

CL-10189004-5535



State of North Carolina

ROY COOPER
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free In NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

April 10, 2007

DaimlerChrysler Corp
3851 Hamlin Road
Rochester Hills, MI 48309
Attn Customer Assistance

RE: File No. [REDACTED]
[REDACTED]
[REDACTED]
Knightdale, NC [REDACTED]

Dear Sir:

The Consumer Protection Section has received a request for assistance from [REDACTED] regarding a transaction with your business. A copy is attached.

By this letter we do not imply that our office has already made any assumptions as to the validity of the allegations contained in the complaint. In order to assess the full merits of the complaint and determine appropriate action, however, we need to have and consider your position. We therefore ask that within ten (10) days after receipt of this letter you provide us with a written statement of your position including any documents you wish to submit in support thereof.

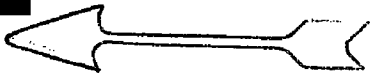
We hope the parties concerned will reach a satisfactory settlement without further involvement by this office. If so, please advise us in writing. Please refer to File Number 0703803 in future communications with our office concerning this matter.

Very truly yours,

Patricia T. Jones
Consumer Protection Specialist
CONSUMER PROTECTION SECTION

cc: [REDACTED]

NHTSA



N/M
4/12/07
CC

Motor Vehicles Consumer Complaint Form

Please complete this form on your computer, print it and mail it to:

Consumer Protection
Attorney General's Office
9001 Mail Service Center
Raleigh, North Carolina 27699-9001
Telephone: (919) 716-6000
Fax: (919) 716-6050



From:

Your Name(s):

Address:

City:

State:

Zip:

Telephone: Home:

Business:

Dealer or Repair Shop Complained About:

Name:

Address:

City:

State:

Zip:

Telephone:

Is your complaint about (please check one)?

- New car sales practices Used car sales practices Warranty
 Manufacturing defect Repairs Financing or leasing?

Did you buy your vehicle: New , Demo , Used ?

Make, Model & Year:

Date of Purchase:

Where Financed (if relevant):

Name:

Address:

City:

State: Zip:

What does the Consumer Protection Office Do?

The Attorney General's Consumer Protection Office acts to protect the public from unlawful business practices. While we can often assist with the mediation of a dispute, we do not have the authority or resources to act as a lawyer for consumers in individual disputes. We encourage citizens to send us information about suspect business practices because this helps us identify areas for enforcement.

Instructions

Please explain in the space provided. You may use additional sheets, if necessary. We will send a copy of your complaint to the business you are complaining about, so please type or write clearly. Try to brief, but be sure to tell what happened, when it happened, and where it happened.

If this is a vehicle sales problem, please include copies (not originals) of your bill of sale, credit contract and any correspondence relating to the problem. If this is a used car warranty problem, please include a copy of the warranty and describe specifically any oral warranties or promises made about the condition of the car. If this is a repair problem, please include copies of the repair orders or written estimates.

Explanation:

At approximately 2 pm on March 24, 2007, my 2004 Dodge Durango caught fire in the driveway at home. We arrived at home at approximately 12:00 in the afternoon on Saturday after driving the vehicle approximately one hour (rural driving). I went inside for approximately two hours and when I went outside to leave, I noticed smoke coming from a hole in the windshield. The instrument panel was on fire. I called for my husband to come outside and he immediately call the local fire department. The fire department arrived within a few minutes and extinguished the fire. The vehicle was a total loss (purse, two car seats, clothes, umbrellas, cds, etc.)

I have not received an official recall notice from Daimler Chrysler Corporation. After searching online after this incident, I found a letter from the US Department of Transportation regarding electrical system: instrument panel recall. The letter stated that recall notices will be sent in April 2007.

After five days, our insurance company (State Farm) will not cover the payoff amount due on the vehicle. Daimler Chrysler Corporation has not accepted any responsibility for this instrument panel fire. Therefore, we are left without a vehicle, \$2,700 loan balance and loss of personal belonging.

What do you want the company to do?

I would like for Daimler Chrysler Corporation to cover the loss of personal belonging, pay the \$2,700 loan balance and provide me a discount on a new vehicle purchase.

The above statements are true to the best of my knowledge and belief.

Signature _____

ate: _____

3/30/07

WARNING: Do not e-mail this form. The Consumer Protection Office currently is not equipped to handle substantive matters in this manner.