

CL-10182667-7442

1/17/07 9:40

Administrator
National Highway Traffic Safety Administration
400 Seventh St. S.W.
Washington, DC 20590

Dear Sir:

I am writing to file a complaint with my DaimlerChrysler dealer and with DaimlerChrysler with regard to the Safety Recall F23--Lower Ball Joints--for my 2004 Jeep Liberty vehicle.

The dealer and its company failed to fulfill its obligations as spelled out in the Safety Recall Notice mailed to me. In addition, they demonstrated callous disregard for the Safety Recall requirements and ineptitude in carrying out its provisions.

In accordance with the Safety Recall Notice recommendations, I called the dealer, South Bay Chrysler Jeep Dodge of Torrance, CA, to make an appointment two weeks ahead of time. I dropped off my vehicle on Jan. 07, 2007, and expected it to be ready in about an hour, as noted in the Safety Recall Notice. Since I rented a car and went to work, I decided to pick it up at the end of the day.

However, when I showed up, the service advisor, Teresa Flanagan, told me they had run out of the Lower Ball Joints parts and that the person before me had "just taken the last one." I asked her why she had not called me to advise me the car would not be ready, since I had already dropped off my rental car. She said she had called, but only a half-hour before closing. That's not nearly enough time for someone who commutes an hour and a half each way.

I had no choice but to leave it for the next day and she said it would get done. I had to rent another car that evening. The next day, I repeatedly called and tried to find out if my car had been repaired. No one returned my calls. I left many messages and even left one detailed message for the General Manager. No one called. Finally, I called my fleet management firm, PHH, and they called on my behalf. He got someone to admit they did not have the parts and did not know when they might have them. That is how I found out my car would not be ready for a second day. I barely had time to drop off the rental again and retrieve my car.

I decided to get my car back and never return to that dealership. And one more thing, I did, in fact, call the DaimlerChrysler 800 number listed in the Safety Recall Notice, appealing for help in getting answers from the South Bay Chrysler Jeep Dodge dealership in Torrance, CA. The woman called on my behalf during this process and called me back to report that she, too, could not get any answers from them or even get them to talk to her.

I left work early on two consecutive days and spent \$120 to rent two separate cars, and all because the dealership was inept, and worse, carelessly disregarded its responsibilities as stated in the Safety Recall Notice.

I have nothing left to my vehicle and myself as I wait for another dealer to get these vital parts for my vehicle. And I hope you exercise some influence and put some teeth behind the Safety Recall regulations.

mw
2/17/07
CC

I ask that you look into this matter and advise me whether there will be any follow-up into the actions of the dealer and its company.

Sincerely,

[REDACTED]

1/27/07

[REDACTED]

[REDACTED]

Rancho Palos Verdes, CA [REDACTED]