

DaimlerChrysler
P.O. Box 610207
Port Huron, MI 48061-0207
Re: 2002 PT Cruiser VIN# 2T277748
CC: National Highway Traffic Safety Administration

10111000

2005

December 23, 2004

To whom it may concern,

I would like to thank you for sending me the letter regarding the problem with the power steering pressure hose on my 2002 PT Cruiser. I have had numerous power steering failures since I bought the car in November 2001. The first time I experienced this was on August 12, 2002. My steering locked and the car stopped in the middle of the road. I saw smoke coming out of my hood and was extremely scared. I called Chrysler roadside assistance in order to get a tow to the nearest Chrysler repair center. Enclosed is a copy of the repairs La Brea Chrysler made on the car. No cost was incurred because the car was under warranty. However, I did have to pay for a rental car because I didn't get my car back until August 14, 2002.

On August 15, 2003 the steering locked on me again, but this time I was on the freeway driving approximately 65 mph. Once again I called La Brea Chrysler and towed the car in. This time Chrysler provided me with a rental car because they didn't know how long the repairs were going to take. I got my car back on August 16, 2002. Again, no cost was incurred since the car was under warranty.

Between August 16, 2002 and January 31, 2003 the steering wheel did not lock, but I would hear loud noises from my steering wheel when I would make turns. I then decided to take my car to Westoaks Chrysler, which is where I had bought it. I told the technician the problem and gave him the history of the recent breakdowns. After looking at the car, they told me it still needed some repairs. At this point, I was exasperated. They repaired the car and gave it back to me on February 3, 2003. No cost was incurred due to the fact that my car was still under warranty. However, I did have to rent a car for 3 days.

Unfortunately, the loud noises never ceased, so I took it back to Westoaks once again. By this time I had 43,068 miles on my car and was over the warranty. I was told I would have to pay a \$100 deductible. I tried to explain to the same technician that this was a pre-existing condition and that they shouldn't be charging me, but he refused to consider it, even though I showed him previous receipts. The repairs took 2 days.

In November 2004, I received a recall notice from DaimlerChrysler, regarding the power steering pressure hose. I took the car in for the recall on December 13, 2004. I have been dealing with this problem for 3 years now and what is ironic is that the car is only 3 years old. I have wasted numerous hours either arguing with technicians, or figuring out what to do without a car, and frankly, wondering about my safety. There is nothing scarier than losing power in your steering in the middle of the freeway. I think Chrysler should compensate me for all the trouble that I've gone through because of a problem Chrysler created and was unable to resolve. My family and I have been long time Chrysler owners, and would appreciate something a little more than just a straight reimbursement for our expenses on the repairs. At the very least, I should be reimbursed for the \$100 deductible, the 5 days in car rental fees and compensated for 3 years of frustration and extreme inconvenience. Thank you for your consideration.

Sincerely,

North Hollywood, Ca

NAR
a & s
1/23/05

**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).**