

November 15, 2004

National Highway Traffic Administration
Administrator
400 Seventh Street, S.W.
Washington, DC 20590

Administrator

Please review the enclosed materials about our recent recall. I would like to add the following.

In the future if you institute a recall and the next generation of cars has the same defect you could most likely save lives. Our car missed the original recall by two months, and was equipped with the same problems as the first recall. We were all ready experiencing the same exact problems but they refused to repair our car until the next recall was issued.

That means for over a year we have been driving what we now feel was an unsafe car. If the company did not fix the exact problem on the next generation of cars why did you not include the repairs for all makes and models with the original fault. The same faulty part placed into the next generation car equals the same problem for consumers.

Further as you will read in the enclosed documents they now try to circumvent the recall and force consumers to pay for an inspection, and repairs for *THE CLOCK SPRING* in question. I consider the breakdown of the cruise control to be a very serious issue and hope you will make sure the recall addresses and includes the same related problem and that dealers are not allowed to skirt the issue. They showed me a recall directive from Chrysler that seemed to allow them to not repair the related problems to this recall. It made little sense to me or the other people they turned down that day.

Sincerely yours,

EXECUTIVE SECRETARIAT
NOV 29 11:58
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

Jason
11/2/04

St. Louis, Illinois

November 10, 2004

Gregory Dodge and Dodge Detroit

Our 199 Dodge Caravan has been experiencing problems with our horn, cruise control and steering wheel radio controls. We knew of the first recall that supposedly addressed these concerns but our car missed by a few months, even though the mechanism in the first recall was the same as ours.

We were pleased when we received a notice that the recall was expanded and now included our car as well.

I brought the car in today service number # D0CS55151 tag #882. I was told that even though we have the problem that was specifically outlined in the recall, the repair today would not fix our problem due to the wording of your recall notice in the service guidelines give by Dodge. When I read the details provided to the service department it made little sense to me.

Further if I wanted them find and fix the problem it would cost me \$98 for a further inspection plus the parts and time to fix the problem. I was, to say the least, not happy. This comes across to me as nothing short of double talk and not the proper way to fix an obvious recall problem. I have all three problems relating to the recall yet they would not fix it under the recall notice.

I told the service man to go ahead however since I was there to try to fix it. He told me it was most likely the clock spring (the specific part under the recall) and even if it was he **DID NOT HAVE IT IN STOCK ANYWAY!** Here I am for a recall (along with at least three other people that had the same notice while I was there), with a scheduled appointment and you do not even have the part in question to fix the recall in stock.

There is a reason why people make fun of American cars and dealerships, and this is it exactly. You have a recall, you do not fix the problem in the recall due to double talk, and you do not have the part in stock to fix the problem anyway.

Also while a very nice person checked me in, I did not appreciate him smoking behind the desk, and telling me how awful the dealership was and that he is now the only person to do all of the intakes instead of what was before three people (*he was extremely over worked doing this all by himself*). He could not wait for the owner to come in to complain to him himself.

He also told me that the person who did the inspection was not the regular person since he did not show up today, and that perhaps the substitute person did not understand the recall or in stock parts.

I was also not pleased to see the nearby cashier jumping up from her desk and furiously spraying Raid bug spray (which she has to keep nearby) all around her desk area. It makes me wonder what is crawling around the shop area and can get into clients cars as well.

As an aside, the letter given with the receipt written to your "valued customers" asks us not to fill out the survey card unless we are 100% satisfied or it might hurt the "excellent resale value of our car." Sorry, but don't you really mean the *dealers* reputation gets hurt? How will you get true surveys if you scare clients about car values and have them call back before they fill out a survey card. What good is a survey card that is biased from the start?

Sincerely,

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**