

DAIMLERCHRYSLER

RECEIVED
OCT - 4 2004
ATTORNEY GENERAL
DaimlerChrysler OFFICE
Motors Corporation

October 1, 2004

Dennis Poor
Consumer Service Specialist
Washington Attorney General Office
900 Fourth Avenue, Suite 2000
Seattle, WA, 98164-1012

*Add to
10087542*

Re: [REDACTED]
File #: 220607
Vin: 1J4FJ68SXTL [REDACTED]

Dear Mr. Poor:

After careful review of the vehicle's warranty history, we are unable to conclude that DaimlerChrysler is responsible for any further out of warranty gesture of goodwill repairs.

This vehicle had a 3 year/36,000 miles warranty, whichever came first. Previously, the customer did receive an out of warranty gesture of goodwill, reimbursement check for \$3,000.18 from the DaimlerChrysler Customer Relations Department.

At the time of our past dealings with the customer, there was a frame recall campaign for specific right hand drive Jeep models. The subject vehicle is a left hand drive model and therefore, does not meet the recall requirements.

Furthermore, the customer's vehicle has been involved in an accident with damage declined from his insurance company. (See copy of letter attachment)

The customers request for any further DaimlerChrysler out of warranty participation is declined. Should you have any further questions please contact me at 866-337-7515 x3317.

Regards,

Ron Dykes
Seattle Service District Manager

cc: DaimlerChrysler Customer Relations Dept; Michigan
West Business Center - BJ1

*MAR
aef
11/3/04*

DaimlerChrysler Motors Corporation
7700 Irvine Center Drive CIMS 905-02-00
3rd Floor
Irvine, CA, USA 92618-2924

██████████
██████████
Seattle, Washington ██████████

Phone: ██████████

New Address:

██████████
Lake Stevens, WA ██████████

Phone: ██████████

Email: ██████████

Vehicle owned: 1996 Jeep Cherokee Sport 4 dr – 4.0liter eng.

Vehicle VIN# 1J4FJ68SXTL ██████████

Customer Dissatisfaction Department

C/o operations manager

P.O. Box 1040

St. Charles, MO

63302-1040

File # 110542263 & 12536433

Dear Sirs,

Since this problem in March 2003, I have found new cracks in the frame 2” from the repair job that town and country jeep dealer did last year. The bid cost to repair the car is enclosed and the cost of renting a car for when the dealership why they inspected it and waited for the local Chrysler rep to take a look at it is also enclosed. I called you on the phone and you told me you would not pay for the costs of repairing this car or my other expenses.

If I do not get this problem that was not my fault, paid for, I will be contacting the state and US attorney general, the NSTB, and the National Highway Traffic Safety Administrators offices to start a recall on all the jeep Cherokees involved with this problem. I also will be posting my feedback on this car and its problems on the internet.

This car fault and repair is not any of my doing and if you do not take the necessary steps to correct it, I will take the right ones to get my car fixed or corrected.

This will be the last Chrysler product I ever buy if this is not resolved.

ESTIMATE BY TOWN AND COUNTRY TO REPAIR FRAME RAIL	\$2333.87
CAR RENTAL EXPENSES	\$352.64

██████████

I bought my 1996 Jeep Cherokee Sport in December of 1997 from Town and Country Jeep dealer in Seattle, Washington. Last September of 2002, my Steering gear box bolts broke and I had to have the car towed and repaired by Salmon's service center in Seattle for the broken steering. On March 6th of this year the same exact steering gear box bolts broke and had it towed to the same repair shop in Seattle and the found that not only the same bolts broke on the steering gear box, but the their were several cracks in the drivers side frame rail and I had it towed to Town and Country Jeep dealer body shop where the found that there was a recall on this problem on this year of Jeep Cherokee sports, and my problems on my car were exactly as the recall form(which is included) states.

Town and Country said that my VIN# car was not included in the recall and that they would not pay for the repairs and expenses of my car, of which I have included the receipts and the expenses are highlighted:

First steering repair from Salmons service center 9/2002 -	\$ 310.62
Rental car expense for that day 9/2002:	\$ 46.82
Town and country body shop repairs 3/2003	\$1493.50
Car rental expenses for 3/2002	\$1045.01
 Total expenses:	 \$2895.95

This does not include towing expenses, which should be covered by my insurance company.

You can contact my insurance agent on this case, Ryan Aslakson at 425-806-4191 or email at Ryan.Aslakson@NorthPacificInsurance.com

Or my insurance investigator, Dave Rice-Reynolds at 253-826-5066 or email at david.rice-reynolds@northpacificinsurance.com. They worked on my case in this investigation and can answer questions on the problem.

I am submitting for a claim for my expenses for the costs involved in this problem with my car, which is exactly like the recall for the other jeeps in my year. This problem has been very serious for me as both times my steering broke I was going very slow to turn and I was not injured. If my steering had broken at a higher speed, it could have been a much more serious situation to anyone involved or even a fatality.

If you have any other questions or concerns, call or email me at the addresses above.

Your company's reaction on this will influence my car purchasing decisions in the future and my recommendations of your companies products to other people.

Thank you,

