



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

17-FEB-2009

Repository

Reference No.

10259119

OWNER INFORMATION (Type or Print)

Name

Address

City

CLEVELAND

State

OH

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 signature, your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/21/09

VEHICLE INFORMATION

17 Digit Vehicle Identification Number located at bottom of windshield on driver's side

3C4FY48B64T

Make

CHRYSLER

Model

PT CRUISER

Model Year

2004

Date Purchased

12/31/04

Dealer's Name and Telephone Number

AXELROD CHRYSLER (216) 459 8350

Engine:

No: Cylinders

4

Fuel Type:

REG

Original Owner

Dealer's City

PARMA, OHIO

State

Zip Code

44129

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

2.4

Multiple Failure: LOWER CONTROL ARM BUSHINGS

Incident Date(s)

06-FEB-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION

LOWER CONTROL ARM BUSHINGS

STABILIZER LINKS, STABILIZER BUSHINGS.

Failure Mileage

27998

Failure Speed

GRADUAL FAILURE

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 2004 CHRYSLER PT CRUISER. THE CONTACT STATED THAT THE LOWER CONTROL ARM BUSHINGS AND FRONT SUSPENSION MAKE NOISE WHILE DRIVING VARIOUS SPEEDS. IT FEELS AS IF HE IS DRIVING OVER BUMPS AND A STONE PAVEMENT. THE DEALER STATED THAT HE MUST PAY FOR THE REPAIR SO THE CONTACT TOOK IT TO A MECHANIC SHOP FOR REPAIR. THE FAILURE MILEAGE WAS 27,998.

PURCHASE FROM AXELROD CHRYSLER, TAKEN TO GANLEY DODGE WEST, 15200 LORAIN ROAD (216) 476100 FIRST ESTIMATE, REPAIRED ELSEWHERE, RECEIPTS ENCLOSED

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.

OVER ->

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I BELIEVE THESE COMPONENTS FAILED WAY TO PRE-MATURELY AT 27998 MILES. I HAVE READ MANY OTHER COMPLAINTS ON THE INTERNET OF THE SAME EXACT PROBLEM AT ROUGHLY THE SAME MILEAGE. THE CONTROL ARM BUSHINGS FAIL RESULTING IN A DANGEROUS CONDITION AND MAKING A "KNOCKING NOISE", THE LOOSE STABILIZER BUSHINGS THEN RUIN THE STABILIZER LINKS AND THE STABILIZER BUSHINGS. THE ENTIRE CONTROL ARM MUST BE REPLACED

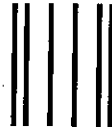
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U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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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