

10111052

Alexandria, Virginia
December 6, 2004

Service Manager
Fair Oaks Dodge
10407 Lee Highway
Fairfax, Virginia 22030

COPY

Dear Sir:

1.) On November 23, 2004, I had my car serviced at your facility. Despite my careful typing of instructions as to what I wanted done [ATTACHMENT 1], a number of these were apparently ignored:

INSTRUCTIONS:

- Complete chassis lubrication, including front & rear suspension upper ball joints.
- Change oil and filter
- Replace coolant and inspect hoses
- Rotate tires
- Inspect & Adjust drive belt tension if necessary. All drive belts previously replaced at 70,000 miles.
- Check PCV valve and air filter - both previously replaced at 90,000 mile service
- Replace spark plugs & Ignition Cables (save old parts)
- Check Battery

RESULTS:

- Done
- Done
- Coolant not replaced
Recommended hose repin't
- Done
- Not Done Recommended drive belt replacement
- Not done
- Old Parts Not Saved
- Not done

2.) I made the appointment for service the week before and requested the mechanic who has done an outstanding job servicing my vehicle at your dealership in the past, Mr. Tim Creedy. In fact, the only reason I go to the trouble of taking my car to Fair Oaks Dodge is to utilize Mr. Creedy's expertise. I have great confidence in his judgment. He was not assigned to work on my car.

3.) Since the installation of the transaxle floor shifter ignition/park interlock recall, the power top switch on my console does not seat properly.

NAR
ABG
1/10/05

4.) There appears to be a vast gulf between the routine preventive maintenance recommended by your dealership and the routine preventive maintenance indicated in the owners manual

DEALER RECOMMENDATION:

Fuel Induction System Service
Flush Brake System
Power Steering flush
Replace cap and rotor
Replace timing belt
Change Oil & Filter @ 3000 mi.

MANUFACTURER RECOMMENDATION:

None
None
None
None
None
Change Oil & Filter @ 7500 mi

I called the service advisor last week to inquire as to why many of my items were not addressed. He quickly handed me off to another individual who promised to investigate and call back. I'm still waiting for the call. I can see that the Chrysler Corporation "5 Star Dealership" is a meaningless designation.

Exactly one week after paying \$1397.18 to have my car serviced at 100,000 miles, the "Service Engine Soon" light energized on my dashboard. Every time I drive my car, I look at this light and am reminded of the worst service I have ever received in my 39 years of driving.

Sincerely yours,

/ attachments /

Copy to:

U.S. Department of Transportation, National Highway Traffic Safety Administration
NSA-10.01
400 7th Street, SW
Washington, D.C. 20590

U.S. Damilar Chrysler Motors Corporation Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

November 23, 2004

Alexandria, Virginia

1999 Chrysler Sebring Jxi [Green, Tan Interior & Top] Virginia Tag #

- 1.) Please install the safety recall fix for the transaxle floor shifter ignition/park interlock. The key in my vehicle currently can be removed when the floor-mounted shifter is in other than the Park position.

- 2.) There is a pronounced groan in the front end of the car when I take a hard right turn [more pronounced when the car is going downhill] or very fast braking. Initially an intermittent problem, but is now occurring with more regularity. So far, this does not seem to affect the maneuverability of the car, however, I would appreciate it if you would check this out to see if there is any potential safety problem.

- 3.) Please perform 100,000 mile maintenance, to include:
 - Complete chassis lubrication, including front & rear suspension upper ball joints. Change oil and filter.....per \$ 24.95 coupon attached.
 - Replace coolant and inspect hoses.....per \$39.95 coupon attached. Coolant last replaced at 70,000 miles.
 - Rotate tires, but do not balance.
 - Inspect & Adjust drive belt tension if necessary. All drive belts previously replaced at 70,000 miles.
 - Check PCV valve and air filter - both previously replaced at 90,000 mile service
 - Replace spark plugs & Ignition Cables (save old parts)
 - Battery is original battery -- never a problem. Please check.

Everything else seems OK. Please call and let me know what the front end groaning problem is and estimate of repairs. Please call if any other questions, problems or unanticipated expenses.

THANK YOU

**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).**