


MAR 25 2014

Form Approved: O.M.B. No. 2127-0008

 <p>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</p>	FOR AGENCY USE ONLY 100148	
	Date Received 14-FEB-2014	Repository <input type="checkbox"/> Reference No. 10564423
OWNER INFORMATION (Type or Print)		
Name	[REDACTED]	
Address	[REDACTED]	
City	State	Zip Code
BOLINGBROOK	IL	[REDACTED]
Daytime Telephone Number		
[REDACTED]		
Evening Telephone Number		
[REDACTED]		

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 3C4FY58B54T [REDACTED]		Make CHRYSLER	Model PT CRUISER	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code	
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 10-MAR-2010
	<input type="checkbox"/> Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING	Failure Mileage	Failure Speed 35
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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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured: A	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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 WHILE DRIVING APPROXIMATELY 35 MPH, THERE WAS A LOSS OF POWER STEERING ASSIST WITHOUT WARNING. THE STEERING WHEEL BECAME DIFFICULT TO MANEUVER EVEN THOUGH FORCE WAS BEING APPLIED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE POWER STEERING PRESSURE HOSE WAS REPLACED. THE FAILURE RECURRED EIGHT MONTHS AFTER THE REPAIR. THERE WAS A RECALL ASSOCIATED WITH THE FAILURE UNDER NHTSA CAMPAIGN ID NUMBER 04V268000 (STEERING) HOWEVER, THE VIN WAS NOT INCLUDED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE PROBLEM. THE FAILURE MILEAGE WAS UNAVAILABLE. The power steering line has been replaced 3 times since I have owned the car. (Purchased in 2007.) The time before this last one, entire steering pump was ruined as a result. The power steering hose failure is CHRONIC and several different mechanics have worked on this issue over the course of time. It does not matter where parts from or who installs it. For help on this safety hazard.

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.

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

The power steering hose has been replaced at least 3 times since 3/2007. Each time it goes out I lose steering control of car. The belts get dirty from power steering fluid and I am told this poses a risk of fire under the hood. The power steering hoses multiple failures have caused damage to power steering pump and belts to the point of needing replacement. There is a recall for this on my year of PT Cruisers but Chrysler tells me my car's VIN # is not included.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

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**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**

NHTSA

National Highway Traffic Safety Administration
U.S. Department of Transportation
Washington, D.C. 20590

