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[REDACTED]
Ambridge, PA
Phone [REDACTED]

2004 DEC -3 PM 4:59

November 13, 2004

Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Subject: 1998 Chrysler Concord LXI
VIN - 2C3HD46J6WH [REDACTED]
Loss of vehicle hood cowl panel while driving.

Saturday, November 6, 2004, about 3 pm, I was driving, between 60 and 65 miles per hour, on route 79, going north about 30 miles from Pittsburgh, when suddenly a large black object flew against my front wind shield, and over the car roof. My passengers and I were shocked. We had no idea what the object was and, never suspecting it was a part from my car, I kept on driving. When I reached my destination I looked at the hood and the vinyl cowl panel was gone. At a closer look, there were no signs of vandalism, scratches, or other markings on the hood, furthermore all 7 original cowl panel fastening steel clips were undisturbed.

Knowing that my car is six years old, driven less than 70,000 miles, very well maintained, never abused, and normally kept in my garage; I can only believe this happened as a result of a defective cowl panel, or it's poor design. I now wonder if I can expect other vinyl components on this vehicle to be disconnected under the normal stress of driving wind pressures.

This particular problem is very dangerous, and can cause deadly accidents on crowded highways, most of the times unbeknownst to the driver who's car cowl panel, or other vinyl components came flying off while driving.

Monday, November 8, 2004, I called my dealer's service department to have a new hood cowl installed, warn them of this very dangerous problem, and also to find out what could have caused this problem. I was advised to call your office, which I did. I talked to Ms. Laura who identified her self as a senior representative. Following a long inconclusive discussion, Ms. Laura said she couldn't do anything for me, because at this time, her computer showed no recalls of this item, and I didn't have a diagnosis of the problem from my dealer's service manager.

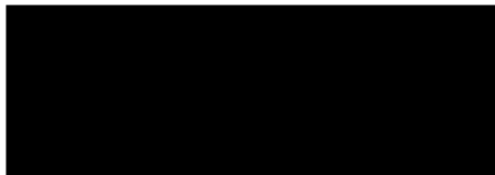
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interior product or inadequate design. I am requesting that I be reimbursed

Tuesday, November 9, 2004, before I had the car repaired, I requested the service manager, Mr. Rich Aiello, to inspect the hood, and verify that there were no indications of abuse, scratches, or markings indicating cause for the problem. Mr. Aiello very carefully inspected the hood and determined he couldn't see any thing unusual that would cause this problem. He told me he hasn't seen any thing like this before, and would back me up with his observation.

Since this was not the result of wear and tear, and was obviously due to **inferior product or inadequate design**, I am requesting that I be reimbursed the sum of \$210. 79 (two hundred ten dollars and 79 cents) for the new part and it's installation, which was performed by your dealer "Chrysler Jeep West".

Furthermore, being this a serious safety problem, by copy of this letter I am reporting it for further investigation to the NHTSA, US Dept. of Transportation.



cc

→ NHTSA, US Department of Transportation
Washington, DC 20590

Chrysler Jeep West
5408 University Boulevard
Moon Township, PA 15108

Attention: Mr. Rich Aiello