

mail



10117756



HOLLYWOOD, FL

Write an e-mail message

From:



To: Daimler Chrysler Motor Company LLC, Customer center, P.O. Box 21-8004, Auburn Hills, Michigan 48321-8004

Subject: Tire ware/Safety defect reporting

Gentleman:

I lease a 2004 Chrysler Crossfire automobile VIN # IC3AN69L24[REDACTED] leased on 04-21-04 to 07-21-07 from your dealer Hollywood Chrysler 2100 N. State Road 7, Hollywood, Fla. 33021.

I am a seventy three year old driver and the only driver of this vehicle. I have never had a moving violation, which attests to my driving habit.

I brought my car to the dealer for my third oil change at three thousand miles per manufactures recommendation. I was informed at that time of unsafe rear tires as both tires were uniformly worn excessively on the outer 1/3 of tread. The center and inner tread of both tires was like new. Tire inflation was correct per service at the dealer every three thousand miles.

The liability of safety and the cost of operation is unacceptable to the owner/driver of this car. A new automobile, properly maintained and driven should offer greater peace of mind and confidence. In fact, confidence in the product in this case is a danger.

Hollywood Chrysler has serviced my 1988 Grand Wagoneer for over fourteen years and have treated me well. I keep two cars for myself only. They shared the cost of the two tires with me bringing my cost down from \$814.52 to \$407.26, a gesture I appreciate (attached invoice). Does this experience mean that I will feel unsafe and be forced to replace two tires every nine thousand miles?

I have owned two Porch and one Z300 in the past with performance tires and never had this tire problem in the past. My car has an engineering or structural defect that I am calling to your attention and asking for your assistance to correct.



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4/8/05

CC: NHTSA  
Washington, D.C. 20490  
: Hollywood Chrysler  
State Road 7  
Hollywood, Fla 33020

