

# NHTSA Complete Record Information



Printed: 10/7/2005

2005 OCT 07 14 41:16

|  |                              |                             |
|--|------------------------------|-----------------------------|
| <b>NHTSA #:</b> ES05-008114  | <b>Rec'd Date:</b> 10/6/2005 | <b>Referred By:</b> NEC-110 |
| <b>XREF #:</b>   | <b>Doc Type:</b> CNG         | <b>Doc Date:</b> 9/29/2005  |
| <b>Delivery:</b> MESSENGER ENV.  | <b>Address To:</b> NHTSA     | <b>Due Date:</b> 10/18/2005 |
| <b>S10 #:</b>  | <b>DOT/I #:</b>              | <b>RMP #:</b>               |
| <b>Subject:</b> LTR FWD FM [REDACTED] (NC) RE A 1997 DODGE RAM 1500 PICKUP TRUCK WITH DFEECTIVE PAINT AND HEADLIGHT SWITCH, REQUEST A RECALL INVESTIGATION, REPLY ATTN. ESTHER CLARK/RALEIGH, NC OFC |                              |                             |
| <b>Ack Date:</b>   | <b>Ack By:</b>               | <b>Signed For:</b>          |
| <b>Sign Office:</b> EXTERNAL AFFAIRS   | <b>Signature:</b> HARRINGTON |                             |
| <b>Cleared Date:</b>   | <b>Cleared By:</b>           | <b>Cleared For:</b>         |
| <b>File Loc:</b>   | <b>XREF File:</b>            | <b>Closed Date:</b>         |
| <b>Added By:</b> NMOODY x62544   | <b>Modified By:</b> LOGLESBY |                             |

COMPLETE CONTACT INFO:

10139888

The Honorable ELIZABETH DOLE  
UNITED STATES SENATE

WASHINGTON, DC 20510  
Tel: Fax: E-mail:

COMPLETE COMMENT INFO:

**Comment Details**                      **Comment**

COMPLETE ROUTING INFO:

| Assigned To | Task           | Asgn Date | Deadline   | Returned Date |
|-------------|----------------|-----------|------------|---------------|
| NVS-200     | REPLY          | 10/6/2005 | 10/18/2005 |               |
|             | Return Process | 10/6/2005 |            | 10/6/2005     |
| ODI         | REPLY          | 10/6/2005 | 10/13/2005 |               |
| NVS-010     | INFORMATION    | 10/6/2005 |            | 10/6/2005     |
| NIA-110     | INFORMATION    | 10/6/2005 |            | 10/6/2005     |
| NOA02       | INFORMATION    | 10/6/2005 |            | 10/6/2005     |
| I10         | INFORMATION    | 10/6/2005 |            | 10/6/2005     |
| I20         | INFORMATION    | 10/6/2005 |            | 10/6/2005     |

COMPLETE ATTACHMENT INFO:

| Description | Added By | Date & Time           |
|-------------|----------|-----------------------|
| 8114.tif    | NMOODY   | 10/6/2005 03:33:52 PM |

*Cheney  
10/7/05*

**ELIZABETH DOLE**  
NORTH CAROLINA

**RALEIGH OFFICE**  
310 NEW HERN AVENUE  
SUITE 122  
RALEIGH, NC 27601  
(919) 858-4600  
FAC (919) 650-8863

**United States Senate**  
WASHINGTON, DC 20510

COMMITTEE ON  
ARMED SERVICES  
BANKING, HOUSING, AND  
URBAN AFFAIRS  
SPECIAL COMMITTEE ON AGING

September 29, 2005

Dr. Jeffrey W. Runge  
Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590-0001

Dear Dr. Runge:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding [REDACTED] Hendersonville, NC [REDACTED].

Please give [REDACTED] concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Hern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,



ED/emc

EXECUTIVE SECRETARIAT  
2005 SEP -6 A 9:20  
7000

**GREENVILLE OFFICE**  
308 SOUTH EVANS STREET  
GREENVILLE, NC 27602  
(866) 538-1088  
FAC (252) 328-1087

**HENDERSONVILLE OFFICE**  
401 NORTH MAIN STREET  
SUITE 202  
HENDERSONVILLE, NC 28752  
(828) 898-8747  
FAC (828) 898-1257

**RALEIGH OFFICE**  
225 NORTH MAIN STREET  
SUITE 304  
RALEIGH, NC 27604  
(704) 833-8211  
FAC (704) 833-8887

**WASHINGTON OFFICE**  
500 SENATOR DONALD W. RIEHLER OFFICE BUILDING  
WASHINGTON, DC 20510  
(202) 224-8543  
FAC (202) 224-1100

ES05-008114

September 27, 2005

Senator Elizabeth Dole  
401 North Main Street  
Suite 200  
Hendersonville, NC 28792

Dear Senator Elizabeth Dole,

In the past few months I have corresponded with your representative [REDACTED]. In our conversation we spoke of a problem I had with my 1997 Dodge Ram 1500 pickup. I purchased the truck when I lived in Alabama and immediately realized the paint needed some help. Having every intention of painting the vehicle, I wanted it to be more cosmetically appealing. I contacted some nearby body shops and each shop informed me that the primer was not bonding to the metal. Meaning the whole vehicle needed to be stripped down to the metal, primer needed to be reapplied and then repainted.

In short, what I thought could be handled for a few hundred dollars will end up costing thousands. Understanding that it is out of warranty this is still a manufacturing defect. When asked about it being recalled, I was informed it was not a safety issue and therefore did not qualify. After being efficiently circumvented and receiving no help, I dropped the matter.

What made me minimize the issue is that I recently had to replace my headlight switch that suddenly went out. After ordering another and being notified about a defective wiring issue that would require it to be swapped, due to the probability of overheating and possibility of catching fire. The replacement part of course was significantly more expensive. When mentioning if it was possibly a recall issue, they again said no. This threw up a red flag in my book because this is a safety issue.

After doing a little research I found out that there was a recall however it was on the 3500 series pickup, for the exact same reason. When I contacted the [REDACTED] he was very supportive and recommended I work through the state level. Obviously, I am contacting you now because nothing has worked. The manufacturer said they would not reconsider the issue. Because they already established that nothing has changed to consider intervention. I am tired of getting the runaround, please see what you can do. I prefer to purchase American products, however this is something I am now reconsidering. Enclosed is a disc with pictures of my truck. Please notice that the paint is bubbling up off the metal.

Respectfully,

[REDACTED]

[REDACTED]  
HENDERSONVILLE, NC [REDACTED]  
[REDACTED]

### Motor Vehicles Consumer Complaint Form

Please complete this form on your computer, print it and mail it to:

Consumer Protection  
Attorney General's Office  
9001 Mail Service Center  
Raleigh, North Carolina 27699-9000  
Telephone: (919) 719-8000  
Fax: (919) 719-8050

From:

Your Name(s):

[Redacted]

Address:

[Redacted]

City:

Hendersonville

State:  NC

Zip: [Redacted]

Telephone: Home: [Redacted]

Business: [Redacted]

#### Dealer or Repair Shop Complained About:

Name:

N/A

Address:

[Redacted]

City:

[Redacted]

State:

Zip: [Redacted]

Telephone: [Redacted]

Is your complaint about (please check one)?

- New car sales practices
- Used car sales practices
- Warranty
- Manufacturing defect
- Repairs
- Financing or leasing?

Did you buy your vehicle: New  , Demo  , Used  ?

Make, Model & Year: 1997 Dodge Ram 1500

Date of Purchase: \_\_\_\_\_

Where Financed (if relevant):

Name:

N/A

Address:

\_\_\_\_\_

City:

\_\_\_\_\_

State: IL Zip: \_\_\_\_\_

### What does the Consumer Protection Office Do?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

### Instructions

Please explain in the space provided. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly. Try to brief, but be sure to tell what happened, when it happened, and where it happened.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

Explanation:

After purchasing this vehicle in August of 2003, I noticed the paint was coming up all over the vehicle. I went to several nearby body shops and asked them what it would cost to do scratch up. They informed me that the vehicle would have to be stripped down to the metal, due to improper primer application. Of course, I thought they were trying to get more money for the paint job. Until that is what all the shops said over and over. When I thought might cost around \$900.00 and I had up being over \$3500.00 minimum. There reason was that if they painted on top of the existing paint it would just cover the problem not fix it. When I did some research on this over the internet, I found that this was a very common occurrence. I contacted the local dealer in Montgomery, Alabama where we lived at the time. They said there was nothing I could do and that I should contact the manufacturer. They in turn referred me back to the local dealer. There reasoning for not helping was that the vehicles age and mileage. How they determine that astounds me considering this was a manufacturing flaw. I asked why this wasn't recalled. They said that it wasn't a safety issue. Thus, the beginning of a neverending climb.

Recently, my headlight switch went out on the same vehicle. When I went to the dealer to replace it, I was informed that I needed to solder the wire connecting the switch. Because, the switch was known to overheat and melt, which could catch fire. I asked if this was recalled due to the safety issue. They said it wasn't recalled and therefore I had to spend even more money for the wiring harness. Having no choice I replaced the switch. After looking on the internet I found that this switch was recalled on the Dodge Ram 3500 Model. Due to the fact that it could catch fire.

This is the reason of my renewed determination for the manufacturer to fix its flaws. How can we have faith in American products when they consistently build vehicles with parts that are inferior. In addition to putting plastic parts that with heat breakdowns over a couple of years.

What do you want the company to do?

I would like the company to step up and do what is right. They should paint my vehicle correctly and reimburse my expense of the headlight switch.

The above statements are true to the best of my knowledge and belief.

Signature

[Redacted Signature]

Date:

8/11/05

WARNING: Do not e-mail this form. The Consumer Protection Office currently is not equipped to handle substantive matters in this manner.



**State of North Carolina**

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001

**ROY COOPER  
ATTORNEY GENERAL**

**CONSUMER PROTECTION**  
Toll Free in NC  
(877) 586-7288  
Outside of NC  
(919) 718-6000  
Fax (919) 718-6060

September 19, 2005

[Redacted]

Hendersonville, NC [Redacted]

RE: File No. 0509346  
DaimlerChrysler Corp  
3851 Hamlin Road  
Rochester Hills, MI 48309

Dear [Redacted]

Since our last letter to you, we have received the enclosed correspondence. We thought you would like to have a copy for your personal records.

Please feel free to contact me if you have questions.

Very truly yours,

Wendy L. Chipman  
Consumer Protection Specialist  
**CONSUMER PROTECTION SECTION**

Enclosure



# DAIMLERCHRYSLER

DaimlerChrysler  
Motors Company LLC

August 24, 2005

[REDACTED]  
Hendersonville, NC [REDACTED]

Reference # 13944230

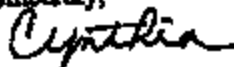
Dear [REDACTED]

Thank you for your latest letter referring to our previous correspondence.

Your letter does not contain any additional information that would cause us to change our previous decision. Therefore, we must again respectfully decline your request.

Any future correspondence related to this issue will be retained in our corporate records.

Sincerely,



Cynthia  
Senior Staff



**State of North Carolina**

**ROY COOPER  
ATTORNEY GENERAL**

Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27609-9001

**CONSUMER PROTECTION**  
Toll Free In NC  
(877) 500-7228  
Outside of NC  
(919) 718-6000  
Fax (919) 718-6000

September 8, 2005

[Redacted]  
Hendersonville, NC [Redacted]

RE: File No. 0509346  
DaimlerChrysler Corp  
3851 Hamlin Road  
Rochester Hills, MI 48309

Dear [Redacted]:

Our office has received your recent correspondence. Because our office cannot force a company to take specific action, we must now decline to participate further on your behalf.

Our Section is prohibited by law from engaging in the private practice of law or representing private citizens in court actions. We can only take action in the name of the State to prevent harm to large numbers of citizens. Therefore, if a private legal dispute exists between two parties, the Consumer Protection Section may request their cooperation in arriving at a solution. We cannot dictate to either party involved how a complaint will be resolved.

We regret that we cannot offer you additional assistance. We hope we have adequately explained the extent of our authority under North Carolina law. However, if you wish to pursue this matter on your own, you might consider the possibility of an action in Small Claims Court. Enclosed is a brochure describing this process.

Should you have any further questions or if we may assist you in the future in some other manner, please contact us.

Very truly yours,

Wendy L. Chipman  
Consumer Protection Specialist  
CONSUMER PROTECTION SECTION

Enclosure

August 29, 2005

Courtesy Protection  
Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001

copy

To Whom It May Concern:

I recently received a letter from Dealer Chevrolet regarding a complaint which I filed with your organization. Attached is a copy of their letter to me and a letter I recently sent to answer their response. They also had another file number as a reference it is 13944230. The file number I had was different it is 13944341. Obviously, they didn't agree with my statement. However, their decline to help was not satisfactory. I'm not asking politely that they do something. It is past that point, I am demanding it. They are fully aware of the inferior product but since it is not a safety issue, the government will not make them recall the problem. They stated that it would not be covered as a recall issue. If you can assist in any way I would appreciate it. Please respond as soon as possible as this has gone on far too long.

Respectfully,



313 DAKWILDE DRIVE  
HANDRESONVILLE, NC 28741

August 11, 2005

Consumer Protection  
Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001

To Whom It May Concern:

Please note the attached complaint form. In being you up to speed I recently contacted the manufacturer again and they provided a file number #1330341. Then they referred me to a customer service number and that number referred me back to the previous number I dialed. If you can assist in any way I would appreciate it. When we lived in Alabama I wasn't informed about procedures in place to assist me. Otherwise this would have been disputed at that time. Please respond as soon as possible as this has gone on for so long.

Respectfully,



815 OAKWILDE DRIVE  
HENDERSONVILLE, NC 27561





**State of North Carolina**

**ROY COOPER  
ATTORNEY GENERAL**

**Department of Justice  
9001 Mail Service Center  
Raleigh, NC 27699-9001**

**CONSUMER PROTECTION  
Toll Free In NC  
(877) 466-7226  
Outside of NC  
(919) 716-8000  
Fax: (919) 716-6080**

**August 17, 2005**

**DaimlerChrysler Corp  
3851 Hamlin Road  
Rochester Hills, MI 48309  
Attn Customer Assistance**

**RE: File No. 0509346**

[REDACTED]  
**Hendersonville, NC** [REDACTED]

**Dear Sir:**

**Enclosed is a copy of correspondence received by this office regarding your company. Please review and respond in writing within ten (10) business days after receipt of this letter as to your position on this matter. In your response refer to File Number 0509346.**

**Very truly yours,**

**Wendy L. Chipman  
Consumer Protection Specialist  
CONSUMER PROTECTION SECTION**

**Enclosure**

**cc:** [REDACTED]

\* \* \* COMMUNICATION RESULT REPORT ( SEP. 27. 2005 11:59AM ) \* \* \*

FAX HEADER 1: SENATOR DOLE RALEIGH OFFICE  
FAX HEADER 2:

TRANSMITTED/STORED : SEP. 27. 2005 11:58AM  
FILE MODE OPTION

ADDRESS

RESULT

PAGE

3272 MEMORY TX

919 733 3491

OK

1/1

REASON FOR ERROR  
[1-3] NO ANSWER OR LINE FAIL

[1-3] BUSY  
NO FACSIMILE CONNECTION



**United States Senator Elizabeth Dole**  
310 New Bern Avenue, Suite 122 • Raleigh, NC 27601  
919.856.4630 phone • 919.856.4053 fax

### FAX COVER SHEET

**TO:** N.C. Department of Transportation

**FAX:** (919) 733-3491

**FROM:** *Esther Clark*

**DATE:** September 27, 2005

**# OF PAGES (includes cover):** 1

**MESSAGE:**

We would like to have 600 N.C. road maps for Senator Elizabeth Dole's office to give out at a conference the Senator is hosting on October 11, 2005. Our address is 310 New Bern Avenue, Suite 122, Raleigh, NC 27601.

If there is any problem with this request, please call Esther Clark at (919) 836-4630 or (919) 274-7604.

Thank you for your assistance!

**IF ALL PAGES ARE NOT RECEIVED, PLEASE CALL 919.856.4630.**