

10113580

2005 FEB 24 PM 10: 32

[REDACTED]
Chatham NJ

EXECUTIVE SECRETARIAT

2005 FEB 18 P 4: 16

NATIONAL HIGHWAY
TRAFFIC SAFETY ADM.

Feb. 5, 2005

Administrator
National Highway Safety Administration
400 Seventh Street S.W.
Washington DC 20590

Dear NHSA:

My 2001 Chrysler Voyager 1E [REDACTED] had its air-bag deploy light come on at all different times, but especially during turns. I saw a nationwide recall so I took my vehicle to the Chrysler dealership. They told me that I had a bad watch-spring which was the reason for the faulty and dangerous condition. The dealer said that though there was a nationwide recall for several model years including the 2000 one. My vehicle was not covered. He thought it odd since he had done this repair on more than one 2001 vehicle.

He told me that I should have the repair done. Contact Chrysler with the receipts and see if they would do anything for me. As we all know companies do not do anything voluntarily that cost them money and this was indeed the case with Chrysler. They gave me a very bureaucratic response which basically boils down to unless the government made them pay they wouldn't.

Therefore I have no choice but to log a complaint with your agency. I hope by so doing we can prevent someone with a 2001 van from suffering harm both physically and financially.

Kindest Regards,
[REDACTED]

CC: Daimler Chrysler

Maria
3/1/05