

10150798

Sparks, NV. [REDACTED]

Jan 23, 2006

National Highway Traffic Administration
U.S. Dept. of Transportation
Washington DC 20590

Reference is made to my letter of 8-23-05 to
Daimler Chrysler Corp. regarding the doughnut style
spare tire and the hazards that can occur when in use.

Also attached is Daimler Chrysler's response of 9-19-05
which in reality ignores the problems outlined in
their 2005 Chrysler manual, copies attached.

My letter of 1-25-06 to Daimler Chrysler to date
has been ignored.

Chrysler states that unequal tire size may cause
failure of the power transfer unit and/or the
viscous coupling. Further, they state that combining
radial tires with other types on your vehicle will
cause your vehicle to handle poorly and the instability
could cause an accident.

These warnings, copies attached, don't give me
the confidence to ride on the included spare
tire and wheel along the many uninhabited roads
found throughout the west.

Your assistance is appreciated.

Very truly yours

Edison
2/2/06

cc: Daimler Chrysler Corp.
PO Box 21-8004
Auburn Hills, MI - 48321-8004
Attn: Maggie, Senior Staff

cc: BBB of Detroit & Eastern Michigan
30555 Southfield Rd. Ste. 200
Southfield, MI 48076-7751

Sparks, NV. [REDACTED]
8-23-05

Daimler-Chrysler Corp.
P.O. Box 360450
Cleveland, Ohio 44136

Att: Technicals Authorities or
whomever it may concern.

In May we purchased a 2005 Chrysler Pacifica Limited
from Lithia Chrysler-Jeep of Reno, NV.

We have been very pleased with the car except for
one item. The spare tire is a 18" Goodyear
doughnut type temporary spare. This doesn't sit
well when driving thru western states and finding
yourself 100 miles from the nearest service station.

HOWEVER, my concern has grown after reading
your car manual more thoroughly. A warning
was given by Chrysler on page 281 as follows.

CAUTION

All Wheel Drive (AWD) vehicles must have the same
size and type tires on all wheel positions. Unequal
tire sizes must not be used. Unequal tire size
may cause failure of the power transfer unit
and/or the viscous coupling.

RECEIVED
AUG 24 2005
BETTER BUSINESS BUREAU

This vehicle conforms to neither the same size tires (18" vs 19") nor the same type tires (Goodyear spare vs Michelin).

Driving on the included spare could cause serious damage (as you have cautioned above) as well as a dangerous driving situation. I look forward to your equipping this vehicle with the appropriate 19" Michelin tire (P235/55R19) and appropriate wheel size ASAP.

Very truly yours



cc: Lithia Chrysler-Jeep of Reno
3223 Mill St.
Reno, NV. 89502-2213

cc: Better Business Bureau
991 Bible Way
Reno, NV. 89502

DAIMLERCHRYSLER

DaimlerChrysler
Motors Company LLC

September 19, 2005

Ms. Constance Stevens
Better Business Bureau of Detroit and
Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Re: #6003336 - [REDACTED]
Our File No.: 14057134

Dear Ms. Stevens:

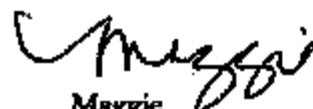
This is in response to [REDACTED] 2005 Chrysler Pacifica AWD, and his concerns with the compact spare tire size.

I can understand his concern based on what page 281 in his owner's manual states. But, that is a warning specifically for non-emergency situations. We warn customers not to use different size tire combinations at one time, as this could cause damage to other components.

The compact spare tire was standard equipment on his Pacifica AWD. A full-size spare tire was not available from the factory with 19" wheels, which [REDACTED] has on his Pacifica. A compact spare tire is the appropriate tire for us on this particular vehicle when used in an emergency situation, following the instructions as described in his owner's manual on page 276.

Based on this, we will not replace [REDACTED]'s spare tire.

Sincerely,



Maggie
Senior Staff

MRG/ss

Sparks, Nv. [REDACTED]
Jan. 05, 06

Daimler Chrysler
PO Box 21-8004
Auburn Hills, MI 48021
Attn: Maggie, Senior Staff

Reference is made to your letter of 9-19-05 attached. Throughout the west, including Nevada, many towns are 200 miles apart and more and even then many do not have the facilities to replace tires of various sizes.

Contrary to your statement 19" spare tires are available if the spare wheel is of appropriate size.

Therefore, please advise me of the least expensive 19" wheel that I can purchase thru Chrysler and mount a 19" Michelin tire so I can travel these western roads with confidence.

Very truly yours
[REDACTED]

cc: BBB of Detroit & Eastern Michigan
30555 Southfield Rd. Ste 200
Southfield, MI 48076

CAUTION!

All Wheel Drive (AWD) vehicles must have the same size and type tires on all wheel positions. Unequal tire sizes must not be used. Unequal tire size may cause failure of the power transfer unit and/or the viscous coupling.

WARNING

Combining radial ply tires with other types of tires on your vehicle will cause your vehicle to handle poorly. The instability could cause an accident. Always use radial ply tires in sets of four (or 6, in case of trucks with dual rear wheels). Never combine them with other types of tires.



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