

2L-10194513-6762

2007 JUN 19 AM 6:28 ATTORNEYS AT LAW

ONE COMMERCE SQUARE, SUITE 2000
40 SOUTH MAIN STREET
MEMPHIS, TENNESSEE 38106

June 13, 2007

DaimlerChrysler Motors Company LLC
ATTN: Brandi
P.O. Box 21-8004
Auburn Hills, MI 18321-8004

Re: Reference No. 15712443

Dear Brandi:

On July 21, 2006 [REDACTED] was driving her 2002 Jeep Grand Cherokee when the fan blade cracked, broke and flew through the radiator. The nearest place she could reach without the car overheating was Brasfield Auto Service Center, where she had previously had a good experience with repairs. A copy of the repair ticket from Brasfield is enclosed.

Subsequent to the incident, [REDACTED] (previously [REDACTED], prior to her divorce) received from DaimlerChrysler a letter on Safety Recall F25 - Electric Radiator Fan, announcing the existence of a defect on the 2002 Jeep Grand Cherokees. The letter stated in part, "The plastic fan blades of the electric radiator fan on your vehicle may fracture and separate. This can damage the radiator and/or cause the engine to overheat." The notice further stated, "If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment for reimbursement." A copy of the letter is enclosed.

On November 20, 2006 [REDACTED] sent her statement from [REDACTED] along with the enclosed letter of explanation. [REDACTED] she has owned five (5) Jeeps. On December 15, 2006, she received your letter stating that the repair order submitted did not show replacement parts involved in a recall on the Jeep Grand Cherokee, and that you were unable to accommodate the request for reimbursement. A copy of your letter is enclosed.

On March 14, 2007 [REDACTED] wrote to you indicating that she had revisited the repair shop and requested that the owner write a further explanation on the bill, which the owner did.

MEMPHIS EAST: 1100 Ridgeway Loop Road, Suite 400, Memphis, Tennessee 38120, (901) 269-7120 telephone, (901) 269-7180 facsimile

NASHVILLE: 618 Church Street, Suite 300, Nashville, Tennessee 37219, (615) 726-1200 telephone, (615) 726-1776 facsimile

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ET
6/19/07
CC

DaimlerChrysler, ATTN: [REDACTED]

June 13, 2007

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He stated that the radiator fan motor locked up, caused the blades to break and go through radiator, causing radiator to leak antifreeze. He circled the parts replaced and wrote "Fan Blades Broke." Since [REDACTED] letter of March 14, 2007, she has heard nothing further from you or anyone at DaimlerChrysler. Her letter and the Brasfield statement are enclosed.

From the enclosures we could see no basis for not making the requested reimbursement or for not responding to her letter. Please either promptly send the reimbursement to [REDACTED] at the address below, or send an explanation as to why no reimbursement is being made.

Yours very truly,

[REDACTED]

AWWjr/eh
Enclosures

Cc: [REDACTED]

Memphis, TN [REDACTED]

Cc: Gossett Motor Company
ATTN: Al Gossett
1901 Covington Pike
Memphis, TN 38128

Cc: DaimlerChrysler
ATTN: Reimbursement
P.O. Box 4639
Oak Ridge, TN 37831

Cc: ✓ Administrator
National Highway Traffic
Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

DAIMLERCHRYSLER**SAFETY RECALL F25 - ELECTRIC RADIATOR FAN**

Dea [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2000 and 2002 model year Jeep® Grand Cherokee vehicles.

The problem is... The plastic fan blades of the electric radiator fan on your vehicle (VIN: 1J4GX48S92C [REDACTED]) may fracture and separate. This can damage the radiator and/or cause the engine to overheat. If a fan blade separates while the hood is open, those nearby could become injured.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the electric radiator fan. The work will take about 1½ hours to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the part for your vehicle or to order it before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code F25

*Back to
the Safety*

Note to inquiry regarding this recall: Federal regulation requires that you forward this recall notice to the dealer within 10 days.

November 20, 2006

TO WHOM IT MAY CONCERN:

Enclosed is a copy of a receipt from Brasfield's Citgo Service Station in Memphis, Tennessee. This receipt represents work performed on a 2002 Jeep on July 21, 2006 totaling \$1,267.06, including tax. This work was charged to an American Express card owned by [REDACTED] Memphis, TN [REDACTED]. The charges on the card read as follows:

7-25-06 CITGO 1622 Brasfield Memphis, TN
CITGO
Gas/MS95 870501622031

7-25-06 CITGO 1622 Brasfield Memphis, TN
CITGO
Gas/MS95 870601622031



November 20, 2006

To whom it may concern:

I am a 5 time Jeep owner. I am a devotee of Jeep Grand Cherokees and buy one every time I trade cars. I was appalled that the fan broke in my car. This was a very frightening experience and I am grateful that the damage was minimum. This followed a two time visit to the brake shop with faulty brakes. This is the first time I have ever experienced problems with one of my Jeeps. I appreciate your prompt notification of problems and willingness to address them.

Yes, you are right! The fan blade did crack, break, and fly through the radiator and the air conditioner.

The date of the problem was July 21, 2006. I was able to get to the nearest and trusted repair filling station just as the temperature gauge began to red line. I had it repaired in full and paid the ticket. I am enclosing the tickets for the repairs due to the fan.

In addition, I had trouble with brakes as I was notified previously. I am enclosing the ticket for that as well. I had to have this done two times as they were faulty.

Please refund to [REDACTED]

Memphis, TN [REDACTED]

Thank you.

DAIMLERCHRYSLER

December 15, 2006

DaimlerChrysler
Motors Company LLC

[REDACTED]
Memphis, TN [REDACTED]

Reference [REDACTED]

Dear [REDACTED]

Thank you for your recent letter to DaimlerChrysler Motors Corporation regarding a recall.

We regret you experienced a problem with your vehicle. Unfortunately, the repair order which you submitted to our office does not show replacement of parts involved in a recall on this particular vehicle. Therefore, we are unable to accommodate your request for reimbursement.

Thank you for writing and giving us the opportunity to review this matter with you.

Sincerely,
[REDACTED]

March 14, 2007

Dear Brandi,

I received your letter denying my claim for a broken fan blade which ultimately caused other issues in my 2002 Jeep Grand Cherokee.

I revisited the repair shop and got them to add to the bill that they repaired the blades from the fan motor...the blades broke and destroyed the fan, radiator, and the car overheated.

I hope this will be adequate to convince you that my car had the recall problem. If not, you will hear from my lawyer next. Let's not let this go that far.

Thank you,



Spoke to Jeep service center, Dept. Crosser -
they said they didn't know anything about it.
When Al Crosser was in charge of it.