

STATE OF MICHIGAN  
DEPARTMENT OF ATTORNEY GENERAL



MIKE COX  
ATTORNEY GENERAL

March 31, 2006

P.O. BOX 30213  
LANSING, MICHIGAN 48909  
2006 APR 11 PM 3:10

Refer to AG No.: 200604300  
Web No.: cp8al120n

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER  
PO BOX 21-8004  
3851 HAMLIN RD  
AUBURN HILLS MI 48321

10156225

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to [cp\\_email@michigan.gov](mailto:cp_email@michigan.gov) putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be recontacting you regarding this matter.

Sincerely yours,

MIKE COX  
ATTORNEY GENERAL

Consumer Protection Division  
(517) 373-1140  
(517) 241-3771 - Fax

Enc.

1166

c: U.S. Department of Transportation  
National Highway Traffic Safety Adm.  
400 7th St. S.W.  
Washington, DC 20590

NAC  
Cox  
4/13/06

**CP INTERNET WEB COMPLAINT**Date Received: CP No. Internet ID No. Present Status: **Consumer Information**Name Address City, State, Zip   County Home Phone No. Work Phone No. **Primary Company Complained Against**Name Address City, State, Zip   County Company Ph No. Company Fax No. Company Email Company Website **Secondary Company Complained Against**Name Address City, State, Zip   Company Ph No. Company Fax No. Company Email **Complaint Information**Did you sign a contract?  Y = Yes N = NoWhere did you sign this contract? Is there a court action pending?  Y = Yes N = No**Motor Vehicle Warranty Complaint Information**Vehicle Make, Model and Year: VIN No.: **Is there additional documentation being forwarded?**How?

## Complaint Detail Information

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On or around the 16th of February my front passenger heated seat burned through the seat cover. Causing damage to the seat and releasing an abnoxious smell from the fumes. I contacted and took the car in for service at Brighton Chrysler. It was examined and found to have an element that shorted out internally causing the failure and damage to the seat cushion. I was told that Chrysler would not cover the expenses due to the car being over the warranty in miles. A repair of 554.04

Just today, 3-20-06, my Drivers side heated seat burnt an approx 1/2 inch hole in the seat cushion causing damage to the seat and my clothing as well as a slight discoloration of skin on my buttocks. I have coontacted Brighton Chrysler again for service. The first incidence has been ruled by Rick Burt the General Manager at Brighton Chrysler a result of a defective short in the heating element. I would bet the same would be said for this new issue. These seats are dangerous and need to be looked at on a larger issue. I was told that Chrysler will not admit liability unless the government was involved and won't pay for said damages.

I would like for these expenses to be picked up by the Chrysler Corporation. Ideally would like to be releasd from my lease, but will settle for restitution from the costs of the repair of these seats.