

CL-10256829-2421

January 9, 2009

[REDACTED]
Cincinnati, Ohio [REDACTED]

2009 JAN 28 PM 6:07

To Whom it may concern:

VIN: 2B7HB11Y1X [REDACTED]

Here is my problem/concern.

On July 2, 1999 I purchased a new Dodge van model 1500 with 38 miles on the odometer. I purchased the vehicle from Colerain Dodge, Inc.. Colerain Dodge has since been purchased by Northgate Chrysler Dodge Jeep.

This van now has less than 87,000 miles on it.

I was recently told by a mechanic who was working on the brake line of the van that the frame of the van was rotted (rusted) out to the point that it was dangerous to drive. The mechanic also said he did not believe the van was repairable.

This came as a complete surprise to me. This is the first new vehicle I have ever owned and I have taken good care of this van.

I got a 2nd opinion of another mechanic who also said the frame was rusted out to the point that the van was not safe to drive and it was not repairable.

I also took the van to Northgate Chrysler Dodge Jeep and was told the same thing. The Northgate Chrysler Dodge Jeep representative admitted that she had never seen anything like this, and she strongly advised against driving the van.

The rusting of the van frame (not the body mind you) has had to be happening over many years. In places where there should be solid steel I can stick my finger all the way through the beam. I believe there is some sort of manufactures defect for this to have happened.

I contacted Chrysler's 800# and was told that the van was past warranty and was not their problem. I was never able to speak to anyone in the U.S. who spoke clear English. No one would provide me with a contact number to someone in the U.S.

The premature and extreme rusting out of the frame of this van put me, my passengers and other drivers at possible deadly risk. Chrysler does not seem be concerned at all. I am also concerned about the possibility of other vans like mine are being driven on the roads with the owner/driver not being aware of the peril they, their passengers and other drivers on the road, including you and me, are placed in.

Any help or counsel you can provide in this mater would be greatly appreciated.

I can be reached at [REDACTED]

Thank you,
[REDACTED]

MC
5:07
1/28/09
NT