

10118939

NVS-200

Saturday, March 26, 2005

2005 MAR 26 AM 11:38

Dr. Jeffrey Runge, Administrator
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation
400 Seventh Street, SW
Washington, DC, 20590

Enclosed is just part of the correspondence I have persisted with to be reimbursed for damage done to my car before the 'official notice' of defect.

I had my car repaired and I paid for the damage before I received the recall notice. Daimler Chrysler has refused to reimburse me.

I have written to Department of Transportation National Highway Safety Administration several times seeking help.

I have written to Congress House of Representatives seeking help.

I have written to California Governor seeking help.

I have written to the State Senator seeking help.

I have written to the Better Business Bureau seeking help.

And I am now writing to you seeking help.

[Redacted]

Lancaster, CA

[Redacted]

MAIL ROOM
MAR 26 2005

2005 MAR 26 - 7 AM 11:38

EXECUTIVE SECRETARIAT

Ammer
4/13/05

May 23, 2003

[REDACTED]
Lancaster, CA [REDACTED]Reference No.: [REDACTED]
VIN: 1J4FY298 [REDACTED]

Dear Ms. [REDACTED]


This will acknowledge your most recent letter dated April 30, 2003.

The service recall notice has been sent, and will continue to be sent, until the recall on your vehicle has been completed by an authorized DaimlerChrysler Motors Corporation dealership. The repairs you have had performed previously do not satisfy the terms of the recall, as the recall repairs consist of more than just replacing the parking brake mechanism. We suggest you make arrangements with your dealer to have these repairs performed immediately.

DaimlerChrysler Motors Corporation is under no obligation to provide reimbursement for repairs done prior to the issuance of a recall, or for damage allegedly caused by the recalled issue (see enclosure). While DaimlerChrysler is willing to review incidents occurring prior to the recall, on a govt/ill basis, you have provided no proof to substantiate your allegations (i.e. a police report, incident scene photographs, etc.). In view of this, we must again respectfully decline your reimbursement request.

Thank you for writing.

Sincerely,


 J. S. Szealla
 Special Investigations
 (248) 944-7149

JSS/ka

<p>From Daimler 5-23-03</p>

If I Had a Defect Repaired at My Own Expense Before a Manufacturer's Recall, Am I Legally Entitled to Reimbursement from the Manufacturer?

No. Under 49 U.S.C. Chapter 301, manufacturers are required only to correct at no charge those defects which exist at the time of the recall. The law makes no provision for compensation to motorists who experienced the problem before the recall and had corrections made at their own expense. In addition, the manufacturer is not responsible for damages caused by the defect, so we encourage owners to have the recall work done as quickly as possible.

However, in some instances, manufacturers have voluntarily agreed to absorb such costs, and provided refunds to consumers who had defects previously corrected for "goodwill" purposes--providing that consumers have been able to present documentation to prove that the earlier repairs remedied the defect in question.

Sunday, April 27, 2003

Sunday, March 02, 2003

Wednesday, February 12, 2003

ADMINISTRATOR, NATIONAL HIGHWAY TRAFFIC SAFETY

ADMINISTRATION

400 SEVENTH STREET S.W.

WASHINGTON, DC

20590

I have sent you several letters with reference to the problems I have encountered with reimbursement from DaimlerChrysler.

They have ignored my problem and your administration has also ignored my letters and problem.

These are the occurrences:

1. My safety brake failed
2. Safety recall notice regarding the faulty safety brake
3. All repairs, including faulty brake replacement, at my own expense
4. Several letters to DaimlerChrysler for reimbursement.
5. Several letters to National Highway Traffic Safety Administration
6. Failure of acceptable response from both organizations
7. Letter to Better Business Bureau

I would appreciate acknowledgement of this letter as soon as possible.


Lancaster, CA

August 3, 2003

Sunday, April 27, 2003

Sunday, March 02, 2003

Wednesday, February 12, 2003

**ADMINISTRATOR, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
400 SEVENTH STREET S.W.
WASHINGTON, DC
20590**

**In February 2002 I had an unfortunate incident occur regarding my 1994
Jeep Wrangler.**

I was getting ready to leave for work when I heard a loud noise in my front yard. My house sits on a very busy street and I thought an auto accident had occurred out on the street. I looked out the window and noticed that traffic was still moving in the same fast pace so I decided that the noise had been caused by something other than an auto accident. When I walked out side to get in my car (Jeep Wrangler) it was not in my driveway.

It had rolled from my driveway down into the street. The car had hit the wall on the side of the driveway, blew out the right read tire and bent the rear bumper on impact with the wall. Fortunately the wall and the flat tire had stopped the car from rolling into the lane of busy traffic at the end of my driveway. When we unlocked the car to move it out of the street I noticed the emergency brake had self-released.

Major repairs were necessary before I was able to use the car again. Even with the amount of damage that occurred to my car the situation would have been much worse if the car had not rolled into the wall and come to a stop before it rolled into the 4 lane street in front of my house. Fortunately the car came to a stop just inside the bike lane. The final cost to repair my car was more than \$2000.00.

I have written to Daimler Chrysler Customer Assist Center several times but they feel no responsibility for the auto safety defect.

2004 Jeep Wrangler, Lancaster CA.

The following complaint was submitted on 4/27/2003 1:55:28 PM:

CUSTOMER INFORMATION:

[REDACTED]
Lancaster, CA United States [REDACTED]

Name [REDACTED]

Daytime Phone [REDACTED]

Evening Phone [REDACTED]

COMPANY OR ORGANIZATION INFORMATION:

Jeep

COMPLAINT INFORMATION:

Complaint #: 1038738

Complaint Type: Car Maker

Date Received: 4/27/2003

Primary Complaint Classification:

Secondary Complaint Classification:

Complaint:

Current vehicle problems are preceded by an **.

*Emergency Brake self released auto rolled down drive and hit wall

Desired Settlement: Other (requires explanation)

Settlement Explanation:

Safety recall from company, Oct 2002, regarding faulty park brake. Auto rolled into wall. Company will not reimburse for damage done to jeep when it rolled into wall. It bent frame, bumper and fender. Blew out one tire. Have not even reimbursed for brake repair. Many letters to company and Traffic Safety Administration.

Model: Wrangler

Model Year: 1994

Vehicle Identification Number: 114FY20S5R [REDACTED]

Transmission Type: Standard

Current Mileage: 42800

First Repair Date: 2/13/2002

First Repair Mileage: 42737

Name On Vehicle Title: [REDACTED]

Vehicle Titled To: Individual

Purchase/Lease Date: 3/12/1994

Original Mileage: 10

Original Vehicle Condition: New

Vehicle Financing: Purchased

Percentage of Business Use:

Number of Vehicles Owned/Leased:

Date of Last Accident: 2/13/2002

Description of Damage: Park brake self released and auto rolled into street

Service Dealer Information:

Lancaster Jeep

43244 Drivers Way

Lancaster, CA United States 93534

(801)949-3535

Selling Dealer Information:

Lancaster Jeep

[REDACTED]
Lancaster, CA United States [REDACTED]
[REDACTED]

Lienholder Information:

Lancaster Jeep
(881)949-3535

The bureau that will handle your complaint is:

BBB AutoLine Complaints
Test
AutoLine, VA 99999
Email: laws@cbbb.bbb.org

You may wish to print this page for further reference

AUG 20 2003

400 Seventh Street, S.W.
Washington, D.C. 20590

[REDACTED]
Livermore, CA

NVS-216 mak
Ref. # 10021328

Dear Ms. [REDACTED]

Thank you for your correspondence dated April 27, 2003, requesting reimbursement from DaimlerChrysler Corporation (DaimlerChrysler) for costs associated with repairing your 1994 Jeep Wrangler vehicle prior to receiving notice of the safety recall (Campaign Number 02V-041, summary enclosed). Your correspondence was received on May 13, 2003. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this and your previous correspondences, which were received by the agency on January 29, 2003, February 25, 2003, and March 27, 2003. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible defect is warranted.

We notified DaimlerChrysler of your request for reimbursement for having the safety-related corrective action performed on your 1994 Jeep Wrangler prior to the announcement of the recall and requested that this matter be reviewed and to take the appropriate action. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals,

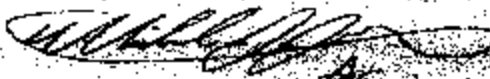
repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. Although not required by the statute, under certain conditions, manufacturers may reimburse vehicle owners for recall or repair work completed before the recall notice was received. Please confer with an authorized DaimlerChrysler dealership for further information.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-HELP (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/voq>. This form is for vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/comp/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation



U.S. Department
of Transportation
National Highway
Traffic Safety

400 South Street, N.W.
Washington, D.C. 20590

NVS-216 gmb
Ref. #1000763

Lancaster, CA 93536

APR 20 2003

Dear Ms. [REDACTED]

Thank you for your recent letter to the National Highway Traffic Safety Administration (NHTSA) dated [REDACTED], regarding a recall of 1994 Jeep Wranglers with the theft of the locking emergency brake in year 1994 Jeep Wrangler. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for protecting the safety of our highways. We are committed to ensuring that the motor vehicle industry complies with the Federal motor vehicle equipment safety standards in their design, construction, and testing. We also conduct safety recall campaigns. In order for the agency to conduct a recall campaign, the body of consumer complaints and other information must be sufficient to show that we cannot act on isolated problems to resolve the safety concern. We do not act on isolated problems to resolve the safety concern. We do not act on isolated problems to resolve the safety concern.

We appreciate the report you provided. Reports by letter, e-mail, or via the Department of Transportation's Auto Safety Hotline (DOT Hotline) are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible defect is warranted.

We notified Dealer Chrysler (submitting your report) for reimbursement of the safety-related expenses which you incurred. We also notified the manufacturer of the announcement of the recall and requested that the dealer be advised and to take the appropriate action. However, our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, towing caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or make vehicle owners liable for costs associated with an alleged defect. Although not required by the statute, some vehicle owners, manufacturers may reimburse vehicle owners for repair or replacement expenses before the recall notice was received. Please contact the manufacturer for details regarding their policy for further information.

Additionally, if you have not done so, you may wish to contact your local Consumer Protection Agency, Better Business Bureau, and the California State Attorney General regarding your request.

You can contact our toll-free DOT Hotline at 1-800-424-9091 (1-800-424-9091). One of our representatives may be able to assist you with your question regarding motor vehicle and motor vehicle equipment safety standards or repair or replacement expenses. You can also request safety information. If you have any questions, please call our toll-free DOT Hotline, you may have your name, telephone number, and e-mail address on our mailing list. A DOT Hotline representative will contact you.

Additionally, we have an Internet Web site at <http://www.nhtsa.gov> and you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.gov>. This form is available to help you identify safety-related problems about their motor vehicles, such as steering, brakes, fuel, etc. The information you provide on this form will help us identify safety-related problems about their motor vehicles. If you have any questions, please use the contact information on the back of the form. For more information regarding motor vehicle equipment safety standards or repair or replacement expenses, please contact our toll-free DOT Hotline, you may have your name, telephone number, and e-mail address on our mailing list. A DOT Hotline representative will contact you.

If further assistance is needed, please contact the National Highway Traffic Safety Administration, Consumer Complaints Division, at 400 South Street, N.W., Washington, D.C. 20590 (202) 493-0376.

Sincerely,

Albert A. Janssen, Chief
Correspondence Research Division
Office of Defect Investigation
Enforcement

February 28, 2003

[REDACTED]
Lawrence, CA [REDACTED]

Reference No.: 10866725
V.I.N.: 1J4FY29S5R [REDACTED]

Dear Ms. Hamilton:

This will acknowledge your most recent correspondence of February 12, 2003, with further reference to our previous exchange.

We have reviewed your letter and the balance of the file and are unable to glean any additional information that would allow us to change our previous position.

Thank you for writing.

Sincerely,



J. S. Susalla
Special Investigations
(248) 944-7149

sh

Encl.

DAIMLERCHRYSLER

DaimlerChrysler
Motors Company LLC

May 23, 2003

[REDACTED]
Lawrence, CA [REDACTED]

Reference No.: [REDACTED]
VIN: 1J4FY29S5R [REDACTED]

Dear Ms. [REDACTED]

This will acknowledge your most recent letter dated April 30, 2003.

The reminder recall notice has been sent, and will continue to be sent, until the recall of your vehicle has been completed by an authorized DaimlerChrysler Motors Corporation dealership. The repairs you have had performed previously do not satisfy the terms of the recall, as the recall repairs consist of more than just replacing the parking brake mechanism. We suggest you make arrangements with your dealer to have these repairs performed immediately.

DaimlerChrysler Motors Corporation is under no obligation to provide reimbursement for repairs done prior to the issuance of a recall, or for damage allegedly caused by the recalled issue (see enclosure). While DaimlerChrysler is willing to review incidents occurring prior to the recall, on a goodwill basis, you have provided no proof to substantiate your allegation (i.e. a police report, incident scene photographs, etc.). In view of this, we must again respectfully decline your reimbursement request.

Thank you for writing.

Sincerely,



J. S. Susalla
Special Investigations
(248) 944-7149

JSS/ast

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**