

101 49744

December 21, 2005

2006 JAN 25 AM 9: 26

Daimler Chrysler Customer Assistance Center
P.O. Box 218004
Auburn Hills, MI 48321-8004

Re: File No. [REDACTED]

Vin: VC [REDACTED]

To Whom It May Concern:

I wrote you on January 15, 2005, regarding a head on collision I had on December 29, 2004, during which my air bags did not deploy. I included photos of my Jeep showing such.

Apparently you didn't think my concerns about non-deployment during a head on collision were of much concern to you as you didn't bother to reply. I think you should give me a new Jeep Grand Cherokee for my trouble and trauma. Any color but white.

Please respond.

Sincerely,

[REDACTED]
Susanville, CA [REDACTED]

Copy to: NHTSA Headquarters
400 Seventh St., SW
Washington, D.C. 20590

N/A
aas
1/27/06



April 1, 2005

[REDACTED]
Susanville, CA [REDACTED]

File No: [REDACTED]
VIN: VC[REDACTED]
SC: EXPIRED
RE: [REDACTED]

Dear [REDACTED]

Please be advised that your inquiry was received by this office in error and should have been directed to DaimlerChrysler Customer Assistance Center.

In order to expedite matters, we have taken the liberty of forwarding your letter to that office.

DaimlerChrysler Customer Assistance Center
P.O. Box 218004
Auburn Hills, MI 48321-8004

Thank you for writing us, and please be assured of our continued interest in you as a DaimlerChrysler Corporation product owner.

Sincerely,

D. J. Abner
Manager, Customer Relations
DaimlerChrysler Service Contracts

DJA

cc: [REDACTED]

cc: [REDACTED]

cc: [REDACTED]

January 15, 2005

Chrysler Corp.
Attn: Customer Service
P.O. Box 2700
Troy, Michigan 48007-2700

To Whom It May Concern:

I am writing you regarding my 1997 Jeep Grand Cherokee Vehicle Identification Number 1J4GZ58SXVC [REDACTED] which I purchased new in May 1997. Even seven and a half years later my Jeep was in like-new condition with 40,000 miles on it, and not even a scratch in the paint. I loved this vehicle.

I was involved in a head on collision with a big rig truck on December 29, 2004, during which time my air bags did not deploy. I am enclosing photos of the front end damage and the intact airbags from the interior compartment.

My vehicle has been declared a total loss by my insurance company, and I am concerned that the bags didn't deploy.

Please respond.

Sincerely,

[REDACTED]
Susanville, CA [REDACTED]

