



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
JUN 21 2010
 26-MAR-2010

Repository
 Reference No.
 10322372

OWNER INFORMATION (Type or Print)

Name [REDACTED]
 Address [REDACTED]
 City GRAFTON State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
 Evening Telephone Number *same*

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3C4FY48B85T [REDACTED]
 Make: CHRYSLER Model: PT CRUISER Model Year: 2005
 Date Purchased: [REDACTED] Dealer's Name and Telephone Number: *Ganley (440) 845-3200*
 Original Owner: Dealer's City: *Middleburg Heights, OH* State: *OHIO* Zip Code: *44130* Engine: No: Cylinders: *4* Fuel Type: *Gas*
 Transmission Type: *Automatic* Antilock Brakes Powertrain: *Front wheel drive* Multiple Failure: *CONTROL ARM Bushings* Incident Date(s): 04-DEC-2004
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT
CONTROL ARM Bushings Failure Mileage: 51000 Failure Speed: 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]
 DOT No. (Example: DOTM9ABC036): [REDACTED] Original Equipment Prior Repair Failure Location: [REDACTED]
 Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
 Seat Type: [REDACTED] Installation System: [REDACTED]
 Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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: *N* Number of Deaths: *N* Reported to Police: *N*

Narrative Description of Incident(S), Crash(es), and Injury(ies).

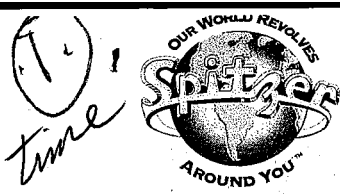
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL * THE CONTACT OWNS A 2005 CHRYSLER PT CRUISER. WHILE DRIVING AT APPROXIMATELY 40 MPH, THE DRIVER EXPERIENCED VIBRATION FROM THE FRONT END OF THE VEHICLE WHICH WAS CAUSED BY DEFECTIVE CONTROL ARM BUSHINGS. HE EXPERIENCED THE FAILURE ON THREE DIFFERENT OCCASIONS AND TOOK THE VEHICLE TO THE DEALERSHIP THREE TIMES TO HAVE THE BUSHINGS REPAIRED. HOWEVER, THE CONTACT STILL EXPERIENCED THE PROBLEM EVEN AFTER THE THREE REPAIRS. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 51,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

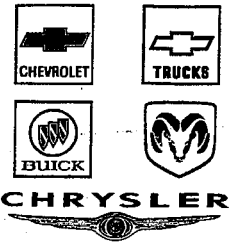
ATTACH ADDITIONAL SHEETS IF NECESSARY.

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 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.



SPITZER AUTOWORLD GRAFTON

788 Main Street • GRAFTON, OHIO 44044
 Phone 440-926-2311 • Cleveland 216-476-3080



CUSTOMER NO. 6489		ADVISOR PATRICK MURRAY	TAG NO. 4942	INVOICE DATE 11/30/06	INVOICE NO. CHCS97934
RESIDENCE PHONE [REDACTED]		LABOR RATE 74.00	MILEAGE 20,550	COLOR /	STOCK NO.
BUSINESS PHONE [REDACTED]		YEAR / MAKE / MODEL 05 / CHRYSLER / PT CRUISER / 4 DOOR UTILIT	DELIVERY DATE	DELIVERY MILES	
COMMENTS		VEHICLE I.D. NO. 3C4FY48B85T	SELLING DEALER NO.	PRODUCTION DATE	
		F.T. E. NO.	R. O. DATE 11/29/06		

MO: 20552

JOB# 1 CHARGES

LABOR
 J# 1 45CHZ STEERING/SUSPENSION TECH(S): 103 WARRANTY
 CUSTOMER STATES TO INSTALL SOP BOTH CONTROL ARMS
 TECH FOUND RIGHT AND LEFT CONTROLL ARM ARE GOING BAD
 TECH REPLACED RIGHT AND LEFT SIDE CONTROLL ARMS
 EVERYTHING CHECKED OUT OKAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4656730-AN	ARM CONTR 17011015		WARRANTY
	1	4656731-AN	ARM CONTR 17011015		WARRANTY
TOTAL - PARTS				0.00	

JOB# 1 TOTALS
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 00CHZ1 CUSTOMER STATES TO TURN REAR DRUMS TECH(S): 103 111.00
 TECH FELT VIBRATION ON PERVIOUS VISIT
 TECH TURNED REAR ROTORS

JOB# 2 TOTALS
 LABOR 111.00
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 111.00

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL - MISC
JOB # A	SS	SHOP SUPPLIES		5.55
TOTAL - MISC				5.55

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$123.83 (+TAX)

*****		TOTAL LABOR....	111.00
* [] CASH [] CHECK CK NO. []		TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER		TOTAL SUBLET....	0.00
* [] AMER XPRESS [] OTHER [] CHARGE		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	5.55
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	7.28
		TOTAL INVOICE \$	123.83

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you are not completely satisfied with our repairs, please contact me directly.

BOB BECKHAM
 Service Manager

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

time CUSTOMER #: 23297

133493

Nick Abraham Buick, Inc.

CHRYSLER · JEEP
 1111 EAST BROAD STREET
 ELYRIA, OHIO 44035
 Elyria (440) 366-6446 · Lorain (440) 244-3312
 Clev (440) 236-3694

INVOICE



GRAFTON, OH
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 20 KEVIN M MULLEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TAN	05	CHRYSLER PT CRUISER	3C4FY48B85T [REDACTED]		40913/40913	T273
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	PAYMENT	INV DATE
06MAR05 DD			18:00 15OCT08		CASH	15OCT08
R.O. OPENED	READY	OPTIONS: DLR:GANLEY ENG:2.4_Liter_SMPI				
14:18 14OCT08	11:55 15OCT08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REPLACE	LOWER CONTROL ARM BUSHINGS					
CAUSE: DIAG AND REPLACE BOTH LOWER CONTROL ARM BUSHINGS NOISY AND LOOSE							
	02100603	Bushing, lower control arm - Replace					
		Left (B)					
		204 W94C	1.00				(N/C)
	2	4656012AF BUSHING-CONTROL ARM					(N/C)
		FC: 68 PART#: COUNT:					
		CLAIM TYPE: W					
		AUTH CODE:					
	02100602	Bushing, lower control arm - Replace					
		Right (B)					
		204 W94C	1.10				(N/C)

 B REFERENCE # 17948841 COVERED BY CHRYSLER
 101 SEE LINE A
 204 CC 0.00 0.00 0.00

REPAIRS HAVE BEEN EXPLAINED/DEMONSTRATED.
 THANK YOU FOR YOUR PATRONAGE.
 WE APPRECIATE YOUR BUSINESS!
 WE STOCK MOST TIRES AT COMPETITIVE PRICES.
 LARGE MODERN BODY SHOP. FREE ESTIMATES!

Thank You!
We Appreciate
Your Patronage

DISCLAIMER OF WARRANTIES	DESCRIPTION	TOTALS
Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00
	X	

3rd time!

17399

137453

Sliman's Sales & Service

7498 Leavitt Rd., Amherst, OH 44001
Parts: (440) 988-4492 · Service: (440) 988-4488
Sales: (440) 988-4484

* INVOICE *

DUPLICATE 1
PAGE 1



GRAFTON, OH
HOME: [REDACTED]

BUS:

SERVICE ADVISOR: 704 MICK COCHRAN

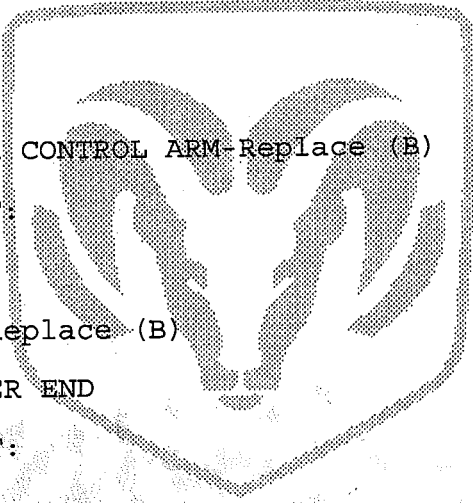
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
TAN	05	CHRYSLER PT CRUISER	3C4FY48B85T [REDACTED]		51752/51752		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06MAR05 DD			WAIT 04DEC09		0.00	CASH	04DEC09
R.O. OPENED	READY	OPTIONS: DLR:43-52699 ENG:2.4_Liter_SMPI					
09:56 20NOV09	11:24 04DEC09						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES: CONTROL ARM BUSHINGS ARE BAD FOR THE THIRD TIME (CALLED CHRYSLER AND GOT A REFERENCE #19090781)

CAUSE: LOOSE

02100602 BUSHING, LOWER CONTROL ARM-Replace (B)
 826 W (N/C)
 1 4656012AF BUSHING-CONTROL ARM (N/C)
 FC: K4
 PART#: 4656012AF
 COUNT: 1
 CLAIM TYPE: W
 AUTH CODE:



02100603 BUSHING, LOWER CONTROL ARM-Replace (B)
 826 W (N/C)
 FC: K4 PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

19630103 TIE ROD ENDS-Replace (B)
 826 W (N/C)
 2 4762861AA KIT-OUTER END (N/C)
 1 6503046 NUT (N/C)
 FC: K4 PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

02000350 SET FRONT TOE
 826 W (N/C)
 FC: K4 PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:



Disclaimer of Warranties		DESCRIPTION	TOTALS
ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	Any warranties on the products sold herein are those made by the manufacturer of those products. Seller hereby expressly disclaims all warranties either express or implied, including any implied warranties of merchantability or fitness for a particular purpose (regarding any products or services provided, unless otherwise indicated on the service repair order). This dealership neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or service. This disclaimer by the dealership in no way affects the terms of performances of the manufacturer's warranty.	LABOR AMOUNT	
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS INSURANCE		
	SALES TAX		
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CALL TOLL FREE 1-800-ADP-ADP TO REORDER CATALOG # 8001651

[Redacted]
Dayton Ohio
[Redacted]

CLEVELAND OH
15 JUN 2010 PM 4 L



USA FIRST-CLASS FOREVER

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation - N.V.S.-210
1200 New Jersey Avenue - SE.
Washington, D.C.

20077-9382

20077+9382

