

June 28, 2006

Daimler Chrysler Motors Company LLC
P.O. Box 21-8004
Auburn Hills, Mi USA 48321-8004

Sheffield, Pa.

Reference No: 14877721

VIN: 3D7LU38693G

Gentlemen,

Three separate issues are outline as follows: Re. 2003 Ram Truck ID# 3G750613

A. Numerous problems, but will dwell on one main issue at this time.

* Fuel lines rotted evolving into a severe leak on April 21, 2006. Now 8 weeks later Daimler Chrysler (Dodge) cannot or will not produce a replacement line. An attempt thru a Dodge Dealer (note item B) and numerous calls to Customer Service has resulted in absolutely nothing. I will note at this time all individuals I have spoken to (seven up to now) have been very polite and cordial, but have no power in actually being any help at all. My only request was to try to find a replacement line. Bottom line is, they just talk good on the telephone.

B. Dealer

* In late April 2006 when my fuel line broke, I took this truck to our local Dodge Dealer, Ed Shultz of Warren. Their service department was disgusting and non-concerned beyond belief. As my truck sat in the parking lot with a large pool of diesel fuel underneath, they said, "bring it back in a week, then we will try to schedule it in." I will note here that I paid cash for this vehicle and they knew they could not squeeze me for more money at this time. Bottom line- Just a blatant disregard for customer service and blatant disrespect for the customer. The very least these people could have done was to offer me a renter or loaner vehicle until they could repair my truck. I will also note I expected to pay for any parts and service. Already knowing that the vehicle warranty is an absolute insult to a person's intelligence.

Thus I drove 12 miles, losing a half tank of fuel, to my local repair man to schedule repairs. He has had the truck for eight weeks and has had the replacement parts on order for most of that time, thru another Ed Shultz Co. called Signature of Jamestown, NY., who are totally incapable of obtaining parts thru Daimler Chrysler.

C. Recall E-17 Out of Park Alarm

* In February 2006, cold weather in NW Pennsylvania, truck was idling, transmission in park, I was proceeding to plug in engine heater. Truck started to move backwards, I attempted to try to stop it, now the truck and I (hanging on to the door) go down over a small hill and into a

tree. Busted the tail lite , dented box and tailgate , and several cuts and bruises on my left leg and back. I did not think at that time , that there was a mechanical problem. In April I get a Recall - Install out of Park Alarm- so now when it goes in reverse by itself and possibly runs over someone it is saying beep-beep-beep- ---HELLO At least you acknowledge you have a problem. Your manual says shut off engine. What's wrong with you people ? A hundred million vehicles idle in the winter to warm up, some with auto starters. For the record , I never asked for repair costs, only it should be fixed correctly.

I will note here that I cannot get the truck to Dealer (not Ed Shultz) because we've been waiting for replacement parts for 8 weeks.

In summary the only thing I tried to accomplish was to have a useable vehicle . It has become very apparent that all aspects of the Daimler Chrysler systems , sales, quality and service , are much less than a consumer can expect. You folks have a problem! In the mean time I have incurred the expense of buying another vehicle, this Dodge truck was my only means of transportation. Thanks.

I hope this letter will find it in the hands of a Daimler Chrysler Customer Representative. It will also be copied to the National Highway Traffic Safety Administration, , M.R. Porterfield - Special Investigations Daimler Chrysler and reluctantly to Legal Counsel.

