

NHTSA ccmMercury Routing Slip**Congressional**

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Doc Type: CNG

Address To: DOT/I

Referred By: NEC-110

Doc Date: 9/2/2003

Due Date: 9/24/2003

S10 #:

DOT/I #: 2003-2554

RMP #:

**Subject: LTR FM [REDACTED] (TX) RE PROBLEMS WITH HIS 1996 DODGE STRATUS AND ASKING
DAIMLER CHRYSLER TO INITIATE A RECALL. REPLY TO SENATOR KAY HUTCHISON AUSTIN TX OFC
ATTN JAMES ALDREDGE. DOT/I#2003-2554**

Ack Date:

Sign Office: EXTERNAL

AFFAIRS

Cleared Date:

File Loc:

Added By: ALEE x62870

Ack By:

Signature: BRENNER

Cleared By:

XREF File:

Modified By: SHOPSON

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

EXECUTIVE SECRETARIAT
2003 SEP 15 PM 4:25
NATIONAL HIGHWAY
SAFETY ADMIN.

Author:

Senator KAY HUTCHISON
UNITED STATES SENATOR

WASHINGTON, DC 20510 UNITED STATES

Tel: Fax: E-mail:

10040045

Assigned To	Task	Assign Date	Deadline	Returned Date
NVS-200	REPLY	9/15/2003		
NVS-010	INFORMATION	9/15/2003		9/15/2003
NOA-010	INFORMATION	9/15/2003		9/15/2003
NOA02	INFORMATION	9/15/2003		9/15/2003
NIA-110	INFORMATION	9/15/2003		9/15/2003
I10	INFORMATION	9/15/2003		9/15/2003
I20	INFORMATION	9/15/2003		9/15/2003

2003 SEP 16 PM 1:10

Michael
9/16/03

United States Senate

WASHINGTON, DC 20510-4304

September 2, 2003

RESPECTFULLY REFERRED:

Ms. Nicole Nason
Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
400 Seventh Street SW, Room 10408
Washington, DC 20590

Dear Ms. Nason:

The attached communication was forwarded to Senator Hutchison by a constituent who is concerned about a matter that falls within your agency's jurisdiction. I would appreciate it if appropriate inquiries could be initiated on this individual's behalf, and if a full response could be prepared for me to report to the constituent.

It would be very helpful if the attached were to accompany your response. In the event you require more information, please do not hesitate to contact me in Austin at 512/916-5834 or by fax at 512/916-5839.

Thank you for your courtesy.

PLEASE REPLY TO:

Office of Senator Kay Bailey Hutchison
Attention: James Aldredge
961 Federal Building
300 East Eighth Street
Austin, Texas 78701

Enclosure

ES03-006749

2003-2554

Sibley, Joyce (Hutchison)

From: Senator Hutchison
Sent: Tuesday, August 26, 2003 10:42 AM
To: Sibley, Joyce (Hutchison)
Subject: FW: www_email

-----Original Message-----

From: nobody@www.senate.gov [mailto:nobody@www.senate.gov]
Sent: Monday, August 25, 2003 1:04 AM
To: Senator Hutchison
Subject: www_email

<Prefix>Mr.</Prefix>
<FirstName>[REDACTED]</FirstName>
<LastName>[REDACTED]</LastName>
<Address1>[REDACTED]</Address1>
<Address2></Address2>
<City>Houston</City>
<State>TX</State>
<Zip>[REDACTED]</Zip>
<HomePhone>[REDACTED]</HomePhone>
<WorkPhone></WorkPhone>
<Email>[REDACTED]</Email>
<Subject>Transportation</Subject>
<MessageBody>[REDACTED]

[REDACTED]
Houston, Texas [REDACTED]
[REDACTED]
[REDACTED]

Dieter Zetsche, Chairman, DaimlerChrysler Corp., 1000 Chrysler Dr Auburn Hills MI 4832	Dodge Customer Assistance Cntr P.O. Box 21-8004 Auburn Hills, MI 48321-8004
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The Honorable John Abney Culberson 1728 Longworth BUILDING Washington, D.C. 20515	John Cornyn (R-TX) Class II 517 HART SENATE OFFICE WASHINGTON DC 20510
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Kay Hutchison (R - TX) Customer Arbitration Class I 284 RUSSELL SENATE OFFICE BUILDING WASHINGTON DC 20510	Chrysler Box 1919 Detroit MI 48208
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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590

August 24, 2003

To Whom It May Concern,

My name is [REDACTED], and I am a twenty-four year old father of three who is currently receiving Social Security. I am writing this letter today because I am having some problems with my 1996 Dodge Stratus (Vin# 1B3EU46X5TN[REDACTED]). The types of problems that I

am having consists of air conditioning leaks, electrical circuits that malfunction, transmission troubles, premature brake wear, head gasket problems, and poor driveability. Chrysler Motor Corporation prides itself as representing value, quality, durability and reliability, but I can't seem to see that as a true statement with all of my current problems. I could not believe all the problems that I am having with this vehicle at one given time so I decided to research my difficulties on the internet and I found that I am not the only one with these same issues. If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, the manufacturer must fix it at no cost to the owner. My complaint is the first step in the process. I am asking the manufacturer to conduct a recall. If the manufacturer does not initiate a recall, the government can and should order the manufacturer to initiate a recall. I feel that DaimlerChrysler Corp should be held responsible for my repairs due to circumstances caused by shoddy parts and quality. So far I have replaced the timing belt, hydraulic tensioner, water pump, alternator, alternator belt, rotors, brake shoes, rear wheel cylinders, pcv valve, dryer, ac compressor, tires, all filters, and fluids. I am in dyer need of a exhaust manifold, windshield, struts, shocks, steering wheel, head gasket. Also, I am experiencing steering wheel oscillation/vibration above 50 mph, rough ride on road with irregular surface & bottoming out on pothole, erratic idle, performance loss, overheats in traffic &/or A/C becomes inoperative, warm-up sag, hesitation & driveway die out, rear grid defogger indicator light malfunctions, inside lights work improperly, erratic, late or harsh automatic transmission shifts, frequency rumble or gear noise from front between 50 & 70 mph, musty odor and defroster fails to clear glass. As it appears I need a lot of work and being low income I need help.

Sincerely,


</MessageBody>

<AddressTo>General</AddressTo>

2003 Senate Report - Governmental Affairs 12-Sep-03
Correspondence Control Sheet (I-10), Room 10408

Control Number: 2003 — 2554

Date DOT Received: 9/9/2003

Date DOT Entered: 9/9/2003

Member's Date: 9/2/2003

Member Last Name: Hutchlson

Member First Name: Kay Bailey

Member Organization: United States Senator

Address1: 961 Federal Building

Address2: 300 East Eighth Street

City: Austin

State: TX

Zip: 78701

Constituent File Name: [REDACTED]

Constituent Date: 8/26/2003

Action Office: National Highway Traffic Safety
Administration

Subject: 1996 Dodge Stratus

Action Office Code: NHTSA

Due Date: 9 /26/2003

Member Contact: Joyce Sibley

Member Contact Phone: (512) 916-5834

Pending: Yes

Closed Date:

Remarks:

Direct Reply/Comeback Copy: Yes

Congressional Affairs Contact: Maria Harrison at (202) 366-4573

EXECUTIVE SECRETARIAT
SEP 15 P 12:12
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.