

NW 2007

Savannah, GA
March 7, 2007

Mr. Thomas W. LaSorda
President and Chief Executive Officer
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

10187944

Dear Mr. LaSorda

I am appealing to your sense of responsibility to and respect for your faithful customers to provide me with a solution for a continuing and dangerous condition concerning my year 2000 Chrysler Town and Country Lxi.

For the past seven years the serpentine belt that operates, among other things, the power steering, engine cooling and alternator has periodically jumped from the pullies during heavy rains on well drained streets. Because of this condition, I have been stranded and in danger of losing control of the vehicle. Innocent bystanders have been exposed to possible property damage, injury, or loss of life. The car had to be towed on two occasions because of this hazard. This resulted in a monetary cost to me for the tow as well as lost work time and vehicle's use while waiting for wreckers and repair at the dealership. On one occasion, I was able to limp to the dealership. One of the repairs took place in my driveway by a mechanic who was dispatched by the service department of the dealership. In all of the repairs, the only remedy was to place the belt back on the pulley system. This is unacceptable. The dealer, Hoover Chrysler Jeep of Savannah, was most accommodating but lacking service bulletins or recall notices on this condition, they were unable to effect a permanent repair.

I have contacted the National Highway Traffic Safety Administration and was told that there are now currently eleven open and ongoing investigations into this same problem. Some of these resulted in crashes without injuries. For each reported incident, there are likely to be many more not reported due to lack of information or apathy.

With increasingly more competent competition from domestic and foreign makers of minivans, you owe it to your repeat customers to get this problem resolved, to my satisfaction with an effective and timely repair in order to remain viable in this market. My family now owns four Chrysler vehicles. Only one of them has experienced this problem. I treasure their safety, which is compromised by this condition and will affect future purchase consideration of any Chrysler vehicles.

Respectfully,

[Redacted signature block]
Savannah GA [Redacted]

cc: Hoover Chrysler, Jeep
National Highway Traffic Safety Administration



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PHOTOGRAPHS

DESTROYED

BY

POST OFFICE