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July 22, 2005

Daimler Chrysler
Customer Service Center
RE: 2004 Chrysler Pacifica (VIN 2C8GF6840R[redacted]

The following facts and documents are provided to detail a long history of significant and troublesome problems experienced with our 2004 Chrysler Pacifica. We wish to convey to you, the manufacturer, our complete dissatisfaction, frustration, and genuine concern for our family's safety.

The risks, dangers, and potential catastrophes associated with the electrical failures are quite alarming to my wife and I, especially as parents of three young children. We would like to request that Chrysler become involved and accept responsibility for this "lemon", and remove this burden and worry from our lives. We are sincerely worried about the safety of our family, as a result of the problems associated with our Pacifica. In particular, the random stalling of the vehicle while driving and its long history of electrical failures. A short summary of problems and pertinent information is shown in Table 1, below.

Date (In/out)	Dealer	Mileage	Complaints	Fault	Days at Dealer
6-10/ 6-10-04	Schafer	15,353	Flickering dashboard/ Two recalls	Electrical problem/ Recall D15 & C30	1
6-18/7-2-04	Schafer	15,806	Engine stalling/ inoperative seat belt/ dashboard flickering	Electrical problem-MAP sensor/ unknown/ faulty wiring	15
7-28/ 7-28-04	Schafer	16,741	Inoperative HVAC panel/ Security system inop./ Recall	Faulty HVAC panel/ Faulty wiring/ Recall C34	1
11-9/ 11-11-04	Feeny	20,910	SES light on/ Rear window inoperative	Faulty leak detection pump & faulty evaporator purge solenoid/ Faulty wiring	3
6-15/ 6-16-05	Schafer	27,032	Stalling while driving/ temp light/ knocking noise/ dead battery/ faulty fuel gauge	Unknown/ faulty wiring/ faulty suspension/ unknown/ control module	2
7-12-05/ still in	Schafer	+27k	Stalling while driving	Unknown	14 +
					36 + total

Table 1. Summary of Service Issues (based on available paperwork)

NHR
GAD
8/15/05

A brief background regarding our family is necessary to show the magnitude of the consequences in the event of a catastrophe such as an accident, fire, or other nightmarish event. We have three young children, including one infant. Our daughte[redacted] is 7 years old, our son [redacted] is 2 ½ years old, and our infant son[redacted] is 8 months old. As parents, we have become increasingly concerned with their safety and well being due to the pattern of problems exhibited by our Pacifica. The scanned-in documents shown in Figures 1-4 show some of the dealer paperwork generated by visits to the service departments of Shafer Auto Mall and Feeny Chrysler. Please note that recalls are not the basis of our concern. The concern is based upon an established history of electrical problems that in itself, poses multiple threats to our family, but has more recently caused the vehicle to stall while driving. The stalling while driving danger is forever etched in our minds, as it has occurred three times and the root cause is unknown. It seems to be electrical in nature but cannot be isolated to one particular source. Perhaps, the problems stem from a bad day or shift on the assembly line. Regardless, the problems do exist, and the trend is that they are becoming increasingly dangerous.

The first time the vehicle stalled was while driving through city traffic near home in Auburn, MI. The second time the vehicle stalled while driving occurred with the kids near a very busy intersection at Wilder and Euclid Roads in Bay City, MI. The third instance occurred while April was driving home from work near the intersection of Tittabawassee and Mackinaw Roads in Saginaw, MI. We do not want any additional incidents and certainly, none of the parties involved wants to see any resultant injuries or casualties. Our hope is that for the sake of human lives, Chrysler will do the right thing and take this vehicle off the roads.

Evidence of electrical problems became apparent in June of 2004. The car was submitted to Schafer Auto Mall in Pinconning, MI to address these issues on June 10, 2004. This initial visit brought complaints of a short circuit in a flickering dash panel, and two manufacturer originated recalls (Recalls D15–PCM reprogram & C30–electrical connector seals). The recalls were dealt with, but the short circuit was not fixed. The second vehicle submission to the dealership on June 18, 2004 involved several complaints including engine stalling, inoperative seat belt, and instrument panel not working properly. At this time, the electrical wiring was repaired and the seat belt ordered (seat belt replaced on 6-23-04 while vehicle still at shop). On July 28, 2004, another service visit was required and involved complaints of an inoperative vehicle security system, electrical short circuit in the HVAC controls and panel, as well as performing repairs linked to Recall C34. The HVAC panel was ordered and replaced, the security system (electrical) was repaired, and the recall was dealt with accordingly. On November 9, 2004, the vehicle was taken to Feeny Chrysler in Midland, MI (closer to home) for more problems. This time, the complaints consisted of the SES (service engine soon) light on and an inoperative rear power window. The dealer's analysis identified multiple problems such as a leaky detection pump, faulty evaporator purge solenoid, and faulty wiring. The problems were deemed repaired by the dealership. On June 15, 2005, the vehicle was taken back to Shafer Auto Mall for several more issues, including another instance of engine stalling while driving. Other issues included a fluctuating fuel gauge, dead battery situations, engine temperature warning lights turning on and off, and "knocking" noises heard in the front end while turning. The dealer repaired faulty wiring to fix the temperature light, ordered two different parts causing the knocking noises, deemed the battery to be OK, and reprogrammed the BCM (body control module). As we write this letter to you, the vehicle is in for service at Shafer Auto Mall again. The vehicle was

submitted for more problems on July 12, 2005 with the date of completion nowhere in sight. Note that no paperwork has yet been generated from the current visit, as it is ongoing from the date of July 12, 2005.

Please keep in mind that the safety of our children is our overwhelming priority. However, several additional concerns exist, as well. These concerns revolve around the significant amounts of time the car is unavailable while being serviced at the dealership (will soon be over 40 days), and the potential that we will be stuck with a vehicle needing constant repairs when the warranty expires. Furthermore, the resale value of this car will certainly be vulnerable, as full disclosure of problems from current owner to potential owner is necessary, both morally and legally.

A duplicate letter will also be sent to the National Highway Traffic Safety Administration.

A prompt response would be appreciated.

Schafer Auto Mall (Purchased from and source of most services)
M-13 Pinconning, MI 48650
Brad – Store Manager
Garry Owen– Service Manager
Phone: 989.879.2211

Sincerely,

[redacted]
Auburn, MI [redacted]

This page represents the paperwork to be generated from the ongoing 7-12-05 visit to Schafer Auto Mall.

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).