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St. Clair Shores, MI ██████████

EX-100 2008 AUG -8 PM 3:07

2008 AUG -5 P 3:07

Daimler Chrysler Motors Corp. Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

CL-10238213-7522

26 July 2008

To Whom It May Concern:

In light of how the economy is right now, I am sure you could care less about my complaint, however I am exercising my right to do so regardless. First, I would like to let you know that I am thirty years old and I intend to buy several vehicles during my lifetime and none shall ever be a Chrysler product. I have also made my family and friends aware of the issues that I have had to deal with and I have encouraged them not to buy any of your products either. I am also sending a copy of this letter to NHTSA, the State of Michigan, and anyone else that I can think of to make aware of this situation.

I currently own a 2001 Dodge Stratus SE, VIN#1B3EJ46X21N██████████. I acquired this vehicle brand new in 2001 and I have had several problems since 2002. Each time something happened, prior to purchasing the vehicle in May 2005, I was told by a Chrysler customer service representative that either the repairs were not under warranty at the time of the complaint or there were not enough complaints to warrant a recall so I would have to deal with the repairs on my own. In August 2003, my blower resistor stopped working and two days later my car would not start and I end up buying a fuel pump, because I was told I was over my miles for that year, so it would be my responsibility.

In 2005 I started hearing a "knocking" noise when I turned my steering wheel and no one could determine where it was coming from. In February 2006, I was still concerned so I took my car to a shop in Kalamazoo, MI and at that time I was given a printout and told that my car as well as the PT Cruiser and Sebring had design "issues" with the steering column. The printout confirmed that the "knocking" noise was due to the fact that the steering column was too large for the components, however if I wanted the problem fixed it would be at my expense, not Chrysler's.

In December 2006, my thermostat "broke into pieces" in the middle of winter and I had to get that fixed. At that time I was informed that several Chrysler vehicles had the same problem, but of course the financial responsibility was mine to bear. In March 2007, my transmission stopped shifting gears so I had to purchase a catalytic component for the transmission, despite regular maintenance on my transmission per the recommendation of the owner's manual.

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My final and most recent repair, and the reason for this letter is this, on July 7, 2008, my rear strut mount broke. I took my car three different auto repair shops only to finally be told that there were over 9,000 upper strut mounts on back order and the only thing I could do was try to avoid potholes. In Michigan!! This is crazy!! I am still currently waiting to get my car fixed and it's been almost an entire month.

I am not a careless car owner, I have followed my owner's manual recommendations and kept an account of those repairs, however, I am tired of my life being devalued by Chrysler Corporation. I have had to constantly repair tire rods, ball joints, rotors, service my transmission, and now ride around in a vehicle with a **rear suspension system attached to nothing**. Before the end of last year I was a college student and could not afford another vehicle so I had to deal with the constant repairs. I am now in a very stable financial position and I will be purchasing a new vehicle in the near future. Unfortunately, it will not be a Chrysler vehicle.

I am truly disappointed and angered by the lack of cooperation I have received over the past seven years. However, while researching new vehicles for purchase, I am reassured that buying from Honda, Toyota or Nissan would definitely be a safer and wiser choice.

Sincerely,

