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August 20, 2005

2005 SEP -3 AM 2:08

Mr. Thomas W. LaSorda
Chrysler Group
1000 Chrysler Drive
Auburn Hills, Michigan 48326-2766

Dear Sir:

Congratulations on your promotion to the Head of the Chrysler Group for the Daimler/Chrysler Corp.

As the new head of the group I know that you have high expectations for the quality and safety of the vehicles your group manufactures.

I would like to call your attention to a mechanical failure in my 1999 Chrysler Town & Country Limited minivan that I bought used from your dealer, Norm Reeves, Chrysler/Jeep/Dodge in Temecula, California. I purchased this vehicle with an extended warranty to 100,000 miles and have had several items repaired by them under warranty and have had all recall items accomplished. The vehicle now has approximately 96000 miles on the odometer. I would also note that we have driven Chrysler Corp. vans (five of them in sequence) continuously since 1967 and found them to be the finest on the road.

The failure in question is the apparent breakage of the spring that holds the latch for the tilt steering in place. On my vehicle, I must push the latch forward to engage it because the spring will not pull it into engagement.

I consider this failure to be an extreme safety hazard because in an emergency situation, if that latch happens to get disengaged for any reason, the steering wheel will flop up and down and make the vehicle virtually uncontrollable.

I asked the dealer, who at the time was doing warranty repair on the vehicle, to repair that breakage, but I was told that the whole steering column would need to be replaced at a cost of over \$600 and it was not covered under my warranty.

As I have indicated, I believe this failure to be an extreme safety hazard and one which Daimler/Chrysler should repair at no charge whether covered by warranty or not. In fact, I believe it should be the subject of a safety recall if it happens more than once.

On April 25, 2005, Norm Reeves, Chrysler/Jeep/Dodge performed two recalls on this vehicle. These were 08CHZ11 which was a Customer Satisfaction Notification for the heater in the driver's seat, and 08CHZ3 which was a Safety Recall to replace the clock spring in the steering column. I have included copies of the recall notices and repair invoice for your information.

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It is my belief that the tilt wheel latch may have been damaged or misassembled during this clock spring recall repair.

Further, if Daimler/Chrysler will repair the heater in the driver's seat under a Customer Satisfaction Notification, then my tilt wheel latch problem is at least as, and I believe more, serious than that and should be similarly covered.

The reason I am contacting you at Chrysler Group Headquarters is that I have been completely stonewalled by the Daimler/Chrysler Service Contracts department and others when contacted by e-mail through your web site and by telephone. You will see attached my notes regarding the discussions via e-mail. I received absolutely no satisfaction from my first telephone calls to the Daimler/Chrysler Service Contracts department, who rejected my arguments, as well as others they switched me too when I demanded satisfaction. I am not going to waste my time being bounced around your phone system again.

You will note that in my last e-mail to the Daimler/Chrysler Service Contracts department, I noted that if I did not receive satisfactory results I would be forced to contact the Consumer Product Safety Commission and the National Highway Traffic Safety Commission. I have since learned that automobiles are not under the jurisdiction of the Consumer Product Safety Commission but only the National Highway Traffic Safety Commission. Because my most recent e-mail was also stonewalled, I am sending copies of this letter to that agency as well as the Service Manager at Norm Reeves, Chrysler/Jeep/Dodge.

I will expect timely and appropriate response to this letter and a promise to repair my vehicle without charge at the earliest possible moment.

Thank you very much for your consideration, and I look forward to your response.

[REDACTED]
Fallbrook, CA

Ph: [REDACTED]

e-m [REDACTED]

CC: Service Manager, Norm Reeves, Chrysler/Jeep/Dodge
National Highway Traffic Safety Commission