

10161571

TO WHOM IT MAY CONCERN:
REGUARDING 2004 CHRYSLER PACIFICA
VEHICLE IDENTIFICATION NUMBER 2C4GM68-
Milage-40883
& 2004 DODGE STRATUS
VEHICLE IDENTIFICATION NUMBER 1B3EL4-
Milage-31179

2006 JUN 27 AM 10:01

I Jerome R. Roznowski purchased the above mentioned Chrysler Pacifica on March 16th 2005.
On May 19th 2006, we were visiting relatives in Bay City, and upon leaving My Mother - In - Laws home,
I discovered that the key would not turn in the ignition. I tried several times, turning the wheel rocking the
vehicle to no avail. I contacted the dealership in Bay City and had the vehicle towed to THELEN AUTO
GROUP-4191 North Euclid Bay City, MI. 48706.

The Ignition cylinder had to be drilled out and a new one installed. On May 23rd, 2006 my check engine
light came on as I was driving so I took it in to my regular repair shop. He told me that the person that
worked on my car at Thelen did not program the skin key, which cost me \$25.00 to have done. This
vehicle is no longer under warranty and we did not get an extended warranty so we paid cash.

On May 26th our Grandson Ryan Roznowski came up to our home for the Memorial weekend. He had just
bought a dodge Stratus one week before this date. He was going to go to the store in town when he
discovered the same problem we had with his Ignition. His vehicle had to sit at our home until Tuesday
because of the Holiday. His vehicle was under warranty.

Now my question is how many Chrysler vehicles has this happened to? And what will be done about this
problem? Why isn't there a recall? The tow truck driver commented that he has picked up several
Chrysler vehicles with this same problem, What's going on here. I would like this problem investigated
and receive a reply.

[REDACTED]
[REDACTED]
Mio, MI. [REDACTED]
[REDACTED]

PS- enclosed are copies of the repair bills for both cars.

Edin
6/28/06

**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).**