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EXECUTIVE SECRET

2005 JAN 27 PM 10:03

2005 JAN 26 P L

01-14-05

TO WHOM IT MAY CONCERN

NATIONAL TRUCK
TRAFFIC S. 2777

I AM WRITING THIS LETTER TO COMPLAIN ABOUT CHRYSLER CORPORATION AND THEIR COMPLETE DISREGARD FOR MY SAFETY. I OWN A 2001 DODGE DURANGO THAT IS INVOLVED IN THEIR SAFETY RECALL FOR FAULTY FRONT SUSPENSION. IT IS MY UNDERSTANDING THAT THIS IS A SERIOUS CONDITION THAT COULD RESULT IN STEERING FAILURE OR THE LOSS OF A FRONT WHEEL WHILE DRIVING THE VEHICLE. I RECEIVED THE RECALL NOTICE ON JANUARY 3, 2005, AND IMMEDIATELY CALLED THE DEALER, SCHROEDER MOTORS, 2149 E. NAPIER AVE., BENTON HARBOR, MICHIGAN TO GET MY VEHICLE REPAIRED. I WAS TOLD THAT THE EARLIEST APPOINTMENT OPENING WAS ON WEDNESDAY, JANUARY 12TH. I DECIDED NOT TO DRIVE THE VEHICLE UNTIL IT WAS REPAIRED. ON TUESDAY, JANUARY 11TH LATE IN THE AFTERNOON THE DEALER (SCHROEDER MOTORS) CALLED TO CANCEL MY APPOINTMENT BECAUSE THEY "DIDN'T HAVE THE PARTS IN STOCK" AND COULDN'T SAY WHEN THEY WOULD HAVE THEM, ONLY THAT THEY WOULD CALL TO RESCHEDULE WHEN THE PARTS BECOME AVAILABLE. I NEXT CALLED THE DAIMLER CHRYSLER "CUSTOMER SERVICE" LINE TO COMPLAIN, ONLY TO BE TOLD BY RHEA, THE PERSON I TALKED TO, THAT THERE WAS "NOTHING SHE COULD DO" WHY EVEN

Jen
4/31/05

BOTHER TO OFFER A CUSTOMER SERVICE
LINE AT ALL! THE BOTTOM OF THE RECALL
NOTICE READS AS FOLLOWS:

WE'RE SORRY FOR ANY INCONVENIENCE, BUT
WE ARE SINCERELY CONCERNED ABOUT YOUR
SAFETY. THANK YOU FOR YOUR PROMPT
ATTENTION TO THIS MATTER. EXCUSE ME
IF I DOUBT THEIR CONCERN ABOUT ANYTHING
BUT THE ALMIGHTY DOLLAR! I AM NOW
MAKING ARRANGEMENTS FOR OTHER TRANSPORTATION
TO GET TO CHICAGO SO I DON'T HAVE TO
CANCEL MY VACATION PLANS WHILE I WAIT
FOR SCHRÖDER MOTORS TO FIND THE PARTS AND
THE TIME TO REPAIR MY DURANGO, WHICH SITS
IN MY DRIVEWAY, UNSAFE TO DRIVE —
I WOULD APPRECIATE YOUR ATTENTION TO THIS
MATTER

SINCERELY,

DOWAGIAC, MI