

National Highway Traffic Safety Admin.
US Department of Transportation
Washington, DC 20590

OCT -8 2015

Safety Inspector
RE: Electrical problems with Chrysler PT Cruisers

Sept. 29 2015

We own a 2002 PT Cruiser with 100K + miles on it. My wife bought it because that is what she wanted.

About a month ago my wife and I went to dinner and after we left and turned the lights on we had NO LIGHTS other than our hazard lights. We had to drive 15 miles to get home. My son who is not certified and can not get one but works on cars checked the switch assembly out (lights/turn signals/windshield wiper and speed control) and found some shortage in the assembly. We tried to buy one but we were told that since it is the week-end we can not get one for 3 days. My wife starts at 5AM and needs her headlights, so I was forced to buy one after market assembly. My son installed and found out that some of the wiring coming from the assembly where bare. This wire harness comes from the steering wheel assembly unit and goes to a connection block under the dash board to the main wiring harness. My son had a spray that will insulate wirings so it is temporarily fixed. We need to buy a whole wiring harness which goes to the steering wheel but we have no money at this time. We knew what to do because my son and I are automotive inclined. But the next person and all of us hope that it is not a woman who is pregnant and smells some kind of an electrical burn but does not know what it is and keeps driving until the car gets on fire from the inside out Than we are looking at a major law suit. My son who has put some dealer ships service manager and head mechanics to shame because a ■ year old knew what the problem was and they would not listen, he repaired it and showed the dealer ship what it was. Two dealer ships will not get anymore our service. Some 40+ years ago I did this also to a GM dealer ship who would not listen in what was wrong. I don't buy anymore GM products. We definitely will not buy a Ford product, so the only thing after this is a foreign made product.

I hope that you can investigate this and send out a recall on all PT Cruisers because of electrical problems. If you need to contact me my phone is:

Cell phone [REDACTED] or my wife's E-Mail address: [REDACTED]

or write my home address is [REDACTED] Van Nuys Ca [REDACTED]

[REDACTED] ely:

Cc; Copy from letter to Chrysler enclosed

NAM
101315
SMD

Daimler Chrysler Motor Corporation
Customer Service
P.O.Box 21-8004
Auburn, MI. 48321-8004

Safety Inspector/Customer Service
RE: Problems with Electrical on PT Cruisers

Sept. 29 2015

I own a 2002 Chrysler PT Cruiser and have now over 100k miles on it. It was my wife's choice because of at that time her mother was handicapped. Now we have a problem with your electrical system. I was parked at a restaurant and when we left after dark I turned my lights and I had nothing, the only thing that I had where my emergency lights. I had to drive like that for 15 miles to get home. My son who is an auto mechanic who has put 3 dealerships service managers and several ASA approved car mechanics to shame while my son at that time was only [REDACTED] old and now still does not have a license not even to drive he can change a Honda engine/transmission and put a whole new one in less than 5 hours in our garage and does a wire tuck in a car and has changed 3 cars from a left hand to a right hand drive and get it state approved knows what he is doing.

My son checked out the headlight/windshield wiper/speed control assembly and found the headlight high/low and parking lights burned in the assembly cluster. We had to replace that assembly unit and get an after market item because two of your dealerships had to order it and it would have taken 3 days to get me one. My wife starts at 5 AM and needs the lights to get to work. We have the lights (hi-beam/fog lights and every thing else working but NOT the low beam or the automatic door locks. My son checked under the dashboard and found 3 wires at the connection block wiring cluster coming from the steering wheel bare (Burned) this is a safety issue and should be on a recall. My son had a spray to cover the bare wires but this only on a temporarily basis until we can buy a wiring harness. We don't like to take it to a dealer because we had also a heater problem in that same car 4 years ago. We took it to a Chrysler dealer and when we picked the car up the radio station was changed (I on purpose had set it on a classical station) and I tried to get it back to normal and all my setting back it would not do it the only station I could get was the station they had set it on. I went back to the dealer and he tried to get me to buy a better one because that radio is bad and had problems with when I brought it in. My son again looked at it, pulled the radio out checked it and put it back and it has been playing ever since and on all the station that we had it set on. So as you can see service departments are in a very bad light in our family. I had the first 25 years (1957 - 82) none of my cars serviced at dealerships because after I had it checked out at AAA to see what was wrong with my car and received a print out. I took it to a dealer and they tried to give me a repair estimate of \$500.00 in 1972 while I showed them after wards all what was needed they tried to sweet talk me. This dealership had a AAA award sign in the service dept. I went to AAA and showed them what they were trying to repair/replace on my car, they lost there AAA rating. Yes I have/had a service overhaul certificate from the state some 40+ years ago but never had it extended after 5years.

We had a Ford Bronco 11 and within the first 2K miles we had the dealer change twice the front shocks do 4 alignments and had 3 sets of front tires put on the car at NO cost to us. I told them that we have a lemon here and that all the Bronco 11s have the same problem they would not hear of it. I wrote the district

manager, never got a reply I wrote Ford Motor Car and they wrote me back that they would look into and 3 years later they admitted that they had a problem. We never bought another Ford. My son would not even work on a friends' car if he has a Ford. We own now a PT Cruiser and a second Dodge Dakota truck both of them have over 100K miles on it.

The wiring harness coming from the steering wheel cluster needs to be replaced as of this writing.

I will send a letter with the same problem to the National Highway Safety Transportation Board about the same problem of the PT Cruiser.

You can contact me at my phone [REDACTED] or use my wife's E-Mail address [REDACTED] or you can write to me at [REDACTED]

Van Nuys Ca. [REDACTED]

Hoping to hear from you. I sign:

[REDACTED]

Van Nuys CA

SANTA CLARITA CA 913

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BATTLE of NEW ORLEANS

The War of 1812

USA

FOREVER

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

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