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Friday, August 12, 2005

Customer Relations
DaimlerChrysler Motors Corporation
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

To Whom It May Concern:

I am a 72 year old man and a devoted Chrysler customer. I currently own a 2001 Dodge Ram D150 Truck purchased from Allen Samuels Chrysler~Dodge~Jeep in Port Arthur, Texas. This is the only vehicle my wife and I own. I have experienced a recurring problem - 4 times to be exact -with the wiring harness located in the steering column. Needless to say, after 4 trips to the Allen Samuels Service department, the problem has yet to be properly repaired. I am very dissatisfied with the lack of concern on the part of Allen Samuels Dealership and the Chrysler Corporation.

The morning of May 18, 2005 on a return medical trip from Houston, my truck stopped running - completely shut down! As determined, the wiring harness had once again, for the 4th time, broke loose in the steering column and less than 23,000 miles on the truck. Let's imagine that this happens while driving on the highway at a legal speed or crossing an intersection; my wife and I would be seriously injured or dead. Anyone behind us would have no clue what had happened. We had hoped to travel to help take care of my wife's very ill sister in Alabama. Due to the fear of the truck breaking down at any given moment in time, this effort has been postponed.

I have done all that I know to do. I have contacted the Chrysler Corporation by phone and was told they could do nothing. They did give me a "Repair #136093-67" to use when the problem happened again, not if it happened again. I was also told that the dealer doing the repairs did not have to accept the repair number. What's the point? I felt that they were doing what it took to get me off of the phone. I found this to be useless and very stupid on Chrysler's part.

I called the office of the "Texas Lemon Law", Austin, Texas and again was told they could do nothing. I went to my dealer, Allen Samuel, gave them my phone number and was told Mr. David Kersten, President and General Manager, would contact me. That was over a month ago and as of the date of this letter, I have heard nothing from him.

I now have 23,947 miles on my truck. This truck has a 3yr. or 36,000 mile warranty. If I had driven this vehicle the national average of 12,000 miles per year, this problem would have happened 4 times in less than two years.

As I previously stated, we bought this truck to do some traveling. However, due to my wife's bad health, we have not. I now realize that this was a blessing in itself - we could both very easily be dead. My wife is able to

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travel, however we can't due to an undependable **CHRYSLER DODGE Truck** and our own fear of being on the highway. A very prominent gentleman in the automotive industry told me that there is a much deeper problem associated with the cause of the harness wires breaking continually with this truck.

I am enclosing records of all repairs and other items you might need. We realize now we can't sell this truck due to the amount of information that is available to the general public via the internet regarding issues associated with used vehicles. We are forced to keep the truck with its hazardous problems and limit our driving needs. We have no other means of transportation.

I anticipate your full cooperation in resolving this problem and look forward to hearing from you at your earliest convenience.

Regards,



JCP/dls

Enclosures

Cc: U.S. Department of Transportation - National Highway Traffic Safety Administration
Motor Vehicle Division - Texas Department of Transportation - Lemon Law
Mr. David Kersten - Allen Samuels Chrysler, Dodge, Jeep

THE ATTACHMENTS TO THIS
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