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07/16/03

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To Whom It May Concern,

• Attached you will find:

1. Letter stating that over a period of two years the 1997 Dodge Grand caravan I purchased has cost me >\$11,000 in repair. In the body of the letter the conditions of poor design are stated.
2. A letter from Daimler Chrysler stating that the circumstances of my concern are due to design.

The disconcert that Chrysler has shown in their response, admitting the van is of poor design, is appalling. Why should the consumer suffer from this blatant robbery? Randolph (senior staff) of Daimler Chrysler calls the loss of \$11,000 an inconvenience. It probably is an inconvenience to a corporate officer, but to me it means numerous loans to keep the van running, so that I can support my family, in essence it is my livelihood. I am averaging \$1000, (including van note) a month, for a poorly designed van. I am a single mom, this is not what I expected when I purchased the car and definitely nothing I can afford.

The only positive affirmation is that there are no weapons involved, when Chrysler robbed me. I feel that Joe Macpherson Mazda could have worked with me to find a viable solution. Also Daimler Chrysler rather than try to brush me off with a cryptic note could have better responded to my needs. This is proof of lack of interest in the consumer or their needs.

There have been 5 torque converters put on the transmission since I purchased the vehicle. When the torque converter goes the vehicle shuts down. This has happened several times on the freeway with my children in the car. Other vehicles going at accelerated speeds have had to throw on their breaks, causing near catastrophes. These near misses have not resulted in injury or death, only by the grace of God. This vehicle is a potential death trap. I have contacted the Better Business Bureau and Consumer affairs. This car is being returned to you. I am unable to make the payments due to the absurd repair costs.



*Ammani*  
7/27/03

Copy:

Auto Nation Financial Services  
P.O. Box 4455  
Brington, MO 63044-0455

Joe Macpherson Mazda  
23A Auto Center Drive  
Turin Ca. 92782

Date of Contract	1/27/01
Vehicle description	97 Dodge Caravan
Vehicle identification number	1B4GP54L1VB240064

SCOPE

Much to my dismay I purchased a 97 Dodge Grand Caravan 2.5 years ago. Since this purchase I have spent \$11,919.88 in repairs, this does not include expense of missing work or retaining another vehicle during repairs. When I purchased the van I also purchased a warranty; of course none of the repairs listed in the chronology of events were under the warranty. The sticker price for the vehicle was \$16,000 dollars. I have paid \$489 a month and still have pay off app. \$14,000. How this has occurred I am not sure, I will also be copying the lending organization. I don't understand how this computes. 30 payments at \$489= \$14670.

I have depleted my 401K plan; at one time I had five different loans to pay off repairs on the van. I am a single mom and purchased the vehicle to commute back and forth to work. I am now suffering from chronic heart palpitations from the stress this van is giving me worrying about the expenses of the repairs. Some of the same repairs have been made numerous times. I have the oil changed every 3,000 miles religiously; currently the van overheats whenever I climb an incline. There are estimates for hundreds of dollars for the AC. There have been two recalls and I have experienced several programming defects that are in the computer, which need to be reprogrammed, these were both bulletin changes, these upgrades have cost me hundreds of dollars. I have a letter stating that some vehicles may have an intermittent interference condition between the radiator and fan blade. This is a design defect, which offers a newly designed part number. This design flaw has cost me several thousand dollars. Every year I have had to have the transmission rebuild, not to mention the brakes. How much of this expense is design flaw? My guess that there is a high probability that it is a large percent. It appears that the smallest gear in the torque converter is made of aluminum. This is the gear that takes the maximum strength, (torque) and should be hardened steel or at the least anodized for strength. It would be ludicrous to imagine that a mechanical engineer would consider designing such a integral part of the system, using an inferior metal, in the form of strength.

The Dodge Grand caravan is not a mother's dream it is a mother's nightmare. I have interviewed several van owners that have purchased Toyota's and they have only had the expense of normal preventative maintenance, such as oil changes, they have experienced none of the horror's I have. Is the Toyota van a better design? I have exhausted all of my resources, at this point I have several options and they are not very attractive:

- Declare bankruptcy and return the car.
- Let the vehicle become repossessed.
- Shoot myself
- Loose my house and sell off all of my possessions, I guess my family could live in the van, it not good for much else.

There is not a mechanic in town that doesn't cringe when they see my van coming. Several tow truck drivers told me that the Dodge Caravan is the most towed van in America.

**CHRONOLOGY OF EVENTS:**

<b>REAIR</b>	<b>COST</b>	<b>DATE</b>
Fan motor radiator	159.99	12/18/01
Water pump radiator hoses	258.29	4/13/02
T stat and T stat gasket replacement	161.50	6/5/02
Drums and breaks	415.08	4/20/02
Cooling Fan Relay	205.05	6/16/02
Brakes pads replace Two rotors, (partially under warranty)	65	8/6/02
Radiator Replaced	250	8/14/02
Transmission over hauled	2186.62	10/26/02
Automatic Transmission Fluid	93.03	4/07/01
Rear brakes	44.78	10/27/01
Break inspection	34.80	3/10/01
New master cylinder	418.28	3/15/01
Front break pads/air filter	176.96	6/01/01
Calipers front brakes rotors	286.42	8/3/01
Front break pads and rotors	193.48	9/22/01
Front brakes and rotors, (under warranty)	75.75	11/6/01
Resurfaced front brakes, adjust rear breaks	19.83	1/19/02
Oil pan leak, inspection hoses and water pump	19.83	3/14/02
Engine light stays on	19.83	3/9/02
Road test vehicle overheating		6/1/2
Transmission overhaul	2600	10/26/02
Tire lug nuts stripped	43	10/12/02
Replace serpentine belt	118	4/20/02
R and R Water pump and gasket	53.87	6/26/02



# DAIMLERCHRYSLER

July 9, 2003

DaimlerChrysler  
Motors Company LLC

[REDACTED]  
Perris, CA  
[REDACTED]  
Dear [REDACTED]

Thank you for your recent letter to DaimlerChrysler Motors Corporation.

We are sorry to learn of your dissatisfaction, and understand how this might cause you inconvenience or concern. The situation written about is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing or factory preparation. These are the only types of defects covered under the new-vehicle limited warranties. Therefore, there is nothing we can do to "fix" the situation described.

Thank you for allowing us the opportunity to review this matter with you.

Sincerely,



Rudolph  
Senior Staff  
Agent ID: 152