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2008 APR 16 AM 9:34

2008 APR 15 A 8:11

Clarksville, Va.

Chrysler LLC Customer Assistance Center  
PO Box 21-8004  
Auburn Hills, MI 48321-8004

Dear Sir,

I am writing this letter to report my bad experience with Chrysler Corporation relating to a recall, (00V268000) on the Fuel Rail on 3.3 ltr V-6 motors.

My daughter has a 1991 Voyager LE AWD with a 3.3 ltr motor. It is leaking fuel at the cross over pipe on the fuel rail. It is leaking so bad that it cannot be driven. The last four digits of the VIN are [REDACTED]. By the description of the recall, it applies to this vehicle.

On 1 April, I contacted Heritage Chrysler in South Hill Virginia, and explained the problem to them. I provided them with the VIN number, and they said that they would order the parts to perform the recall. On 4 April, I called to check on the status of the parts. They were not in yet, but were expected the following Monday or Tuesday (7 or 8 April). On Saturday, 5 April, I towed the vehicle at my expense to Heritage Chrysler, about 32 miles, and dropped it of.

The following Wednesday, 9 April, I called to check on the status. At this point, I was notified that the fuel rail recall did not apply to this vehicle.

I called Chrysler to try to find out why it did not apply. The answer I received was not satisfactory. The person I talked to could only tell me that, according to the VIN number, it did not apply. The VIN code for the 3.3 ltr motor (R) is the same for all 1991 voyagers, and the recall description indicates that it applies to 3.3 ltr motors in chrysler product mini-vans, it should apply to this car.

Nine days after I contacted Heritage Chrysler and gave them the VIN, and four days after I towed the vehicle to the dealership, I was told that this recall did not apply.

I would like someone to explain to me why this recall does not apply to the motor in my daughters' vehicle, especially since it is leaking fuel from the fuel rail crossover pipe, a fire hazard, and why it took so long for the dealership to notify me that the recall does not apply. If in fact, it does not apply, then it should. This is a killer fire hazard.

Respectfully

Copy To:  
NHTSA Head Quarters  
1200 New Jersey Ave, SE  
West Building, Wash DC 20590

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3/11/08