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Federal Department of Transportation
Public Affairs Department Attn: Consumer Complaints
400 7th Street South West
Washington, DC 20590

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OFFICE OF CHIEF
COUNSEL

Philadelphia, PA

To Whom It May Concern,

I would like to register and file a formal complaint against Daimler Chrysler Corporation for the failure of my airbags to deploy on my 2002 Chrysler Voyager mini-van in a front end collision.

On the evening of December 11, 2004 my wife was involved in a motor vehicle accident where the front passenger side was crumpled from the impact. Thankfully, my wife and children were securely fastened in their seat belts. However, the accident may not have happened at all if two safety items were in place and properly worked to further protect my family in the case of an accident. The vehicle slid on a slick road surface approximately twenty feet before the impact with the car in front of my wife. The air bags did not deploy either.

Regularly scheduled maintenance, having the tires rotated to ensure tire traction were performed on the van and with less than thirty-two thousand miles on the vehicle, there should be no reason why the tires were nearly bald. Had the tires on the vehicle been a better grade of tire, even on a slick road surface, there is no reason in my mind why the vehicle should have slid that far and impacted with the vehicle in front at all. The other troubling factor is that the airbags, which I was under the impression were installed in vehicles to protect us and our loved ones, did not deploy and are still neatly packed away inside the steering wheel and the passenger side dash board.

I am absolutely appalled and outraged at the fact that not only did Chrysler find the least expensive tires to put on the vehicle to begin with, but the main selling point for my family on this van was the air bags did not deploy and did not save my family from the front end collision. I put my faith and trust into this vehicle and my hard earned money into paying for this automobile that I was lead to believe was going to help protect and/or save my family in the event of a crash. It did not and it failed miserably. They can put to film all the crash test ratings they want to, which is good in a controlled environment in a warehouse with crash dummies. But when it comes to real world practicality and the dependability of safety features, it does not compare with the cost of human life and the potential deadly threat it poses to the American people. My case may be one of many that you have received in regard to this company and their poor product performance, but I urge and implore you to act on this information and not just request, but demand a recall of all of their products for a thorough and proper investigation.

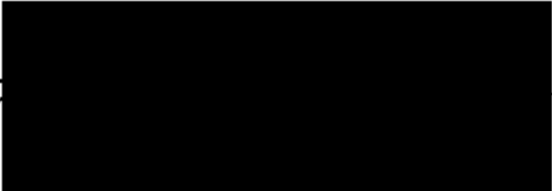
The worst part of this whole scenario is that we bought this particular vehicle based on the safety measures we read about in magazines, and their own compiled data found at dealerships and their own website proclaiming their vehicles some of the safest

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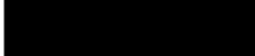
on the road. We could have bought a more expensive van for our family, but at the time, and for our budget, this was supposed to be the safest vehicle on the road. My trust and faith in this vehicle and their safety features have been forever shattered. I could have lost my loving family on the night of December 11, 2004 and the only thing that did save them, other than the lord above, was the seat belts they were bucked into. Now, I am left holding the bag per say, having to wait over a month to have my vehicle fixed so now we are out a second car which is an incredible inconvenience in itself, we have our insurance rates to deal with, which I'm sure will have a great impact on my wallet, a \$500 deductible to satisfy which I doubt anyone two weeks from Christmas could come up with, plus I have to purchase new car seats for my children. Not to mention the now hesitant reaction we are going to have getting in the vehicle not knowing if the nearly bald tires will skid out on us again on a slick road, or if we are ever in another accident, if the airbags will deploy or not. My trust and confidence has been broken with this vehicle and this company over the matter of safety features not working properly. Who better to fix the problem, if not the company, than the federal government? Who else has the power and clout to be able to step in on behalf of the tax-paying American people to demand justice and to write a wrong done to us?

I am attaching copies of my paperwork from the auto body shop, and pictures of the vehicle, along with my complaint letter to the corporation for your review and inspection. My only hope and prayer is that in our hour of need from our government you will be able to rescue and/or help save us from a great injustice that we might otherwise not be able to correct ourselves. On behalf of the people of this great country who do drive these vehicles, please help stop this practice and fix the problem created by Daimler Chrysler.

Thank you very kindly,



Philadelphia, PA



Daimler Chrysler Corporation of America


Philadelphia, PA 

Federal Department of Transportation
Public Affairs Bureau Attn: Consumer Complaints
400 7th Street South West
Washington, DC 20590

To Whom It May Concern,

On December 11, 2004 my wife was involved in a front end collision in our 2002 Chrysler Voyager mini-van. Both of our children were also in the vehicle with her when the accident occurred.

The accident happened at approximately 5:20pm on a slick road surface due to rain that day. A driver crossed three lanes of traffic, causing the vehicle in front of my wife to stop short and that caused my wife to also stop short. However, because of the road surface and poor tire conditions, my vehicle slid into the back end of the other vehicle. This was a front - end collision which as a result now we have over \$4000 worth of damage to the front end of my van, need new car seats for my children, a \$500 deductible to satisfy two weeks before Christmas, I do not and will not have my vehicle back for at least a month, and my insurance rates will go up I'm sure!

Thankfully, my children's car seats were installed properly and they were not harmed. My wife was buckled in and she was not seriously injured either. She has constant nagging pain in her neck, lower back, ribs and legs from the impact when her body snapped against the steering wheel. This is however, not the reason for my letter to you. There is a much more serious problem that occurred, or rather did not occur that I need to have addressed and answered by your company.

The front end of my van now looks like a sheet metal and fiberglass accordion. The vehicle was not drivable from the scene and is currently being worked on. One nagging problem came to mind as soon as I arrived on the scene and saw my once favorite vehicle to drive... Why did the airbags not deploy?

Keep in mind I am a die hard GM fan who did all my research and homework on purchasing a mini-van when our second child was about to be born in October 2002. According to all the safety reports that I read, everything pointed to the fact that any Dodge or Chrysler vehicle was the safest, most dependable vehicle you could purchase. So, my wife and I put our faith and trust in a Daimler/Chrysler product believing it would keep us happy, perform well, and protect my young family in the case of an unfortunate event. To my extreme disappointment it did not protect my family or keep my family safe in an accident and has not performed very well since we first drove it off the lot.

The tires on the van must have been the least expensive you could possibly find to put on the vehicle. Even with regularly scheduled maintenance in having them rotated, almost every month without fail, they wear down very quickly and constantly needed air.

It seemed for a while like every month, and then every few days, I was taking the van to the gas station to put more air in the tires. Now, they are almost completely bald, and of course in bad shape now due to the accident. The tires have less than 35,000 miles on them and all we do is drive back and forth to work and occasionally to the New Jersey shore. This is probably one of the big contributing factors to the accident. Had there been a better quality set of tires on my van, I doubt the vehicle would have slid to begin with.

My major point of contention with your company is the fact that that my airbags, which I thought were designed to protect my family did not deploy during a front end collision. I believed that was the whole purpose behind airbags, and it was a major reason why we purchased this vehicle to begin with. The crash test ratings were among some of the highest in its class and we had many personal recommendations from friends, family, colleagues, and other sources. My trust and faith in your company was shattered on the night of December 11, 2004 along with the front end of my vehicle. I felt safe that this vehicle would protect my family when I was not with them if they were ever in an accident. It did not and it failed in its job to keep my family safe! I ask you how you would feel if you were lead to believe your family would be safe in a crash because of test data on a safety product in your vehicle, only to have it not work during a crash, when you were not there with them and arrived on the scene to see a mangled piece of metal and hear your children screaming....How would you feel?!!! Betrayed, disrespected, lied to, frightened, these are just some of the feelings I am left with as I pass by the auto body shop and see my mangled van, waiting to be repaired with the air bags, still very neatly tucked away inside the steering wheel and dash board just waiting to be used.

I am absolutely sickened and disgusted at the thought that when I do get my vehicle back, I have to drive it around for at least another three years, wondering if I should keep pillows in the van because I know the airbags will not work if it is in another accident. I remember the problems I had with my other vehicles where if I kicked a bumper too hard, the airbags would go off. That is how I purchased my last vehicle, because I knew I could trust it to keep my family safe.

Now, we have a deductible that needs to be satisfied, and this close to Christmas, I do not know anyone who has that kind of money, we are out our main vehicle, which is really an inconvenience to us, we have to get new car seats for my two children because theirs were involved in a crash, and of course our insurance is going to go up. So, all in all, I am probably looking at close to six to seven hundred dollars out of pocket now, for the deductible, and the car seats, at least another two to four hundred dollars for a rental car, a minimum of a three hundred dollar car payment on a vehicle I will not be able to drive for at least a month, at least another two to three thousand dollars more in insurance over the next few years, plus a countless number on how much I lost in my lack of faith and trust in your products.

It is a shame really, because I was really starting to like the new Hemi inspired vehicles, and really liked the designs of the new Dodge Rams and was even considering after this lease was up, to either get a Ram or maybe another new van. Now, I am left trying to scrap together as much change as possible to come up with all these new and inventive payments I now have to make in order to put our life back in order. All this could have been avoided with a better choice of tires and air bags that actually deploy when they are supposed to.

I sincerely doubt that you will even attempt to compensate me for my losses sustained during this most giving of seasons. I lost so much and have to make up even more in so little a time that it is absolutely mind boggling. Thankfully I did not lose my family! I probably will receive a nice sympathetic letter from your corporation thanking me for bringing this to your attention and if I am lucky, will get a gift certificate for a free oil change on my van (when I get it back) at a local dealer. Well, if that is the case, you can shove it up your ass!!! Do not bother to send me a sympathy letter filled with empty promises and lies, or any kind of useless coupons for discounts on anything from your company! I do not want it! What do I want? I want better tires on my van and airbags that work! I want a van that does not fold like an accordion when involved in a front end collision! I want a vehicle without car payments and insurance premiums through the roof because of one incident in ten years plus of driving! I want to be reimbursed for my time, my vehicle, my children's car seats that now I have to purchase new ones for them, my frustration and my suffering! I want you to recognize, apologize and accommodate me for this tragic incident that could have been prevented and my family could have been much safer given the safety measures in place would have actually had worked in the first place and better quality equipment were on the vehicle to begin with! I want the president and CEO of Daimler Chrysler to call me and explain why the airbags did not deploy on my vehicle in a front end crash when my wife was buckled into her seat and why my tires loose air constantly and why with less than thirty two thousand miles on them, with routine maintenance they are nearly bald! I want two brand new top of the line vehicles delivered to my doorstep; a white 2005 V6 Chrysler town & Country with cloth interior and an orange 2005 1500 quad cab 4x4 Dodge Ram V8 with purple and red flames on the sides, plus reimbursement, plus for you to pay off my mangled hunk of trash sitting at the auto body shop! That is what I want!

Look, I understand you are a large corporation who is probably more concerned with generating a profit rather than the safety of your customers. The impression I have is when you read this, you will probably say, "who cares if anyone gets hurt if our equipment does not work properly, let's not do a recall on a defective product that we manufactured, as long as we are making a dollar who cares," and conveniently loose my letter in the nearest paper shredder. It is the image that you are a cold, heartless corporation that could care less about any potentially fatal problems with your vehicles. My only hope and prayer is that you would shatter the image you have and prove that you do genuinely care about the safety and satisfaction of your customers, even if it should happen to start with me and my family.

Below is the information regarding the accident so that you can verify the validity of this incident and act upon the information given to you by me. Thank you very much for your time in reading this letter and in a quick response to resolving this issue.

Sincerely,



Philadelphia, PA [redacted]



All work to be performed by:



Philadelphia, PA [redacted]

