



STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER  
Attorney General

THOMAS G. CONWAY  
Assistant Attorney General In Charge  
Consumer Frauds and Protection Bureau

212-416-8294

March 7, 2006

[Redacted]  
Loudonville, NY [Redacted]

10154120

Our File Number: [Redacted]  
Company: Daimler Chrysler Motor Corp.

Dear [Redacted]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

*Philip Gamma/cl*

Philip Gamma  
Bureau of Consumer Frauds  
And Protection

/cc: National Highway Traffic and Safety Administration  
400 7th Street SW  
Washington, DC 20590

2006 MAR 27 AM 10:55

*Edi non  
2/28/06*



ATTORNEY GENERAL ELIOT SPITZER  
 STATE OF NEW YORK  
 OFFICE OF THE ATTORNEY GENERAL  
 BUREAU OF CONSUMER FRAUDS AND PROTECTION  
 120 Broadway, 3rd Floor  
 New York, NY 10271-0332  
 Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM  
 Consumer Hotline For Hearing Impaired  
 1 (800) 777-8888 (800) 788-9898  
 http://www.dca.state.ny.us

RECEIVED  
 MAR 06 2006

THE ATTORNEY GENERAL'S OFFICE  
 NEW YORK CITY OFFICE

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
Louclonville	ALBANY	NY	
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
DaimlerChrysler Motor Corp		ATMOTY Garage	
STREET ADDRESS		STREET ADDRESS	
		926 Central Ave	
CITY/TOWN	STATE	CITY/TOWN	STATE
Auburn Hills	MI	ALBANY	NY
DATE OF TRANSACTION		COST OF PRODUCT OR SERVICE	
1/16/06			
DID YOU SIGN A CONTRACT?		WHERE DID YOU SIGN THE CONTRACT?	
<input type="checkbox"/> Yes <input type="checkbox"/> No			
WAS PRODUCT OR SERVICE ADVERTISED?		WHERE WAS IT ADVERTISED?	
<input type="checkbox"/> Yes <input type="checkbox"/> No			
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)			
Car repair			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL		PERSON CONTACTED	JOB TITLE
1/18/06 <input checked="" type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person		Amanda Carol	Agent
NATURE OF RESPONSE		DATE OF RESPONSE	
The claim was out of warranty, they have no responsibility		1/18/06	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
IS COURT ACTION PENDING? (Please describe on necessary)			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER	
DaimlerChrysler Motor Corp		Voyager	
ADDRESS		WARRANTY EXPIRATION DATE	
As above		10/04	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT On 1/14/06 the rear brakes system of my 2002 Chrysler Voyager failed. The dealer (Memory Garage) had to rebuild the whole rear brake system. The technician told me there was a service bulletin #05-003-05 which exactly described the failure and how to repair the system. The failure happened due to snow and ice getting inside the brake system due to a manufacturing defect. The manufacturer knew about the problem and did not warn me. That compromised safety of my family during a snow storm.  
Please see the copy of the chain send to DaimlerChrysler.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) claiming

WHO REFERRED YOU TO THIS OFFICE? Web site

**READ THE FOLLOWING BEFORE SIGNING BELOW**

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). **DO NOT SEND ORIGINALS.**

**NOTE:** In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature: [Redacted] Date: 3/2/06

**HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?**

Returns to: **Office of the Attorney General  
Bureau of Consumer Frauds and Protection  
120 Broadway, 3rd Floor  
New York, NY 10271-0332**





**NUMBER:** 05-003 05

**GROUP:** Brakes

**DATE:** June 21, 2005

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**THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 05-002-04, DATED FEBRUARY 17, 2004, WHICH SHOULD BE REMOVED FROM YOUR FILES. THE REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES A REVISED PART NUMBER, DIAGNOSIS, REPAIR PROCEDURES AND TIME ALLOWANCE.**

**SUBJECT:**

Snow/Water Ingestion Into Rear Brake Drum

**OVERVIEW:**

This bulletin involves installing a revised rear drum brake support (backing) plate and possible replacement of the rear brake shoes and drums.

**MODELS:**

2001 - 2005	(RS)	Town & Country/Voyager/Caravan
1996 - 2000	(NS)	Town & Country/Caravan/Voyager
1996 - 2000	(GS)	Chrysler Voyager (International Markets)

**NOTE:** This bulletin applies to vehicles equipped with sales codes BRA, BRB, or BRV (front disc/rear drum brakes).

**SYMPTOM/CONDITION:**

While driving through deep or blowing snow/water, the snow/water may enter the rear brake drums causing rust to develop on the rear brake drum and shoe friction surfaces. This condition can lead to temporary freezing of the rear brake linings to the drums. This symptom is experienced after the vehicle has been parked in below freezing temperatures long enough for the snow/water to freeze inside of the rear brake drums. When the parking brake has been applied the symptom is more likely to occur.

**\*\*DIAGNOSIS:**

If the vehicle operator describes the Symptom/Condition above, perform the appropriate Repair Procedure based on the following:

- If Service Bulletin 05-002-04 has not already been performed, proceed to Repair Procedure A Step #1.
- If Service Bulletin 05-002-04 has already been performed, proceed to Repair Procedure B Step #1.\*\*



**Stick with the Specialists™**

**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).**