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January 31, 2005

U.S. Department of Transportation,
National Highway Traffic Safety Administration
Office of Defects Investigation
NSA-10.01, 400 th Street, SW
Washington, DC 20590

2005 FEB 16 PM 10:03

Dear NHTSA,

I wanted to register a complaint with you.

I purchased a 2000 Plymouth Voyager SE mini-van in November of 2000. In early 2004 (around May) the van started emitting a horrible, horrible odor from the ac/heating vents. My van had approximately 39,000 miles on it at that time. The odor continued to worsen to the point I could hardly drive my van for any length of time. I know it cannot be healthy to breathe.

Throughout the summer months my air-conditioner was not cooling properly and stopped cooling altogether in August. In addition, I could see smoke like vapors coming out of the ac vents.

On September 20, 2004 I took my van to an air conditioning repair shop. I was told the "evaporator was leaking" and further it is rare for a vehicle with that low of mileage and age to have that kind of problem.

The cost to repair the air conditioner would be about \$1,500.00 to \$2,000.00!

I feel the air conditioning system is defective and I wanted to file my complaint in the event other Plymouth Voyager owners are experiencing this same costly defect. So far I have been unable to have mine repaired.

Thank you for your assistance in this matter.

Sincerely,

Ft. Worth, Tx

P.S. I called the dealership to inquire about the possible causes of the horrible odor and was told the same thing that it is unlikely that it would be the evaporator leaking due to the age and miles on the car. Unfortunately it is the costly evaporator leaking.

Margaret
2/17/05

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THE FREEDOM OF INFORMATION
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