



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

2005 JUL 15 AM 9:31

July 6, 2005

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DAIMLER-CHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

RE: File #54434 (Refer to this number when contacting our agency)

[Redacted]

MENOMONIE WI [Redacted]

Dear Sir/Madam:

I received a complaint from Justin Marquardt concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Justin Marquardt and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,
COPY

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

2/1/05
2/2/05
7/19/05

**Complaint/inquiry received via email/internet by the
Wisconsin Department of Agriculture, Trade & Consumer Protection**

COPY

From: [REDACTED]
To: hotline@datcp.state.wi.us
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of
Agriculture, Trade, and Consumer Protection
Date Sent: 6-29-2005

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box:
City/State: Menomonie, WI
Zip Code: [REDACTED]
County: Dunn
Home Phone: [REDACTED]
Work Phone:
Phone me between 8:00 a.m. and 4:00 p.m. at: Home
Best time to call: 8:00

Information about the business your complaint is against:

Business Name: DaimlerChrysler Corporation
Business Address: 1100 Chrysler Drive CIMS 485-13-32
Address Line 2:
City/State: Auburn Hills, MI
Zip Code: 58326-2799
County: USA
Phone: 18009921997
Name of the person you talked to: null
Time of the person you talked to: unknown
What product or service did you buy?: Vehicle from Private person

Information About Your Complaint:

Which of the following best describes your first contact with the business?: I
telephoned the business

When did contact first occur?: 6/8/2005
How old is the person who had contact with the business?:
Was the item advertised?: Not Advertised
When:
Where: From my place of Residence
Contract Number:
Amount paid:
Amount paid by: Select one
Where did you pay the business?: Select one
Did you contact the business about your complaint?: no

Please describe your complaint:

I was driving my vehicle and being my vehicle is older, I had a part fail in my steering column, the turn signal switch. Being an older vehicle, I expect parts to break and need replacement. But I had one issue with the part that failed. The part caused an electrical fire to start in my steering column. I was able to find the source of the

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problem, and I solved it, stopping the fire from doing much damage at all. I also did the repairs and solve the problem in the days afterward. I did file a complaint with Chrysler (Number 13648371) and they did an investigation. My complaint of Chrysler is I feel that they have not looked into the problem, rather I got a letter stating they are denying my claim. I am not looking for a claim to be settled. I am not looking for a huge discount or a brand new car. Yes, that would be nice, but that is not what I am looking for. Being such a large corporation, I feel they should stand behind their product, as well as look for the best interest of the consumers buying their product. I am not satisfied with how they handled my situation, nor do I think they were looking out for the best interest of the consumer. It is an issue where I will not have a problem telling others about my problem with that corporation. I am looking to see that the problem I had does not happen to another family or individuals later in time.

How do you feel this complaint should be resolved?

My issue with the switch is not the fact the part failed. My issue is how it failed, and how Chrysler looked to resolve it. Being that I had a fire, I have enough of an understanding of how the car works to know how to stop the fire. I am more concerned if this were to happen to someone who has no mechanical ability to stop the fire, or if it were to happen and cause injury to an individual and not even realize what was going on. When you look at the files I email you from marquardtj@uwstout.edu titled 1995 Dodge Neon Turn Signal Failure, I describe what happen, what I did to fix it. I notified Chrysler, and they hired a private investigator to look at my car, and they feel they determined the problem being the part I had mentioned to them. In sending their results, they informed me that I should file a claim with my insurance company. I am not looking for claims, or receiving money. I am looking at preventing this from happening to another individual, or even causing injury to an individual. I feel Chrysler has not satisfied or done their service to consumers in really looking at the problem. In their investigation, the switch was never tested to look into the switch that caused the problem.