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DEC 21 PM 12:52

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL
BUREAU OF CONSUMER PROTECTION

GERALD J. PAPPERT
ATTORNEY GENERAL

Rec'd
Office of Attorney General
NOV 29 2004

Pittsburgh Regional Office
6th Floor, Manor Building
Pittsburgh, PA 15219
(412) 565-5135

November 15, 2004

Butler, PA

Ref: Daimler Chrysler, C-006913-2004

Dear

Your correspondence regarding the above matter appears to come within the jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint we believe that your problem will be handled by the agency who is primarily responsible for dealing with these kinds of problems.

Please direct any further inquiries about this matter to that office.

If you would like more information on this referral, please feel free to contact our office.

Very truly yours,

John Tokarczyk
Agent Supervisor

lmf
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cc:

Department of Transportation
Auto Safety Division
Office of Defects Investigation
400 - 7th Street, SW
Washington, DC

John
4/11/05

Consumers

From: Thursday, October 28, 2004 10:37 PM
Sent: Consumers
To: BCP Online Complaint Form submission
Subject:

391/90097

C-006913-2004

Bureau of Consumer Protection - Online Complaint Form submission

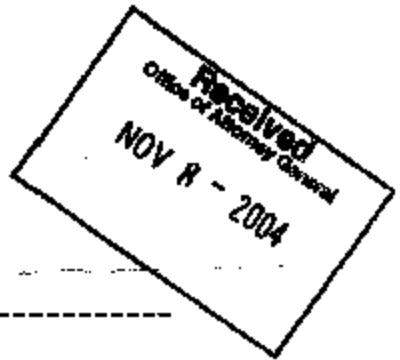
Your age group:.....Not Selected, 45-59

Name:.....
Address:.....
City:.....Buter
County:.....Butler
State:.....PA
Zip:.....
Home telephone number:.....
Daytime telephone number:.....() -
Email:.....

Name of Business Complaint is Against:.....Daimler Chrysler
Name of owner or other individual to whom you complained:.....M. R. Porterfield
Address:.....PO Box 21-8004
City:.....Auburn Hill
County:.....
State:.....MI
Zip:.....48321-8004
Company telephone number:.....(800) 992-1997
Product or Service purchased:.....1999 Dodge Dakota
Date of purchase:.....2003
Purchase price:.....18,000

To what other agencies have you complained?:.....n/a
What action was taken?:.....n/a
Have you retained an attorney?:.....no

Attorney's name, address and telephone number
Name:.....
Address:.....
City:.....
County:.....
State:.....PA
Zip:.....
Telephone number:.....() -



Have you filed a court action?:.....no
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happened, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will

support your claim:

My son was involved in a head on collision with a telephone pole in Sept 2004. The air bag did not go off and the seat belt did not work. I reported it to Daimler Chrysler. They sent out Mr. Porterfield. He performed a check of the air bag system and inspected the seat belt. They have sent me a letter stating that the parameters for the air bag were not met, but will not say anything about the seat belt. I have sent them e-mails about the seat belt and still they will not respond to my request. All they will say is, "Complete Information regarding your Dakota's safety restraint systems can be found in your Owner's Manual."

What would you like the business to do to settle your complaint?

I to this day think the air bag should have gone off. There was over \$7,400 in damage to the truck. What are the parameters for the air bag? What does it take for the air bags to go off? Why did the seat belt not work? Is this a problem with Daimler Chrysler products.
