



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 DEC 30 AM 7:50
03-DEC-2008

Reference No.
10250657

OWNER INFORMATION (Type or Print)

Name

Address

City

BARTLESVILLE

State

OK

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

3C4FY58B32

Make

CHRYSLER

Model

PT CRUISER

Model year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

☐

Dealer's City

TULSA

State

OK

Zip Code

74145

4

Transmission Type

Auto

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Dec 1, 2008

Incident Date(s)

03-DEC-2007

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

RACK AND PINION defective

Failure Mileage

Failure Speed

30

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 2002 CHRYSLER PT CRUISER. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT NOTICED THAT THE STEERING COLUMN WAS DIFFICULT TO TURN. WHEN HE ARRIVED HOME, HE PLACED POWER STEERING FLUID IN THE VEHICLE. THE STEERING COLUMN BEGAN WORKING AGAIN, BUT A NOISE WAS HEARD WHILE DRIVING. THE VEHICLE WAS DRIVEN TO THE DEALER AND THEY STATED THAT THE POWER STEERING CAP WAS DEFECTIVE. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS LATER DRIVEN TO A TIRE SHOP FOR NEW TIRES AND THE MECHANIC STATED THAT THE RACK AND PINION WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE MANUFACTURER STATED THAT THEY WERE NOT LIABLE FOR THE REPAIRS. THE CURRENT MILEAGE WAS 105,164 AND THE FAILURE MILEAGE WAS UNAVAILABLE.

I TOOK CAR BACK TO DEALER AND THEY SAID THE CAP WAS OK. THEY SAID THE RACK AND PINION WAS BAD. (LEAKING). TAKES TWO HANDS TO STEER. STEERING ALMOST IMPOSSIBLE.

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.