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2005 SEP 23 AM 8:29

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
NVS-210, 400 7th Street, SW
Washington, DC 20590

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To Whom It May Concern:

On July 8th of this year, we set out for a cross-country trip from New York to Arizona in our 2001 Chrysler Voyager. Having had the vehicle inspected at our local Chrysler dealer, Garrand's Chrysler in Plattsburgh, NY, only four weeks prior, we expected to have no problems on our journey. However, on the very first day of driving, around Buffalo, NY, we noticed a strange whirring noise when running the air conditioning. The noise continued until we had to turn off the AC. For the remainder of our journey, though temperatures exceeded 115 degrees as we reached Arizona, we were forced to drive without AC, as the noise continued. Obviously this created an uncomfortable as well as hazardous situation for us and the cat we were transporting. Once reaching our destination in Arizona, we immediately contacted the closest Chrysler dealer, Earnhardt Chrysler in Tempe, and made an appointment for my Voyager on Wednesday July 13th. While dropping the vehicle off at the dealership, we met a woman also bringing her Chrysler Voyager in for the same trouble with her air conditioning unit. Later that day, when the service department contacted me, we learned the air compressor had malfunctioned. Not only that, but "shrapnel like pieces," as described to us by the service representative, had pierced several other parts of the engine as result of the explosion, damaging numerous parts including the power steering belt, various tensioners, and gaskets. We were also informed that the dealership was out of air compressors for this vehicle and in fact, it was on national backorder. The dealership had to search extensively for this part.

If this was an isolated incident, we would be more understanding, but to have two Chrysler Voyager owners side by side at the service center on a random Wednesday morning with the exact same problem, and for the air compressor which exploded to be on national backorder, it is obvious Chrysler must be aware of a serious and potentially dangerous problem, yet is refusing to admit to it or take any responsibility. We have contacted Chrysler about this matter and they refuse to acknowledge this problem. We are enclosing a copy of our bill so that you may appreciate the expense customers are facing due to Chrysler's negligence, why we will never be purchasing another Chrysler product, and why we felt it necessary to send this letter to you.

Sincerely,

Sept 16 05

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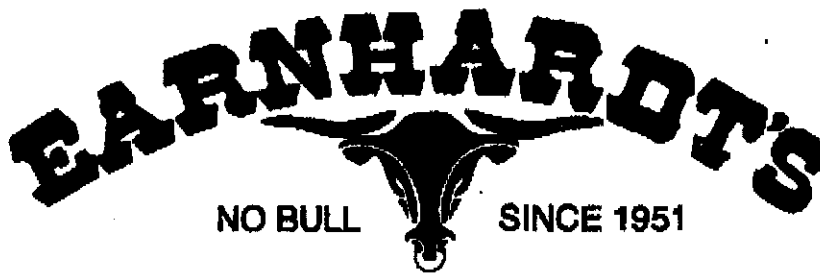
Dear [REDACTED],

A check is on its way to you, but here is the receipt with the labor highlighted on the copy you sent me. Sorry for any confusion. The labor was listed on two lines so I could use a special for part of the labor + make it cheaper for you.

Have a great summer!

Thank you,

Rich J.



CHRYSLER • JEEP • SUZUKI
NUMBER 1 IN ARIZONA

August 15, 2005

Dear [REDACTED]

Our database indicates that the repairs on the air conditioning that we completed for you recently, are unrelated to the issue you had with the evaporator drain. That said, your satisfaction as a customer and your continued happiness are extremely important to us. Therefore, I am enclosing a check for \$32.33 to cover the issue.

We apologize for the inconvenience and look forward to serving you soon on your next visit to Arizona.

Regards,

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).