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Williamsburg, VA

August 15, 2005

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

Subject: 1997 Dodge Minivan VIN 1B4GP44R [REDACTED]
Purchased February 1998
Current Mileage 144,000

Gentlemen:

I have a problem with the headlight covers for the subject minivan. I have discussed it with the Service Manager at Williamsburg Dodge, and he tells me that if I am not satisfied with the solutions he can offer, then I must take it to you. Although at one point I had an extended warranty on the car, that ran out somewhere under 100,000 miles.

About six months ago I realized that my headlights had lost a substantial part of their capability to light up the road at night. Upon examination, I found that the plastic covers for both headlights were heavily pitted, and that they appeared to have developed a fog-like appearance, particularly in the area directly ahead of the lights, resulting in the light becoming diffused, significantly reducing the intensity of the headlight beam, on both high and low beam.

The performance of the lights is so bad that I now avoid driving the car at night unless I find it unavoidable. In over sixty years of driving, with cars from many manufacturers, I have never experienced this problem before.

When I brought the problem to the attention of the dealership, they said they could offer no financial support in solving the problem, and that I could either replace the two headlight assemblies, which would cost something in the neighborhood of \$400, or I could try a kit which they had, costing \$40, which consisted primarily of polishing cream. I used the kit, but it did essentially nothing to solve the problem.

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I also own a 1993 Toyota Camry, which coincidentally also has about 140,000 miles on it. The headlights apparently have glass covers, which show absolutely no sign of wear or pitting, and which provide highly satisfactory lighting for night driving. The two cars have been driven in substantially the same environments.

I believe that the condition of the headlights on my Dodge Minivan constitutes an unacceptable safety hazard that has been created by the manufacturer's choice of unsuitable plastic headlight covers, and that the condition is appropriate to a safety recall to correct this very serious problem.

I believe that the suggestion that I should be financially responsible for a \$400 cost to correct what is obviously not a problem for other manufacturers is ridiculous. Using unsuitable plastic covers that will self-destruct in such a short time is bad enough, but then to incorporate them into an inseparable assembly for which you will charge \$200, is simply irresponsible.

I look forward to hearing from you.

Very truly yours,

A large black rectangular redaction box covering the signature area.

cc: NHTSA ✓
U.S. Dept. of Transportation
Washington, DC 20590