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State of North Carolina**ROY COOPER
ATTORNEY GENERAL**Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001**CONSUMER PROTECTION**
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

June 16, 2005

DaimlerChrysler Corp
3851 Hamlin Road
Rochester Hills, MI 48309
Attn Customer Assistance

RE: File No. [REDACTED]

[REDACTED]
Hudson, NC [REDACTED]

Dear Sir:

The Consumer Protection Section has received the attached request for assistance regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position in this matter. Therefore, we ask that within the next ten (10) business days you provide a written statement of your position along with any supporting documents.

Please refer to our File Number 0506785 when you correspond with our office concerning this matter. Thank you for your cooperation.

Very truly yours,

Wendy L. Chipman
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

Enclosure

cc: [REDACTED]

NHSTA
Senator Elizabeth DoleNAR
Q66
7/19/05

ELIZABETH DOLE
NORTH CAROLINA

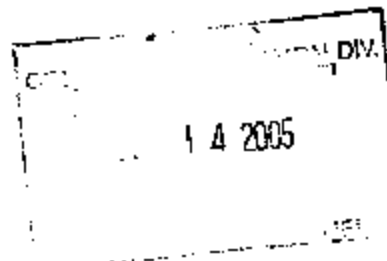
120 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6342
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United States Senate

WASHINGTON, DC 20510

COMMITTEES:
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
AGRICULTURE, NUTRITION, AND
FORESTRY
SPECIAL COMMITTEE ON AGING

April 7, 2005



The Honorable Roy Cooper
Attorney General of North Carolina
PO Box 629
2 East Morgan Street
Raleigh, North Carolina 27602-0629

Dear Attorney General Cooper:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding Mr. Kenneth Carter, 3359 Strawn Court, Hixson, NC 28538.

Please give [REDACTED] concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,

ED/emc

NORTH CAROLINA OFFICE:
401 NORTH MAIN STREET
SUITE 200
HENDERSONVILLE, NC 28792
(828) 696-3747
FAX: (828) 696-1287

RALEIGH OFFICE:
225 NORTH MAIN STREET
SUITE 304
RALEIGH, NC 27601
(704) 633-6011
FAX: (704) 633-2887

RALEIGH OFFICE:
310 NEW BERN AVENUE
SUITE 122
RALEIGH, NC 27601
(919) 636-6630
FAX: (919) 668-4053

EASTERN OFFICE:
304 SOUTH EVANS STREET
GREENVILLE, NC 27602
(252) 329-1000
FAX: (252) 329-1097

Senator Elizabeth Dole
310 New Bern Ave.
Suite 122
Raleigh, NC 27601

March 29, 2005

[REDACTED]
Hudson, NC [REDACTED]

Dear Senator Dole,

I have been advised to contact you as my Senator. We have had extreme difficulties with our local Chrysler Dealership, as well as Chrysler Corporation in general. I have attached sheets to explain the matter at hand. Seeking an answer has totally fallen on deaf ears. Mainly we are concerned, very concerned, and I'm asking any help you may be able to give.

Our main concern is not the moneys we have been forced to put out, but the safety of our citizens of North Carolina, from undo hardships as we have suffered, undue stress, expense, and danger from this awful engine put out by Chrysler, the 2.7L engine in 1998 through 2001 Dodge Interpids and Chrysler Concordes. We have had several people at the dealership admit to us the engine should be recalled. No matter what we've attempted or which roads we took, Chrysler has not helped at all. The Chrysler Corporation knows this engines dangers yet ignore the problem.

I know not what help you can give us, we have our car back at a total expense to us, we are extremely fearful others may not get through this engines failure and it seize up and they die because of it.

We both thank you for your attention in this matter.

[REDACTED]
Attached copies of letters to Chrysler Corporation, CAR, CARS, Chrysler Complaint #13300029; NHTSA #10115412; and General letters.

Original letter copy

March 16, 2005

[REDACTED]
Hudson, NC [REDACTED]

Sirs,

I am a life long owner of Plymouth, Dodge, and Chrysler Corporation vehicles. Since 1962 when fresh out of the US Navy I got a 1955 Plymouth Station wagon until most recently with the purchase of a 2001 Chrysler Concorde LX on December 31, 2002. Both my wife and I have long histories with your vehicles, Dodge vans, Plymouth Voyager, Dodge Caravan, Dodge Intrepid, and the Concorde to name a few, it goes on and on, we have been satisfied, happy customers and owners, but that has ended!

Through all these years we have never been treated so badly as with our current car and problem with it. The 2001 Concorde from the time of purchase December 31, 2002, until February 27, 2005 all was well, we intantly took care of the car, even doing preventative maint. on a regular basis. On February 27 we heard a rattle in the engine, took the car for repairs, the attached letter will explain the problems with the car, the dealership, it's personnel, and in general your corporation.

What we are mostly upset over is being told our extended warranty would cover the repairs required on the car, then finding out your corporation had absolutely no intentions of helping us with the problem. The dealership showed total denial about problems with this 2.7L engine, although the inter-net is full of complaints about it. We were told outright lies about this engine, but some personnel at the dealership stated to me that "the engine is wrongly built, and should be recalled asap."

We also request that this engine be recalled before more people die when it seizes up. There are hundred's of people doing without their cars because they can't afford the cost of repairs, we could, as you can see by the paperwork attached, but as you can also see, there is no reference to my lack of maint. on the car, nor the sludge build-up in the engine, it's like we just happily requested the engine be replaced. They do reference to the engine being re-manufactured, I ask, if there was nothing wrong with the engine, why was it re-manufactured? General knowledge is that the drain ports

in the aluminum block were too small, at high heat they would close not allowing proper drainage to the oil pan and filter system thus sludge would build up at approximately 70,000 miles and the engine would malfunction. Everyone who is someone knows about this engine, but no one who can and has the proper abilities to do something positive about it is doing anything at all, meaning mostly your corporation.

We beg you to do the right thing and recall these horrible engines, taking away the shadow of disappointment now hanging over your vehicles. As for now, as you can see by the attached paperwork we have had our car repaired, if we didn't need it so much we would not have it repaired, and it would be sitting like many hundreds of others.

We have lost all faith in your vehicles, your dealerships, the dealership owners and personnel in general, and your corporation mostly. We are seeking restitution for our expense under our extended warranty, nothing else, please do the right thing, recall these poorly manufactured engines and replace them with the "re-designed" engines before anyone else is hurt by them, please.

Sincerely, [REDACTED]
[REDACTED]

Filed complaint with Chrysler on this date #13300029,
also reported to NHTSA and CAS, as well as many others.

March 10, 2005

*General
Letter*

Auto make and model: 2001 Chrysler Concorde XL
Vin # 2C3HD46F [REDACTED]

Sirs:

We are the owners of a 2001 Chrysler Concorde XL, which we purchased Jan. 31, 2002 as a used car, the mileage at that time was 29,717. We have enjoyed the car and think generally it has been a good car; however, on Feb. 27, 2005 we drove into our garage and noticed a rattling noise or tapping from the engine. The car was parked and shut off. That evening we decided to take the car to our regular repair shop, which we've dealt with for 15 years, Hudson Tire Mart, in Hudson, NC. We left a key, and a note on the noise. The following afternoon we were called by them, they advised us it would be better if the car went to a regular Chrysler dealership for repair. We picked up the car and went to same dealership we had purchased the car from, Hancock Motors, but now is Walters Chrysler, Dodge, & Jeep, Inc. in Lenoir, NC. We checked in at the repair desk with Jeff Richards, at that time we were told "The car is still under an extended warranty until 75,000 miles, they would repair the engine with the only cost to us a \$100.00 deductible." We signed the repair agreement and left the car.

The next day March 1, 2005 we were called and was told the engine was full of sludge and the Chrysler Corp. would not repair it; but if I could prove every oil change since I've owned the car, they would consider paying for repairs. They would have to have the sludge tested to find out just how many miles went between oil changes (????). I presented proof of very few oil changes, the last one at 67,720 miles at Hudson Tire on December 13, 2004, also one from May 17, 2004 at 60,104 miles, the remainder I had in an envelope in the car that is now missing, I also had the dealership call the Hudson Tire Mart, they verified my good record of maint. to our car, however, they do not have computer records and couldn't help me with proof. Also I offered my inspection sheets, multiple repair forms for the car at Hudson Tire Mart, my pleas and proof fell on deaf ears. The service Manager at Walters told me "If you can't come up with complete proof, they would not honor my extended warranty!" The Service Manager is Jerry Banfield.

I made several calls and visitations to the dealership to plea my case, everything fell to deaf ears. Returning home in complete disbelief of the care we received, also with a questionable way to resolve this

problem. We sought information over the internet, we found multiple web sites with 100's of complaints about the 1998 to 2001 Chrysler Concordes and Intrepids with this 2.7L engine. It seems this sludge build-up and engine failure is common between 68,000 to 72,000 miles. We wondered what was going on, I returned to the dealership and talked with Mr. Benfield about this, naturally he totally denied any information about any such problem, however, two other employees at this dealership told me plainly, this engine is dangerous, and needs to be recalled. I've been told, but can not prove this engine was wrongly made with small drain ports from the upper head to the oil pan, since these problems began, Chrysler has re-designed this engine and is now re-manufacturing it, in their ads they even present the fact that this engine is a "New improved, re-designed engine." A week lapsed, we attempted to find a way to get satisfaction from the dealership and Chrysler Corp. but were told that our claim under our extended warranty would not be honored. We made the decision to go ahead and have the engine replaced at our expense and afterward seek some type of satisfaction. We truly feel we were the lucky ones that this engine did not seize up while driving and cause damage or death, which we understand has happened.

We only wanted the car repaired under our extended warranty, we were not asking for money for lost income from missing work, we didn't ask for money for endangering our lives unduly because of this apparently horrible engine, all we wanted was our car fixed. We even offered the dealership the cost of labor if they would supply the engine. We just wanted our car back.

We feel this engine is known by Chrysler Corporation to be a badly engineered engine, they know it's dangers, but still do nothing to recall the engine, hopefully something can be done before others are killed.

Sincerely,



P.S. We had the car repaired at our expense, picked it up on March 14, 2005. We were totally responsible for all expenses: Bill CHCS 22884, bill attached, mileage 71,004. At 71,111, 107 miles we had to return the car for additional work. Note on original bill there is no mention of sludge or missed maint. by us.