

Daimler Chrysler Motors Corporation Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

April 26, 2006

Dear Customer Center Representative:

2006 MAY -6 PM 2: 49

I am writing concerning an issue with my 2004 Chrysler Pacifica. Pertinent details of the automobile follow:

Owner Name: [REDACTED]

Owner Address: [REDACTED]

Fairmont, Minnesota [REDACTED]

Telephone: [REDACTED]

Dealer Name:

Kemna-Asa Auto Plaza

Dealer Address:

1001 Hwy 71 North

Jackson, Minnesota 56143

Vehicle Description 2004 Chrysler Pacifica

VIN

2C8GF68404R [REDACTED]

Delivery Date & Mileage Feb 18, 2004, 710 miles at delivery, Currently 53,000 +

I purchased this car for long distance highway driving and have been very satisfied with the performance and reliability of the vehicle until the following incident:

On April 11, 2006, while westbound on Interstate 80 in Nebraska between Omaha and Lincoln, the lower front bumper cover fell off of the car. It happened without any prior indication of a problem. The bumper cover was run over by my vehicle and several semi trailers reducing it to fragments. The cover, fog lights, side reflectors, and license plate were completely destroyed.

The dealer estimate for repair and parts replacement is approximately \$1769. They asked Chrysler to cover the cost of the repairs. This request was declined by the regional Chrysler representative. I am asking for support in getting the vehicle repaired at Chrysler's expense, as I do not feel major parts should fall off the car while traveling. I meticulously maintain my cars and had been to the dealer for service the previous day. This car has not been abused or misused.

I feel this may be a design defect. An assembly of this type should not fall off while traveling. This could also be a safety hazard to other Pacifica owners as keeping control of the car with the part being run over is difficult. There could also be an issue with debris causing subsequent accidents.

I purchased this vehicle from Chrysler because of the excellent quality of the product and the customer service of the Kemna-Asa dealership. I would expect Chrysler to stand behind this product and authorize the repair of the vehicle at no expense to me.

Sincerely, [REDACTED]

Cc:NHTSA/ Kemna-Asa

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