

August 31, 2008

2008 SEP 26 PM 2: 59

NHTSA
US Department of Transportation
Washington, DC. 20590

CL-10243754-3027

NHTSA,

I have enclosed a copy of the letter I sent to DaimlerChrysler Motors Corp., Customer Center, Auburn Hills, Michigan. I have submitted a complaint regarding a safety issue on the Dodge Intrepid. I had the interior door handle on the drivers side fail, which I feel could be a safety issue that needs to be addressed. We use way to much plastic in these vehicle which can fail at anytime. I thank you for your time on this matter.

Sincerely,

[REDACTED]

[REDACTED]

REPORT OF INVESTIGATION
BY [REDACTED] ON [REDACTED]

NY
3:06
9/26/08
NJ

August 31, 2008

[REDACTED]
[REDACTED]
Casa Grande, AZ. [REDACTED]

[REDACTED] cell

[REDACTED] home

Dealer: Cropper - (Now - Henry Brown)

VIN: 2B3HD46R23H [REDACTED]

Delivery date: 8/7/06 - mileage: 76,681

I would like to comment on the part I recently had to purchase from the dealer do to the fact the original part failed. I realize this is a used vehicle, but the interior door handle should have not failed as it did. If this is a common occurrence in the Intrepid, then engineering need to look at redesigning the handle for safety reasons. Also I would like to know why the part is so expensive since it is made out of plastic? I had to pay **\$92.18** for P/N: 5102839-AA, Door kit 23014012. I plan on sending a copy of this letter to the NHTSA because of the safety issue involved. I have the original part and if Chrysler needs to look at it I would be more than happy to send it to you. The failure occurred at the attach point of the control rod, and the hinge / lever for the door - left drivers side. Thank you for listening to my complaint regarding Intrepid safety.

Sincerely,

[REDACTED]

[REDACTED]

THANK YOU FOR CHOOSING HENRY BROWN AUTOMOTIVE
 FOR ALL OF YOUR CHRYSLER PARTS
 NEEDS! IT'S GREATLY APPRECIATED!!!
 THANK YOU!!!!!!!!!!

CUST. NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
99				PENDING	TREVOR CHITWOOD	08/25/08	51555 CHR

RETAIL CASH

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QUANTITY	B. O.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1		5102839-AA KIT DOOR 23014012	SP-ORD	84.80	84.80	84.80
<i>WJ 08-25 me</i>						84.80
NOTICE: All claims and returned goods must be accompanied by this invoice, Twenty percent (20%) restocking charge on all returned parts. <u>No refunds on special order and electrical parts.</u> No refunds after 30 days. As Is The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and / or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.						
SUBTOTAL						84.80
TAX						7.38
FREIGHT						0.00
PAY THIS AMOUNT						92.18

X *Thank You!*