

[REDACTED]
Altaville, CA [REDACTED]

Telephone [REDACTED]

Facsimile [REDACTED]

March 7, 2006

Cabral Chrysler Jeep
1145 West Yosemite
Manteca, CA 95336

Attention: Jennifer Boland-Raper

Re: 1996 Chrysler Concorde Automobile

Dear Jennifer:

This confirms our telephone conversation of this date wherein I requested the current telephone number for the Chrysler Zone Representative or Chrysler's Customer Relations Manager for Northern California. You informed me that Customer Relations is the position you hold at Cabral Chrysler Jeep in Manteca, California. You informed me you didn't have any information for the Zone Representative and provided me with the telephone number for the manufacturer for Chrysler whom I've already contacted.

I expressed my concern to you over the recent discovery of dangerous and defective steering as well as spot welds possibly breaking free from the frame of the vehicle. I've been informed that each time I turn the steering wheel the frame moves with it causing the breakage of the welds from the firewall and complete steering failure could happen again at anytime.

Please note this is the third rack and pinion steering system that has been installed in the vehicle since the date of manufacture. The original steering system was replaced by the dealership at the fifty thousand (50,000) mile service at a cost to us in the approximate amount of \$1,600.00. The second steering system failure occurred within twenty three thousand (23,000) miles of the first steering system replacement. We are currently dealing with the third and the vehicles total mileage is seventy-eight thousand eight hundred (78,800) miles.

There were numerous other problems with the vehicle and the dealership's servicing of the same. After further research of the dealership service records we discovered that there was a leak at the transaxle in the first ten thousand (10,000) miles that was to be repaired or replaced by the dealership. Unfortunately, it appears that sealant was applied which did not cure the leak. Further, it is noted in the owner's manual that the use and application of sealant would be considered dangerous since it is highly flammable.

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I've been informed when a vehicle has dangerous defect or is considered to be a road hazard that the dealer or manufacturer is required to repurchase the vehicle at the original purchase price together with all costs incurred by the owner.


Please note I contacted your dealership in November, 2003, as well as the manufacturer regarding this matter and as of the date hereof have not received any response. For your information I have enclosed copies of documents that support my claims set forth herein.

Please contact me within fifteen (15) days from the date hereof so we could possibly resolve this matter amicably or I'll be forced to pursue my legal alternatives.

Thank you for your anticipated cooperation and assistance.

Very truly yours,




cc: Senator Diane Feinstein
National Hwy. NHTSA
Daimler Chrysler-Mercedes

December 11, 2003

Foundation For Taxpayers &
Consumer Rights
1750 Ocean Park Blvd.
Santa Monica, CA 90405
Attn: Pamela Presley

Dear Ms. Presley:

On November 26, 2003 our 1996 Chrysler Concorde's *Rack and Pinion Steering System failed*. We considered ourselves to be fortunate that this incident occurred in my friend's driveway rather than 5 minutes later on a Major Hwy. We could easily have been killed or killed someone else.

The 1996 Concorde was purchased new from Cabral Chrysler in Manteca, CA on September 20, 1996. Cabral was requested to do the servicing as specified in both owner's manual and in both warranty booklets. We were of the understanding that they performed the services called for under the warranty and would inform us of all repairs needed to maintain the safety of the vehicle. We thought the warranty coverages would be applied fairly & accurately etc. etc.

The Manufacturer had knowledge that this Rack And Pinion System was defective prior to the vehicle's shipment to the dealer. I had been concerned with the clunking noise when the steering wheel was turned sharply and my mother questioned Cabral about this. At both 15,000mi. & 30,000mi. the Steering System was to be serviced extensively according to the warranty manuals. There was no mention by the dealer of any common problems associated with this system nor any discussion regarding it during the servicing of our vehicle.

There were four serious service calls prior to 50,000mi and complete replacement of the original Steering System by Cabral. Cabral charged us \$1,574.00 to install the second defective system which failed in less than 23,000mi.

Due to the numerous other defects recently found to plague the 96 Concorde, in addition to it's defective design, I feel it poses a threat to those on the highway, as well as to the safety of my family and friends, and do not believe it can be repaired satisfactorily. The misrepresentation of this vehicle by both the dealer and manufacturer have repeatedly jeopardized our welfare, not to mention the welfare of others we come into contact with on the highway.

I think you will find my supporting documentation will address a much larger issue involved in this scenario. I look forward to seeing you once again and discussing possible solutions to this matter.

cc: Cabral Chrysler-General Mgr.
Cabral Chrysler-Service Mgr.
National Highway & Transportation
Safety Administration
Dept. of Motor Vehicles Investigations
Consumer Affairs/Better Business Bureau
Bureau of Automotive Repairs
Daimler Chrysler West Coast Regional Mgr.
Daimler Chrysler, Headquarters

**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).**