



State of Wisconsin
Jim Doyle, Governor

10110997

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

November 19, 2004

DAIMLER-CHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

RE: **File 444829** (*Refer to this number when contacting our agency*)

DEER PARK WI

Dear Sir/Madam:

I received a complaint from _____ concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to _____ and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

COPY

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

NAR
aax
12/13/04

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

Moore, Tom S DATCP

From:
To: hotline@datcp.state.wi.us
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection

Date Sent: 11-12-2004

Your Information

Name:
Email Address:
Address:
P.O. Box:
City/State: Deer Park, WI
Zip Code:
County: St. Croix
Home Phone:
Work Phone:
Phone me between 8:00 a.m. and 4:00 p.m. at: Home
Best time to call: anytime

Information about the business your complaint is against:

Business Name: Chrysler Motors
Business Address:
Address Line 2:
City/State: , none
Zip Code:
County:
Phone:
Name of the person you talked to: null
Time of the person you talked to:
What product or service did you buy?: 1996 Dodge Van

Information About Your Complaint:

Which of the following best describes your first contact with the business?: I telephoned the business
When did contact first occur?: 11/12/04
How old is the person who had contact with the business?: 18-64
Was the item advertised?: Not Advertised
When:
Where: Valley Auto
Contract Number:
Amount paid:
Amount paid by: Select one
Where did you pay the business?: Select one
Did you contact the business about your complaint?: no

Please describe your complaint:

Chrysler should have a recall on vans pertaining to their strut towers. We have one in a Chrysler Service center now and the towers are completely rusted through. The dealer will not release the vehicle until they fix it with kit from Chrysler

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which they released a "technical bulletin" on to dealers on how to fix the problem. The dealer said it is a big safety issue and are charging us \$650.00 to fix. This is not fair to the general public and could be causing deaths.

How do you feel this complaint should be resolved?

Some authority needs to contact Chrysler for the general public about this unsafe situation.