

10115063

[REDACTED]
 [REDACTED] • CONCORD, CA [REDACTED] • FAX: [REDACTED]

January 25, 2005

Daimler Chrysler
 Customer Center
 P. O Box 21-8004
 Auburn Hills, MI 48321-8004

VIN 2B4GP44RXXR [REDACTED]

Ladies & Gentlemen:

For more than 5 years I have been trying to inform you that [REDACTED] is not able to respond to your questionnaires about OUR 1999 Grand Caravan because he did not buy it and he is NOT the registered owner.

The buyers and registered owners of the vehicle are:

[REDACTED]
 [REDACTED]
 Concord, CA [REDACTED]

and have been trying to correct this since purchasing this vehicle.

I took this matter up with Lithia Dodge of Concord in beginning just after purchase in 1999 and was assured that everything had been corrected. Obviously such is not the case. Please make the proper corrections.

Sincerely,

[REDACTED]

cc: Lithia Dodge of Concord
 4901 Marsh Drive
 Concord, CA 94520

Administrator
 NHTSA
 400 Seventh Street
 Washington, DC 20590

Lithia Dodge of Concord:

How many times and with whom must I bring this up before it is corrected?

NAR
 a a 8
 2/17/05

DAIMLERCHRYSLER

1-800-992-1997

Buckle up
for Safety!

XR466784 D17

374800

CONCORD, CA

SAFETY RECALL - CLOCKSPrING

Dear [REDACTED]:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DaimlerChrysler has determined that a defect, which relates to motor vehicle safety, exists in some late-1998-2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans. **The clockspring assembly that connects steering wheel mounted electrical components to the electrical system on your minivan (VIN: 2B4GP44RXXR466784) may lose the electrical connection to those components. This could cause the driver's airbag, horn, speed control system and/or steering wheel mounted radio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.**

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- **A failed clockspring will cause the AIRBAG warning light to either remain on** (beyond the normal few seconds after you start your minivan), **or illuminate intermittently while you are driving.** If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- **If your minivan currently has 70,000 miles or LESS,** contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. Remember to bring this letter with you to your dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

- **If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally** (illuminates for a few seconds after you start your minivan, and then goes out), **the clockspring in your vehicle is functioning properly and no further action is necessary at this time.** If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.

This recall does NOT include replacement of other airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (XR466784) and notification code D17 on the postcard.

If you have already experienced a clockspring failure and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D17

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

[REDACTED]
[REDACTED] • CONCORD, CA [REDACTED] • FAX: [REDACTED]

February 25, 2000

Research Department
Daimler Chrysler
P. O Box 5034
Rochester, MI 48308-9852

Ladies & Gentlemen:

I regret to inform you that [REDACTED] is not able to respond to your questionnaires about OUR 1999 Grand Caravan because he did not buy it and he is NOT the registered owner.

The buyers and registered owners of the vehicle are:

[REDACTED]
[REDACTED]
Concord, CA [REDACTED]

and they will not respond to your questionnaires unless and until you get it right.

I took this matter up with Lithia Dodge of Concord about 90 days ago and was assured that everything had been corrected. Obviously such is not the case. Please make the proper corrections and send another questionnaire.

Sincerely,

[REDACTED]
cc: Lithia Dodge of Concord
4901 Marsh Drive
Concord, CA 94520

Lithia Dodge of Concord:

Let's get it right this time. This kind of error can result in a critical recall notice going to the wrong party and the proper person not being properly notified.

[REDACTED]
[REDACTED] • CONCORD, CA [REDACTED] • [REDACTED] • FAX: [REDACTED]
[REDACTED]

February 25, 2000

Research Department
Daimler Chrysler
P. O Box 5034
Rochester, MI 48308-9852

Reference: ACW1 12 XR46678 44646 [REDACTED]

Ladies & Gentlemen:

I regret to inform you, again, that [REDACTED] is not able to respond to your questionnaires about **OUR** 1999 Grand Caravan because he did not buy it and he is **NOT** the registered owner.

The buyers and registered owners of the vehicle are:

[REDACTED]
[REDACTED]
Concord, CA [REDACTED]

and we will not respond to your questionnaires unless and until you get it right.

I have taken this matter up with Lithia Dodge of Concord several times since we purchased the van and was assured that everything had been corrected. Obviously such is not the case. Please make the proper corrections and send another questionnaire.

Sincerely,

[REDACTED]
cc: Lithia Dodge of Concord
4901 Marsh Drive
Concord, CA 94520

Lithia Dodge of Concord:

**This is the fifth or sixth time I have tried to get this corrected.
What is unclear about my request?**