's Service Manager contact Tina Dietrich at 949-450-5140 to review for *possible* assistance.

If you have any additional questions, please contact Tina Dietrich at 949-450-5140.

Sincerely,

Kyle Lentz
Customer Relations Manager

KL/tmt

RECEIVED
JUL 14 2008

CIVIL ENFORCEMENT DIVISION

SCANNED

JUL 15 2008

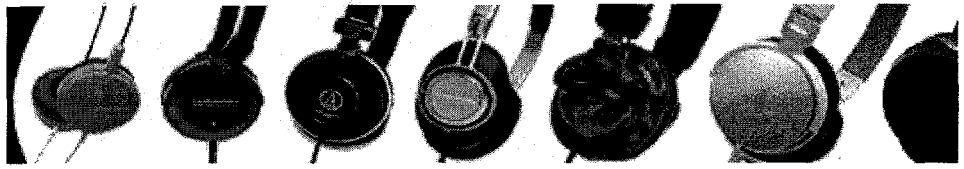


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Chrysler PT Cruiser front wheel bearings

Posted in the Chrysler PT Cruiser Forum

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Comments

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dennis Oct 25, 2006 #1 | Judge it! | Report Abuse | Reply »
AOL

just wondering if anyone has had problems with the front wheel bearings.
my pt cruiser has had loose bearings after only 50K

strawman93 Nov 26, 2006 #2 | Judge it! | Report Abuse | Reply »
Glasgow, UK

I've had a noise from the front of my 02 with 50,000 miles on. I've just jacked it up and the front wheels have play on the bearings, the left one worst.

Richard Bohm Dec 8, 2006 #4 | Judge it! | Report Abuse | Reply »
Cabot, AR

dennis wrote:
just wondering if anyone has had problems with the front wheel bearings.
my pt cruiser has had loose bearings after only 50K

We have the same issue @ 45K and the Diamler Chrysler warrantee doesn't cover it. Dealer wants \$600 to fix. Local mechanic \$200.
Thisa is the first time with low mileage I've seen this. Got a Toyota with 159K and bearing got noisy due to hardened grease

Shelley Dec 14, 2006 #5 | Judge it! | Report Abuse | Reply »
Campbell, CA

dennis wrote:
just wondering if anyone has had problems with the front wheel bearings.

Chryslr

- Boomers
- PT Cruis
- On the F
- Brits Pic
- The Goo
- Chrysler
- Chrysler
- Revolvin
- Chrysler
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More

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my pt cruiser has had loose bearings after only 50K

I just had the front bearins and hubs replaced today. Only have 27K !!!!

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Shelley *Dec 14, 2006* #6 | Judge it! | Report Abuse | Reply »
Campbell, CA
Just had my front wheel bearings AND hubs replaced today. Only have 27K mile on mine !!!!

Shelley *Dec 14, 2006* #7 | Judge it! | Report Abuse | Reply »
Campbell, CA
Had by front wheel bearings AND hubs replaced today. Only have 27K miles on mine!

Rick Bucks PA *Dec 16, 2006* #8 | Judge it! | Report Abuse | Reply »
Morrisville, PA
My bearings are starting to chatter with only 39K miles on a 2001 PT

paul *Dec 19, 2006* #9 | Judge it! | Report Abuse | Reply »
Hemet, CA
I have a 2006 PT and have had the wheel bearings and lt hub replaced today. I asked at the dealer and they acted like mine was the only pt EVER with this problem. I wonder if its cronic?

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Ads by Google

PT Cruiser Superstore - PT Cruiser Accessories Superstore! Huge Warehouse, Everyday Low Prices
www.AutoTruckToys.com/PT-Cruiser

Wheel Bearing Replacement - Get Free Tips, Articles & Info On Front Wheel Bearing Replacement!
Blurtit.com

Wheel Bearing - Everything to do with Wheel Bearing items.
Yahoo.com

fred *Dec 24, 2006* #10 | Judge it! | Report Abuse | Reply »
Penn Yan, NY
50k and bearings shot!!

Wayne Mississauga Cda *Jan 16, 2007* #11 | Judge it! | Report Abuse | Reply »
Staten Island, NY
I just replaced bearings and hubs at 70,000kms.

Terri *Jan 20, 2007* #12 | Judge it! | Report Abuse | Reply »
University Park, PA
I complained about the vibration 7 months ago when my 2004 PT Cruiser was still under warranty and was told it was the tires. I replaced all the tires and it still vibrated. I was told to have a front wheel alignment and I did - and it still vibrated. They did nothing until after the warranty expired and now they tell me I have to replace the front left wheel bearing! This started at about 32000 miles.

Rumour *Jan 26, 2007* #13 | Judge it! | Report Abuse | Reply »
Helsinki, Finland
At 39.000 km and out of warranty but pushed the local dealer to pay over 75 % of costs for the right side front bearings and both side front lower arm bushings including parts and job.

MASHman *Jan 29, 2007* #14 | Judge it! | Report Abuse | Reply »

Crossville, TN

After reading these posts I guess I am not only one with a PT-Lemon. At 39k front right bearing shot --discovered by mechanic who took wheel off to access water pump -- which I am replacing. Have complained to mechanics about front shimmy for months, told it was my tires, etc. Same as others expressed here. Too bad, this will leave a mark on the trustworthyness of the PT for future buyers. I am looking to trade mine immediately. I can see a pattern developing. If you have a PT, be advised.

Mark

Feb 2, 2007

#15 |  Judge it! | Report Abuse | Reply »

Cranberry Twp, PA


I just ran into the bearing problem, also. In fact, my story is almost the same as Terri from Boalsburg, PA. I took the car in at 34,000 with a vibration (mostly at highway speeds) and was told my tires were out-of-round. They rotated them, with no improvement.

I took the car in for inspection and the mechanic (not the dealer) found both sets of fron bearing were shot. Chrysler is now refusing to cover the repair because the car is at 38,000, and now out of warranty.

I still really like my PT, but the dealer is going to get an earful, and I'm using all of your posts as ammunition!

Les

Feb 5, 2007

#16 |  Judge it! | Report Abuse | Reply »

Clearwater, FL


Well we have an 05 convertible with 5,600 miles on it. In making sweeping right turns at 25-30 mph there is a growling wheel bearing noise. No noise on left had turns.

Dealer once again said it is tire noise at 5,000 miles but only on right hand turns. The tire wear is perfect. To bad they don't know what they talking about.

I have built cars all my life and it is a bad wheel bearing. I told them I am holding them responsible for any damages or injuries when it totally fails and the say the car is not safe to drive.

Daniel

Feb 14, 2007

#17 |  Judge it! | Report Abuse | Reply »

Saint Paul, MN


I'm experiencing the same fun - I have an '04 Cruiser with 40,000 miles. I went in to replace the tires (they were needed), and discovered that the intermittant crunchy noise was coming from the bearings. It's going in tomorrow for the repair -\$672 estimate to replace the bearings and hubs.

I can only guess that they never upgraded the bearings from the Neon platform it's based off of. With the curb weight difference of 600lbs, that can't help matters.

Anyone looking into a class-action for design defect? There are just too many people out there experiencing this symptom that it can't be coincidence.

Jon

Feb 16, 2007

#18 |  Judge it! | Report Abuse | Reply »

Gulf Breeze, FL

I Replaced all four tire after a loud and rough ride and before my alignment was started, the mech. notice the play on the right front wheel. I will be replacing both front bearing on my last Chrysler.

Les

Feb 22, 2007

#19 |  Judge it! | Report Abuse | Reply »

Clearwater, FL

Just got back from the dealer and they replaced both the left and right front wheel bearings with no coment.

Les wrote:

Well we have an 05 convertible with 5,600 miles on it. In making sweeping right turns at 25-30 mph there is a growling wheel bearing noise. No noise on left had turns. Dealer once again said it is tire noise at 5,000 miles but only on right hand turns. The tire wear is perfect. To bad they don't know what they talking about. I have built cars all my life and it is a bad wheel bearing. I told them I am holding them resposnsible for any damages or injuries when it totally fails and the say the car is not safe to drive.

Ken

Feb 26, 2007

#20 | Judge it! | Report Abuse | Reply >

Merritt Island, FL

My 05 PT with 21k miles is in for the 3rd front bearing replacement- they made me pay 1/2 for the first said I did it- also replaced the CV at half my expense.

The last two are thankfully under warranty. I had dealer check this failed bearing 3 monts ago and he said it was ok. The bearing carrier inside the race is no longer metal- that may be the problem.

Doug

Feb 27, 2007

#21 | Judge it! | Report Abuse | Reply >

Liverpool, NY

strawman93 wrote:

I've had a noise from the front of my 02 with 50,000 miles on. I've just jacked it up and the front wheels have play on the bearings, the left one worst.

I am having that problem now at 35,000 on the left front wheel bearings I wonder how hard it is to change yourself?

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Type in your comments to post to the forum

Name
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Comments

Type the numbers you see in the image on the right:



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Please note by clicking on "Post Comment" you acknowledge that you have read the Terms of Service and the comment you are posting is in compliance with such terms. Be polite. Inappropriate posts may be removed by the moderator. Send us your feedback.

Other Recent Chrysler PT Cruiser Discussions

Topic	Updated	Last By	Comments
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battery and starting problems (from Mar '06)	18 hr	Rus Jones	39
pt cruiser overheating (from Feb '06)	19 hr	bart20mvi	273
factory alarm on 2001 pt (from Mar '07)	Tue	Jim	4
Thanks to you, Chrysler's paying for a new dash... (from Oct '07)	Tue	PTC 2001	8
pt cruiser motor mounts	Sep 6	Ron R	1
Trouble with Multifunction control switch for P... (from Dec '05)	Sep 5	NavyDavy in ...	336
Brits Pick the Pontiac Aztek as Ugliest Car of ...	Sep 3	Colorado Ray	1

Comments made yesterday: **147,533** | Total comments across all topics: **42,433,285**

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