

Dt : January 31, 2009

2009 MAR -5 PM 3: 49

To : The Administrator,  
National Highway Safety Administration.  
400 Seventh St.  
Washington DC 20590

2009 MAR -11 PM 12: 27

CL-10261248-1156

Office of the Attorney General  
55 Elm Street  
Hartford Ct. 06106

Fr : [Redacted]  
[Redacted]  
Mystic Ct. [Redacted]  
[Redacted] phone contact number.

Re : Daimler Chrysler,  
Safety recall F17 heated seat elements.

To Whom it may concern.

I would like to make a complaint regarding safety recall # F17, and I respectfully seek your assistance in this matter.

In Jan.08 my Jeep Grand Cherokee had a car fire directly related to the above noted recall. The Dealership and Chrysler Corp have both refused to make the repairs that are and were needed to my vehicle caused by the multiple fires. To date, the only repairs made by Chrysler Corp was the replacement of the recall items and they put a new seat cover on the drivers seat. At the time of the repair I requested Falvey's Retain all parts replaced for me but they conveniently disposed of them. The day I picked up my vehicle the seats still did not function. The following morning my battery was dead and the vehicle still had electrical problems.

My out of pocket expense to repair the fire damage to the electrical system at a Chrysler Dealership in Mystic Ct. Was approximately \$1800.00 I have all related documentation of repairs and I would like to know how to proceed in filing a claim for compensation. The seats are still not functional due to the fire damage to the wiring and the module. The additional cost still needed to repair the seats is approximately \$ 450.00 as noted on Valenti Chrysler Jeeps invoice.

To date the only repairs authorized by Chrysler Corp are noted on the attached Falvey's invoice. As mentioned above the cost to repair the fire damage to the electrical system at my expense was approximately \$ 1800.00.. The vehicle still has electrical problems and the battery still periodically goes dead. The seats have not yet been repaired to a safe and functional condition. My contact at Chrysler Corp., Roy Porterfield refused to respond to my letter in writing but in a

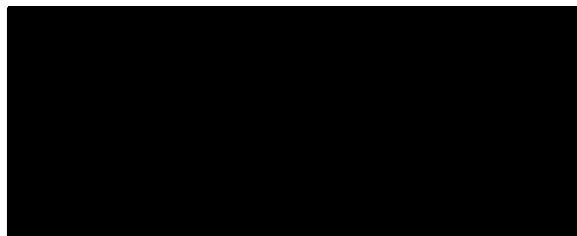
MC  
3:44  
3/5/09  
NT

phone conversation stated, the vehicle is old and should be traded in. He then stated Chrysler has done all they are going to do for me.

It disturbs me that the vehicle was returned to me in a unsafe condition the did cause additional car fires. Secondly it is upsetting the dealership and Chrysler have both refused to repair the damage to my vehicle that was directly caused by the recall items and multiple car fires.

I look forward to hearing from you. Thanks for your attention regarding my complaint.

Enclosed ( 5 ) attachments.





2004 MODEL YEAR

# GRAND CHEROKEE LAREDO 4WD

MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

**Base Price: \$29,735**

### JEEP GRAND CHEROKEE LAREDO 4X4

**Exterior Color:** Dark Khaki Pearl Coat Exterior Paint

**Interior Color:** Sandstone

**Interior:** Leather Low-Back Bucket Seats

**Engine:** 4.7-Liter Power Tech V8 Engine

**Transmission:** Five-Speed Automatic Transmission

### STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT)

#### FUNCTIONAL / SAFETY FEATURES

Front Next Generation Multistage Air Bags\*\*

LATCH-Ready Child Seat Anchor System

Selec-Trac Full Time 4WD System

Antilock Four-Wheel Disc Brakes

Quadra Coil Suspension

Rear Window Defroster

Variable Intermittent Windshield Wipers

Rear Window Wiper/Washer

20.5-Gallon Fuel Tank

#### INTERIOR FEATURES

Air Conditioning

Power Windows with Driver's One-Touch-Down Feature

Power Locks

Speed Control

Sun Visors with Vanity Mirrors

Sentry Key(R) Theft Deterrent System

Tilt Steering Column

Illuminated Entry

Cargo Compartment Lamp

AM/FM Stereo Radio with in-Dash CD Player

Six Speakers

Power Six-Way Driver's Seat

Rear 60/40 Folding Seat

Cargo Tie-Down Loops

Full-Length Floor Console

Deluxe Insulation Group

Instrument Cluster with Tachometer

Rearview Day/Night Mirror

Rear Courtesy/Reading Lamps

Power Accessory Delay

Auxiliary 12-Volt Power Outlet

Driver Foot Rest

Passenger Assist Handles

Front Floor Mats

#### EXTERIOR FEATURES

Power Fold-Away Mirrors

Lower Bodyside Cladding

Deep Tint Sunscreen Glass

Flipper Liftgate Glass

Roof Side Rails

16" x 7.0" Luxury Silver-Painted Aluminum Wheels

P225/75R16 BSW All-Season Tires  
Full-Size Spare Tire

### OPTIONAL EQUIPMENT

Dark Khaki Pearl Coat Exterior Paint

\$150

Customer Preferred Package 28E

\$120

Fog Lamps

Six Infinity(R) Speakers

Convenience Group

\$640

Mini Overhead Console

Vehicle Information Center

Traveler/Mini Trip Computer

Remote Keyless Entry

P225/75R16 OWL All-Season Tires

Cold Weather Group

\$650

Power Heated Six-Way Seats

Tan Your Hide Group

\$1,650

Steering Wheel-Mounted Audio Control

Leather-Wrapped Steering Wheel

Power Sunroof

Leather Low-Back Bucket Seats

Five-Speed Automatic Transmission

\$75

4.7-Liter Power Tech V8 Engine

\$1,515

Quadra-Trac II On Demand 4WD System

Dana 44/226MM Rear Axle

P245/70R16 OWL All-Terrain Tires

\$205

DESTINATION CHARGE

\$645

**TOTAL BEFORE DISCOUNT**

**\$35,385**

**V-8 Bonus Discount**

**-\$990**

**Convenience Group Discount**

**-\$500**

**Tan Your Hide Group Discount**

**-\$650**

**TOTAL PRICE: \***

**\$33,245**

\*\* Certified to the federal regulations that allow less forceful airbags

### WARRANTY COVERAGE

7-year or 70,000-mile Powertrain Limited Warranty+

Towing assistance during Warranty period++

3-year or 36,000-mile Basic Limited Warranty

Assembly Point/Port of Entry: DETROIT, MICHIGAN, U.S.A.

VIN 1J4-GW48N54

L4-VON 5389

0421

SHIP TO: 23069 07

FALVEY'S MOTORS INC

395 WEST THAMES ST RT#32

NORWICH CT 06360-

SOLD TO: 32 23069

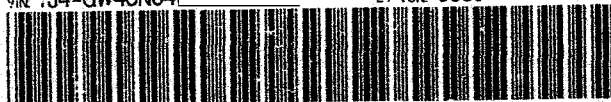
FALVEY'S MOTORS INC

395 WEST THAMES ST RT#32

NORWICH CT 06360-

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

\* STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES, AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.

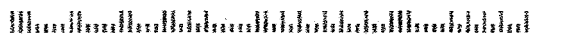


DAIMLER(CHRYSLER - Com)

Tim Falvey : 1-800-992-1997


*Buckle up  
for Safety!*

Re # \_\_\_\_\_


  
4C404382 F17 012022
\* Federal Trade Commission  
877 382 5660
  
LEDYARD, CT 
**SAFETY RECALL F17 - HEATED SEAT ELEMENTS**Dear 

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

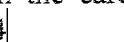
DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2003 and 2004 model year Jeep® Grand Cherokee vehicles equipped with heated seats.

**The problem is...** The front seat electric heating elements on your vehicle (VIN: 1J4GW48N54 ) may overheat and cause an interior fire under certain operating conditions.

**What your dealer will do...** DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front seat heating elements. 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 parts for your vehicle or to order them 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 enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (4 ) and notification code F17 on the postcard.

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 F17

*Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.*

# FALVEY'S MOTORS, INC.

396 WEST THAMES STREET  
NORWICH, CT 06360  
(860) 889-3371

Expect the Best.

File # 1742-4399 Roy, Peterbilt

CUSTOMER NO. [REDACTED]	ADVISOR JACQUELINE PIERSON	PAG NO. 351	INVOICE DATE 03/05/08	INVOICE NO. CHCS111
LEDYARD, CT	LABOR RATE	LICENSE NO.	RELEASE 100,215	STOCK NO.
	YEAR / MAKE / MODEL 04 / JEEP / GRAND CHEROKEE / 4 DOOR UTILIT		COLOR BROWN / LEATH	
	VEHICLE ID NO. 1 J 4 G W 4 8 N 5 4		DELIVERY DATE 05/08/04	DELIVERY MILE 14
	R.T.E. NO.		SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R.C. DATE 12/26/07	

MO: 10021

Thank you  
for your business.  
We appreciate your  
patronage and  
welcome your  
questions, comments  
and suggestions.

JOB# 1 CHARGES

LABOR # 1 61CHZ  
BODY ELECTRICAL  
RECALL F17  
REPLACE HEATED SEAT ELEMENTS  
TECH(S): 701

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	CBMKF170-AB	KIT NONE 23108015		0.00
JOB# 1 TOTALS				TOTAL - PARTS	0.00

JOB# 2 CHARGES

LABOR # 2 61CHZ  
EXTERIOR TRIM  
REPLACE DRIVERS SEAT BACK COVER AND CUSHION  
MELTED DUE TO DEFECTIVE SEAT MODULE  
TECH(S): 701

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	YM03175-AB	SEAT BACK 23108015		0.00
JOB# 2 TOTALS				TOTAL - PARTS	0.00

TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL

0.00

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK. NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR	0.00
TOTAL PARTS	0.00
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

VEHICLE QC AND REPAIR EXPLAINED/DEMONSTRATED

CUSTOMER SIGNATURE



was ever addressed by Falvey's and he was also concerned that heat and fire damaged wiring was tapped up with black electrical tape and not replaced for safety.


I immediately contacted Falveys about the problems with both seats and my concerns for fire safety after being burned and almost killed once already. I was told a service adviser would contact me. After calling three more times I finally caught up with the service person handling my claim. I was told to bring the vehicle in and drop it off for the day to have a service manager look at the vehicle. I requested a call from the service manager. I never received a call back so at this point I filed a second claim with Chrysler Direct.

Since Falvey's worked on my vehicle I have had additional, multiple car fires and more extensive damage to the vehicles electrical system and wiring. The battery would go dead within hours of being charged. I once again had to have a local repair shop evaluate the fire damage and disconnect the seats wiring to prevent the battery from going dead and to prevent additional fires due to a electric draw of 5.0 amps with the vehicle off. It was determined that both seats have had additional fires and internal heat damage. It is very disturbing that Falvey's would return a vehicle to the consumer in such a unsafe condition and then make no reasonable effort to correct the problems when they were informed of them.

At this point, the battery still periodically goes dead when left overnight indicating damage to the electrical systems. I had to have the battery replaced as my mechanic stated it was cooked. Parking and signal lights keep burning out and periodically the dash lights and electric windows do not work. Never once did any fuse circuit protection work representing further fire safety concerns. My insurance provider, Progressive, stated due to the extensive electrical problems and the multiple car fires, they would consider the vehicle totaled. I purchased the vehicle new for business use and I commute 35 thousand miles a year. The vehicle since the multiple fires is no longer safe or reliable to drive.

At the advise of my Attorneys, I am writing you this letter. If I am not contacted with in ten business days of your receipt of this letter to resolve the above matters, I will have no choice but to instruct my Attorneys to file suit against you.

cc Peter and Lori Bartinik  
The Bartinik Law Firm  
Groton Ct.





**DAIMLER CHRYSLER JEEP**

Route 32 • Norwich CT • (860) 889-3371 • FAX (860) 889-0674 • Toll Free (800) 559-5667

July 8, 2008

[REDACTED]  
Ledyard, CT [REDACTED]

Dear [REDACTED]

This letter is in response to your letter composed on June 18, 2008 regarding the service recall issues with your 2004 Jeep Grand Cherokee. We at Falvey's Motors, Inc. feel that it is unfair to be responsible for the issues with this vehicle when clearly there were repairs done at a facility other than Falvey's Motors, Inc.

We feel that you should contact Chrysler directly regarding this problem, as our facility performed the necessary recall service as directed by the Chrysler guidelines.

Sincerely,



Mr. Leo Labbe  
General Manager  
Falvey's Motors, Inc.

Repairs made at Valenti, Chrysler, Plymouth  
Dodge Jeep Inc.  
Jerry Brown Road  
Mystic Ct 06355

Due to Falvey's lack of cooperation,

[REDACTED]