

October 7, 2005

Administrator
National Highway Traffic and Safety Administration
400 Seventh Street, S.W.
Washington, DC

[REDACTED]
Wesley Chapel, FL
[REDACTED]

Dear Administrator -- National Highway and Traffic Safety Administration,

I appreciate your concern for my safety and the fact that DaimlerChrysler Corporation sent me multiple notifications concerning a possible defect. (See attached letter)

I have tried several times to get this inspection by: #1, stopping by my local dealership and seeing if it could be checked. I was informed that it would take too much time and I would need to make an appointment. I tried this several times and was always given the same information. . #2. I made an appointment asking how long it would take and if I could wait. I was told it would take approximately 1 1/2 hours and yes, I could wait. I arranged for a 1/2 day off and made the appointment. When I arrived at the dealership, and answered that I would be waiting they said it would be all day and that they really did not have a waiting room. I said I had an appointment, and was informed that it "didn't mean anything". I asked about a courtesy ride and was told that there was not one available at this time. As I had no one to call to pick me up I had to leave without the inspection. As a classroom teacher working with dysfunctional high school students, taking off days or part days is not always easy. The attitude I was given was very uncaring.

In addition, when asked if there was any safety issue with driving the car, I was told that the only problem would be possible steering difficulties if my hose was defective. I believe that a possible "underhood fire" is a more serious issue.

I felt great frustration at having been lied to on the phone and having wasted time off work. Please advise how I can best arrange to have my car serviced. I work 7 AM to 5 PM Monday through Thursday and 7 AM -3:30 PM Friday.

Susan Hussey
[REDACTED]

cc/ DaimlerChrysler Corporation
Customer Services Field Operations

Edilbon
10/27/05

DAIMLERCHRYSLER

Address Service Requested

*Buckle up
for Safety!*

IMPORTANT!

CASE STUDY

1.03.00||Soc.Bu||Ling||Linguistics||Phonetics||Phonetic transcription||

2T313665 D18

04:59:18

ZEPHYRHILLS, FL

SAFETY RECALL – POWER STEERING HOSE

Dear

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2001 through 2004 model year Chrysler PT Cruiser and 2005 model year Chrysler PT Cruiser Convertible vehicles equipped with a 2.4L non-turbocharged engine and an automatic transaxle.

The problem is... The power steering pressure hose on your PT Cruiser (VIN:3C4FY5[REDACTED]) may contact the transaxle differential cover. Prolonged power steering hose contact can cause the hose to rub through and leak power steering fluid. Power steering fluid leakage in the presence of an ignition source can result in an underhood fire.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect and reposition the power steering hose. Any damaged hoses will be replaced. The inspection and repositioning will take about ½ hour to complete. Hose replacement, if necessary, will require another hour. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN [REDACTED] and notification code D18 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement:
DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

**Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D18**

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

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Admission 15th Feb 75

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Adman.

400 Seventh Street, S.W.

Washington, DC

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