



RICHARD J. CODEY
Acting Governor

10113411

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service & Intake Center
124 Halsey Street, 3rd Floor, Newark, NJ 07102



PETER C. HARVEY
Attorney General

JEFFREY BURSTEIN
Acting Director

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

January 28, 2005

Willingboro, NJ

Re: Daimler Chrysler
File No.: [REDACTED]

Dear Sir/Madam:

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

National Highway Traffic Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590
(888) 324-4236

All future correspondence, including inquiries and copies of additional documents should be addressed to them.

Sincerely,

Patricia D. Pate

Patricia D. Pate
Supervisor
Consumer Service Center

PDP:ss
CSC11B.frm

*M. M. [unclear]
3/2/05*

Willingboro, NJ

December 27, 2004

RE: 1997 Plymouth Neon

Daimler-Chrysler

P.O. Box 610207

Port Huron, MI 48061-0207

To Whom it May Concern:

I am the owner of a 1997 purple Plymouth Neon. I purchased said vehicle in 1999 and have recently found that the paint used to paint my Neon, is without a doubt, defective. My Neon has developed areas in which the paint is peeling off in alarmingly large patches with no known cause. I cannot advise why the adhesion of the paint to either the primer or the vehicle is faulty, but it is by no means disputable that it is, in fact, defective. This defect will serve to cost me hundreds of dollars in either obtaining a new paint job, or in receiving less than reasonable trade-in-value when I decide to purchase a new vehicle. I have taken excellent care of my vehicle and respectfully request that its defect be corrected by means of a new exterior paint job.

I would like to be able to recommend you company to others, and would also like to keep your company in mind when the time comes for me to purchase a new vehicle. I hope that the appreciation you have for your customers will be demonstrated by your company's willingness to do the right thing and correct the above-mentioned defect. Please advise in writing if this is agreeable and indicate the steps that will need to be taken forthwith.

Respectfully,

Concerned Consumer

LMP

cc: NJ Office of Consumer Protection

153 Halsey Street

P.O. Box 45039

Newark, NJ 07101

Margaret
3/2/05