


MAR 27 2015

 <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	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 28-JAN-2015	Repository <input type="checkbox"/> Reference No. 10679543
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		E-mail Address	
City PLAISTOW	State NH	Zip Code [REDACTED]	
Evening Telephone Number			
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 3C8FY78G24T [REDACTED]		Make CHRYSLER	Model PT CRUISER
Model Year 2004		Engine: No: Cylinders 2.4 L TURBO DIESEL	
Date Purchased 12-27-2001	Dealer's Name and Telephone Number WIGEA NT'S - 978-853-8863		Fuel Type: GAS & 2.4 L
Original Owner <input type="checkbox"/>	Dealer's City 223 TOWN ERST-LOWELL MASS	State MASS	Zip Code 01852
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: yes
Incident Date(s) 07-JAN-2015			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 020000 SUSPENSION, 010000 STEERING		Failure Mileage 81000	Failure Speed
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:	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	
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 THE VEHICLE BEING INSPECTED, IT WAS DISCOVERED THAT THE SUSPENSION NEEDED TO BE REPAIRED AND THAT THE POWER STEERING NEEDED TO BE REPLACED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBERS: 04V268000 (STEERING) AND 08E033000 (SUSPENSION) HOWEVER IT WAS INFORMED THAT THE RECALLS HAD EXPIRED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 81,000.			
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 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.			

PREPARED BY:

DATE:

PROJECT TITLE: PT Cruiser Recalls

1 CHRYSLER - PT CRUISER

2 I Replaced the Power Steering High
3 Pressure Hose - Reason - It was leaking
4 Because it is contacting my differential
5 cover. It should have been covered under
6 the D18 Recall. This is Pertaining to
7 the Power Steering Hose, I paid \$299.00.
8 & they denied Responsibility for that Repair
9 Service done at Munnick Plaistow, NH 03865

11 Recalled - CHRYSLER - PT CRUISER
12 TO REPOSITION HIGH PRESSURE POWER STEERING
13 HOSE - MODELS - 2001-02-03-04-05
14 Suspension and Steer Effected 2.4 Cylinder
15 PT CRUISER leaking - Power Steering Fluid Drip -
16 Found at - "Repair Pal" - Information
17 In 2009 - CHRYSLER Had over 11800 Hoses
18 on Back Order For these Cars - also the
19 average Mileage for these Cars during this time is
20 - 98742 mi. Suspension & Steer Effected 2.4²

22 I called Bill DeLuca Chrysler Dealer
23 978-347-9500 Plaistow Rd and Chrysler
24 Customer Center - 1800-992-1197

26 Chrysler Denies any Recall on PT CRUISERS
27 In all the Paperwork included and found
28 For PROOF

PREPARED BY:

DATE: MARCH 14

PROJECT TITLE:

PT Cruiser Recalls

2015

1 I called DaimlerChrysler Motor Co. LLC
2 Auburn Hills Michigan # 800-992-1997
3 Chrysler Customer Service Center 1-800-992-1197
4 I called and was told there was no Recall
5 on the PT Cruiser - Called again spoke to
6 someone else was told only defect she had
7 found was a sticker FOR PT CRUISERS
8 was found to be the wrong sticker on the
9 PT cruisers and the label was taken off
10 the car and replaced with another sticker
11 other than that the PT CRUISERS had no
12 other recalls! The replace label was
13 (VFCI LABEL) this is the only one they
14 will repair.

15
16 The enclosed copies of monies paid on all
17 damages, to ensure my car was safe to
18 drive and instead I am left without my
19 car being repaired by Chrysler Motor
20 Company and added expenses because
21 the company denies recalls. Included
22 is the recalls provided. I would like
23 them to accept responsibility for the
24 damages done to my PT Cruiser being
25 the damages are the responsibility of
26 Chrysler's - not mine.




State Of New Hampshire

DEPARTMENT OF SAFETY DIVISION OF MOTOR VEHICLES OFFICIAL VEHICLE INSPECTION REPORT

For questions or comments, please call the toll-free line at 400-295-5276 or DMV at 233-2065

DATE: 01/07/2015	OVERALL RESULT: REJECTED
TIME: 12:24:55 PM	SAFETY RESULT: REJECTED
STATION ID: 00003886	OBD RESULT: PASSED
NHOST UNIT: NH003294	MECHANIC: 12GEJ
INSPECTION TYPE: SAFETY & OBD	

VEHICLE INSPECTED

VIN: 3C8FY78G24T [REDACTED]		
MODEL YR: 2004	MODEL: PT CRUISER	REG DATE: 01/05/2015
MAKE: CHRYS	FUEL: GAS & NON-DIESEL	REG EXP: 12/31/2015
ODOMETER: 81,000	GVW: LIGHT DUTY (<8501 LBS)	REG: 2240317PASS

OBD INSPECTION RESULTS

CHECK ENGINE LIGHT	RESULT
ENGINE OFF: THE INSTRUMENT PANEL ILLUMINATED PROPERLY	PASSED
ENGINE RUNNING: VEHICLE'S OBD COMPUTER(S) REPORTED CHECK ENGINE LIGHT WAS NOT COMMANDED ON	PASSED
ONBOARD DIAGNOSTIC CONNECTER AND COMPUTER(S)	
VEHICLE REPORTED NO CAUSE FOR REJECTION	PASSED

Inspection performed was conducted in accordance with Federal guidelines. If your vehicle has an OBD deficiency, it may be covered by the manufacturer's warranty.

READINESS MONITORS

READY PER EPA GUIDANCE

SAFETY INSPECTION RESULTS - PASSENGER VEHICLE

REJECTED SAFETY ITEMS (SYSTEM - ITEM - SUBITEM)

STEERING / SUSPENSION-DEFECTIVE STEERING-POWER-STEERING LEAK/DAMAGE/DEFICIENCY

MECHANIC NOTES AND MEASUREMENTS

leak cominf from rack area, power steering resevoir very low

I do hereby certify that all information I have provided the department is accurate and complete. This report is signed under penalty of unsworn falsification pursuant to RSA 641:3.

MECHANIC SIGNATURE



C80214QGONFG



Jiffy Lube # 1491
 M.C. LLC
 75 PLAISTOW ROAD
 PLAISTOW, NH 03865
 (603) 382-1713

DATE 01/07/15 12:57 PM
INVOICE NO. [REDACTED]
 TRANSACTION NO. [REDACTED]
 EMPLOYEES 112657 112657 11265
 112657 MED596

CUSTOMER INFORMATION	VEHICLE INFORMATION
[REDACTED] PLAISTOW, NH [REDACTED]	YEAR 2004 MAKE CHRYSLER MODEL PT CRUISER ENGINE 2.4L 4Cyl Turbo (IG) Fuel Injecte
	LICENSE PLATE [REDACTED] ALTERNATE ID [REDACTED] MILEAGE 81,224

FLEETS	SERVICE HISTORY		
	DATE	MILEAGE	SERVICES
	01/07/15	81,224	BAT INS
	06/12/14	79,366	TOP
	01/09/14	78,430	INS TOP
	10/29/13	78,030	TOP
	06/10/13	76,586	AF SS WB

SERVICE CHECKLIST	DESCRIPTION	QTY	PRICE
<ul style="list-style-type: none"> • Change Oil • Change Oil Filter • Check Air Filter • Check Wiper Blades • Vacuum Floors • Wash Exterior Windows 	NH STATE INSPECTION	1.00	7.99
<ul style="list-style-type: none"> * Services Performed if Applicable: Lubricate Chassis Transmission/Transaxle Fluid Level Differential Fluid Level Power Steering Fluid Level Windshield Washer Fluid Level Battery Water Level Tire Pressure 	BATTERY CLEANING SERVICE	1.00	9.99

SERVICE COMMENTS	
QUALITY INSPECTION BY J. GORE CUSTOMER REQUESTED ANCILLARY SERVICE HAVE A GREAT DAY	GROSS SALES 49.98 NET SALES 49.98 SALES TAX 0.00 TOTAL 49.98 VISA ***** [REDACTED] 014638 018138

MESSAGES
 Recommend next service on 82586 miles.
 IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE
 CALL STORE MANAGER MARC PORTER (603) 382-1713

[Sign in](#) [Sign Up](#) [Welcome Shops & Dealers »](#)

[Find a Shop](#) | [Estimator](#) | [MyCar](#) | [Advice](#) | [Checklist \(0\)](#)



Get verified customer reviews for shops near Plaistow

RepairPal's independent, master mechanics track down the best of the best in auto repair. [Learn more »](#)

near [Find a Top Shop](#)

[Problem Reports » Recall to Reposition High Pressure Power Steering Hose \(change car\)](#)

[Share](#)

Q&A

Problem Reports

- [Most Reported](#)
- [Newest](#)
- [RepairPal Verified](#)

Recalls

Encyclopedia

Car Care Advice

Owners' Reviews

Blog

Car Problem Reports

Chrysler PT Cruiser Recall to Reposition High Pressure Power Steering Hose

(change car)

Chrysler PT Cruiser Problem

Model Years Affected: 2001, 2002, 2003, 2004, 2005

12 Reports

Suspension & Steering Affected: 2.4L 4 Cylinder

Me Too

Average Mileage: 98,742 mi (74,000 mi - 126,000 mi)

Verified

Certain 2001-2005 models were recalled because the high pressure power steering hose could contact the transaxle differential cover and wear prematurely, causing a fluid leak. A Damaged hose should be replaced and correctly routed to prevent future damage. For more information on this recall, please [click here](#)»

[Add to My Checklist](#)

[Find a Shop](#)

[Follow this Problem Report](#)

Visitor, 2001 Chrysler PT Cruiser, 79,000 mi

leaking from front end on passenger side was told it was ac also car is bumpy in reverse and motor shifts as if motor mount is out

[Flag This](#) [Like](#) | 1 person likes this

Visitor, 2002 Chrysler PT Cruiser, 116,000 mi

My 2002 Pt Cruiser is leaking power steering fluid. We recently just had the hose replaced however, we are still experiencing the same problem.

[Flag This](#) [Like](#)

Visitor, 2002 Chrysler PT Cruiser, 74,000 mi

Leaking no noise from power steering

[Flag This](#) [Like](#)

LGHTBRWN5GR, 2002 Chrysler PT Cruiser, 126,000 mi



Had this fixed by same shop 3 times since under warranty. Don't believe they are rerouting hose to prevent premature wear. Wonder if recall will be honored if praowned. Does anyone know?

[Flag This](#) [Like](#)

Ask a Question

- [Verified Quality Work](#)
- [Guaranteed Fair Prices](#)
- [Happy Customers](#)

What are Top Shops?

Real customer reviews of shops near you

Auto Care Plus
(603) 671-3430 | 20.2 mi | [Profile »](#)

Larson's Service, Inc.
(978) 986-3125 | 24.4 mi | [Profile »](#)

SPG Automotive Repair Inc
(978) 401-4143 | 24.7 mi | [Profile »](#)

Bob & Sons Automotive
(603) 236-7224 | 22.7 mi | [Profile »](#)

Autotech Automotive
(781) 352-3294 | 23.9 mi | [Profile »](#)

Accurate Automotive & Tire Warehouse
(781) 328-1720 | 23.5 mi | [Profile »](#)

Most Common Chrysler PT Cruiser Problems

[Multifunction Turn Signal Switch May Fail](#)

[Cleaner/Disinfectant Issued to Address Musty Odor in AC System](#)

[Recall to Reposition High Pressure Power Steering Hose](#)

[Software Updates for Powertrain Control Module Will Improve Shift Quality](#)

[Click Noise when Turning Steering Wheel](#)

[See more Chrysler PT Cruiser Problems »](#)

Visitor, 2004 Chrysler PT Cruiser, 102,000 mi

Just lost power steering completely today. I've had the 'whining' noise all winter. Had the noise last winter too, and 2 local shops said it because of the cold. Another said it was because of the PS pump, but even the new ones make the noise too. ??? Really???

Either way, no PS, taking it to my dad's friend who is a ASE certified Chrysler mechanic and he does the work on the side too ... hope to get this fixed relatively low cost.

Flag This Like

susie redfeet, 2003 Chrysler PT Cruiser, 111,200 mi



had the pressure hose changed twice already an now it still leaks

Flag This Like

Related Items:

high pressure power steering hose

REPLACE THE HOSE

Q&A > Chrysler > 2001 Chrysler PT Cruiser

I heard a loud squeeling under hood, then a little smoke then no power steering.

don't know what happened, is it belt, is it pump, can anyone give me an idea and how much it mig...

Q&A > Chrysler > 2002 Chrysler PT Cruiser

Power steering pump

I need to know if my car has a separate belt for the power steering pump. I was driving on the...

Q&A > Chrysler > 2005 Chrysler PT Cruiser

where is the power steering switch located

need to know where the power steering switch located

Q&A > Chrysler > 2001 Chrysler PT Cruiser

power steering rack

Power steering rack requires replacement what does this involve?

Q&A > Chrysler > 2002 Chrysler PT Cruiser

- Select Year -

See More Problems

Most Recent Chrysler PT Cruiser Problems

Software Updates for Powertrain Control Module Will Improve Shift Quality

Rattle Noise From Clutch

Rattle Noise From Clutch

Software Updates For Powertrain Control Module to Address Erroneous CEL

Recall to reposition high pressure power steering hose

Recall to reposition high pressure power steering hose

Cleaner/Disinfectant Issued to Address Musty Odor in AC System

Drive belt noise due to misalignment of drive belt pulleys

Door glass adjustment to correct various issues

Click Noise when Turning Steering Wheel

Recall to Reposition High Pressure Power Steering Hose

Multifunction Turn Signal Switch May Fail

Multifunction Turn Signal Switch May Fail

no heat the fan keeps running and wont allow to heat up.

Locked up WCM may cause engine cranking problems

Time to replace your car?

Used Cars New Cars

All

All

Within 30 miles of ZIP

Price Range \$0 to No Max

Find a Used Car

[Home](#) | [Find a Shop](#) | [Estimator](#) | [MyCar](#) | [Advice](#) | [Welcome Shops & Dealerships](#)

Follow Us

[About RepairPal](#) | [Mobile](#) | [Blog](#) | [FAQ](#) | [Feedback](#)

Repair Shops: [San Francisco](#) | [New York](#) | [San Diego](#) | [Chicago](#) | [Los Angeles](#) | [Denver](#) | [Dallas](#) | [Houston](#) | [Seattle](#) | [Las Vegas](#) | [San Jose](#) | [Miami](#) | [Sacramento](#)
Makes: [Ford](#) | [Toyota](#) | [Honda](#) | [Chevrolet](#) | [Dodge](#) | [BMW](#) | [Acura](#) | [Nissan](#) | [Volkswagen](#) | [Chrysler](#) | [Lexus](#) | [Mercury](#) | [Cadillac](#) | [Hyundai](#) | [Buick](#) | [Volvo](#) | [Audi](#)
Models: [Honda Accord](#) | [Toyota Camry](#) | [Honda Civic](#) | [Acura TL](#) | [Toyota Corolla](#) | [Ford Taurus](#) | [Volkswagen Jetta](#) | [BMW 325i](#) | [Ford Explorer](#) | [Ford Escort](#)
Auto Care Advice: [Auto Basics](#) | [Common Problems](#) | [Hints & Tips](#) | [How To's](#) | [Lifestyle](#) | [Owners' Stories](#) | [Q&A](#) | [Recalls](#) | [References](#) | [Troubleshooting](#)
Encyclopedia: [Brakes](#) | [Drivetrain](#) | [Electrical & Lights](#) | [Engine](#) | [Exhaust & Emissions](#) | [Heating & AC](#) | [Scheduled Maintenance](#) | [Suspension & Steering](#)

Use of this site is subject to express [Terms of Service](#) and [Privacy Policy](#).
By continuing past this page, you agree to abide by these terms. Copyright © 2013 RepairPal, Inc.



POST OFFICE
Plaistow, N.H.



Pt. Cruiser Damaged

[REDACTED]
[REDACTED]
Phais Tow NH [REDACTED]