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TO: DaimlerChrysler
Customer Satisfaction Dept
P.O. Box 610207
Port Huron, MI 48061-0207

DaimlerChrysler
Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

2005 AUG -2 AM 4:51

Dieter Zetsche
President & CEO
DaimlerChrysler Corporation
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Humes Chrysler Jeep Dodge
1010 Route 19 North
Waterford, PA 16441

FROM:

[REDACTED]
Erie, PA

CC: Kasing Dodge
Main Street
Harmony, PA 16037

Gary Miller Dodge
4021 Peach Street
Erie, PA 16509

U.S. Dept of Transportation
National Highway Traffic Safety
400 Seventh Street, S.W.
Washington, DC 20590

Center for Auto Safety
1825 Connecticut Ave, NW
Suite 330
Washington, DC 20009-5708

DATE: July 15, 2005

SUBJECT: 2001 Dodge Intrepid with 2.7L V6 engine

3.5 years ago, we purchased a 2001 Dodge Intrepid which contained the 2.7L V6 engine. Since then we have had regular maintenance, including oil changes.

Intrepid
we have

Kasing Dodge. This car has performed all scheduled

On May 20, 2005, the car was at Humes Chrysler Dodge for an oil change and the annual inspection.

On June 4, 2005, the engine blew as a result of the timing chain breaking apart. Elaine was driving our 9 year old daughter along I-90 when the engine blew, causing a loss of control with no warning. She was barely able to get the car off the Interstate onto an exit ramp.

The car only had 53,000 miles, and was not even paid-off yet when the



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engine blew. There is no point in repairing the car, since the job will cost us at least \$6,000.

We have come to discover that this "blown engine / timing chain / oil sludge" problem is epidemic with Chrysler's 2.7L V6 engines, and hundreds (possibly thousands) of customers have reported this problem on numerous makes/models, all with the 2.7L V6 engine.

The warning sign that the engine is about to blow, is rust-colored oil sludge on the inside of the oil cap. We have discovered that this warning sign was indeed quite apparent on our car. Looking at the oil cap, you can plainly see the build-up of rust-colored sludge. This is a well-documented problem that has been reported by many, many customers. Chrysler Dodge, and the Dealers, must be well aware of the warning signs. Humes did an oil change just days before our engine blew, the oil sludge was obvious on the oil cap. It is unacceptable that we were sent on our way with no warning of the potential danger. We are lucky that nobody was hurt just days later when the engine blew on the Interstate.

In June 2005, we spoke with Kasing to see if Chrysler Dodge was offering any type of compensation to customers of these defective engines. We were told that there is nothing available.

We then called Chrysler's Customer Center to inform the company of this problem. They took our information and then attempted to end the call. We then escalated the issue and were assigned to a Special Investigator.

The Investigator informed us that we must gather all receipts for any service that was ever done on the car, and we must tow the car to a Dodge dealer so they can perform a diagnosis.

We stated that there is no need for a diagnosis, since a picture can be sent of the ripped apart engine-block, where you can see the blown timing chain inside, and the sludge all over the oil cap. We were still told we must take the car to a Dealer, and the Investigator then spoke with Gary Miller Dodge.



When calling Gary Miller to make the arrangements, we were informed that we needed to instead call their towing company – towing to the Dealer for diagnosis, and towing the car back to our house, was to be at our expense. We are not paying for that when Chrysler should be picking up the tab.

We have previously owned numerous non-Chrysler vehicles, and every single one has gone over 100,000 miles. This 2.7L V6 engine is obviously defective, breaking apart at only 53,000 miles. Report after report has been made of this engine blowing, often with the timing chain breaking apart as in our case. This is irregardless of what type of oil is used, and irregardless of how frequently the oil is changed.

It is unacceptable that the Dealer would not inform us of the looming danger, when the obvious and well-documented warning signs were so apparent when the oil change was performed just days before the engine blew. It is unacceptable that Chrysler Dodge would refuse to "make good" on this defective engine. It is a low mileage vehicle, we are the original owners, and the car was not even paid off yet. We should be compensated for this defective engine, rather than be strung along and told to pay for towing/diagnosis.

Sincerely,

[REDACTED]

Erie, PA [REDACTED]

(e-mail)

(phone)

[REDACTED]