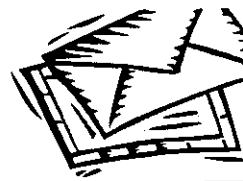


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S10 #: DOT/I #: RMP #:
Subject: FAX ON BEHALF OF ██████████ CONCERNING RECALL, WARRANTY, AND REPAIR ISSUES WITH HER JEEP'S HEATED FRONT SEAT ELEMENTS; REPLY TO THE ROCKY MOUNT OFFICE

Ack Date:
Sign Office: ACTING DEPUTY ADMINISTRATOR
Cleared Date:
File Loc:
Added By: SHARRIS x62534

Ack By:
Signature: RONALD MEDFORD
Cleared By:
XREF File:
Modified By: SANDRA.HARRIS

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:

The Honorable RICHARD BARR
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/2/2009	11/12/2009	
NVS-010	INFORMATION	11/2/2009		11/2/2009
NIA-110	INFORMATION	11/2/2009		11/2/2009
NOA-02	INFORMATION	11/2/2009		11/2/2009
I	INFORMATION	11/2/2009		11/2/2009

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11/3/09
NJ

RICHARD BURR
NORTH CAROLINA

United States Senate

WASHINGTON, DC 20510-3308

July 8, 2009

Mr. Ronald Medford
Acting Deputy Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
West Building
Washington, D.C. 20590

Dear Mr. Medford:

Enclosed is a copy of correspondence I have received from my constituent, [REDACTED] concerning recall, warranty and repair issues with her Jeep's heated front seat elements. I believe that you will find this letter to be self-explanatory.

I would appreciate it if you would review the enclosed correspondence and provide me with any information that may be helpful to my constituent.

I am grateful for any assistance you may be able to provide in this matter.

Sincerely,



Richard Burr
United States Senator

RB:ec

Enclosure

Winston-Salem Office
2000 West First Street
Suite 508
Winston-Salem, NC 27104
(336) 631-5125
Fax: (336) 725-4493
Toll Free in NC: (800) 685-8916

Wilmington Office
201 North Front Street
Suite 809
Wilmington, NC 28401
(910) 251-1058
Fax: (910) 251-7975
Toll Free in NC: (888) 848-1833

Asheville Office
151 Patton Avenue
Suite 204
Asheville, NC 28801
(828) 350-2437
Fax: (828) 350-2439

Gastonia Office
181 South Street
Suite 222
Gastonia, NC 28502
(704) 833-0854
Fax: (704) 833-1467

Rocky Mount Office
100 Const Line Street
Suite 210
Rocky Mount, NC 27804
(252) 977-9522
Fax: (252) 977-7902

Jul. 8. 2009 11:39AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 2

Esther

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APR 28 2009

Richard Burr, M.C.
Washington, DC

██████████
 Durham, NC ██████████
 April 13, 2009

Mr. Bob Nardelli, Chairman and CEO
 Chrysler Corporation
 1800 Chrysler Drive
 Auburn, Michigan 48326-2766

REFERENCE NO 18334950
 VIN #1J8GW68J94C ██████████

Dear Mr. Nardelli:

Please see attached letters for background. I spoke with "Carol" in the Chrysler customer center last week. She told me Chrysler would pay for the part to repair my seat in this whole "heated front seat element" fiasco; however, would not pay for the labor because the dealer did not move my seat during the repair-which I vehemently dispute. My husband has spoken with someone in the local Chrysler dealership and was told it was "impossible" for that seat to not have been moved for this type of repair. The documents of the Safety Recall F17 verify that as well.

Also, after all of my calls, my time, my expense of taking off from work, Chrysler knew darn well that there was a major problem brewing with these heater elements as the attached letter of April 7, 2009 from Lawrence Sak at Chrysler to the National Highway Traffic Safety Administration verifies very clearly. Why could you not be up front from the beginning and acknowledge this? I would have appreciated the honesty. This is the third spring in a row that my Jeep has had to have the heater seat element replaced and unfortunately resulted in my electric seat motor being broken during the repair and I do not care what the lying service manager says at Stearns Chrysler in Graham, NC. It looked like a cockpit seat being ready to get into eject mode and it was not left like that. It was brought back the next day and the service manager could not even look us in the eye. So it was there due to Chrysler's fault and I expect for it to be repaired in Durham, NC at your total expense. You can't be partially to blame and not totally to blame-just like someone cannot be a little bit pregnant-you are or you aren't!! Chrysler has already admitted responsibility.

Also, on the article in *Automotive News* printed June 16, 2008, regarding the Chrysler LLC vs Magna International to recover millions of dollars-- your spokesman, Michael Palese is quoted saying "We're not a charity. If we deserve compensation or consideration, we will pursue it." I feel the same way-I am not a charity and I do feel I deserve compensation and some consideration. I am tired of being talked down to by the guilty party. I just want my Jeep repaired. I also want to know if my Jeep is on this latest recall as well and I need to know ASAP.

Jul. 8. 2009 11:39AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 3

Mr. Bob Nardelli, Chairman and CEO
Page Two
April 13, 2009

You took our tax dollars and still want more; now put them to some use! I want a response immediately.

And when a heated seat is being repaired in North Carolina in the spring; it usually is January before the heated seat is being used with any frequency, thus the three springs in a row which includes your recall.

This Jeep stickered for around \$42,000. The brakes were recalled; I have had to have this done three times-mostly at my expense. My vehicles are very well maintained inside and out. I don't expect that most of your complaints come from someone who has meticulously maintained their vehicle as we have.

Sincerely,


cc: Senator Kay Hagan
Senator Richard Burr

09V-117
(4 Pages)



RECEIVED

JUL 10 -9 A 9 35

April 7, 2009

DOTS

Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building, Fourth Floor
Washington, D.C. 20590



Dear Mr. Smith:

Attached is Chrysler LLC's ("Chrysler") Defect Information Report, complying with the requirements of 49 CFR Part 573, Defect and Noncompliance Reports, which contains details of an equipment related defect affecting some 2001 - 2004 model year Jeep Grand Cherokee vehicles equipped with heated seats. The front seat electric heater elements provided as a repair in Chrysler recall F17 for some 2003-2004 model year Jeep Grand Cherokee vehicles, or provided as an aftermarket service part on some 2001-2002 model year Jeep Grand Cherokee vehicles, may overheat and potentially cause a fire or result in injury under certain operating conditions.

Chrysler will conduct a voluntary equipment recall and notify owners of 2003 - 2004 model year Jeep Grand Cherokee vehicles who had recall F17 completed, and owners of 2001 - 2002 model year Jeep Grand Cherokee vehicles who had their front seat electric heater elements replaced in service, to contact their Chrysler dealer for replacement of the heated seat elements.

The owners of 2003 - 2004 Jeep Grand Cherokee vehicles included in Chrysler recall F17 that have not had the recall completed will be notified to bring their vehicle to a Chrysler dealership for completion of recall F17 using revised heated seat elements.

Sincerely,

Lawrence J. Sak

Enclosure: Defect Information Report for Chrysler Recall J14

cc: K.C. DeMeter, NHTSA
Division of Occupational Safety & Health
California Department of Industrial Relations

DEFECT INFORMATION REPORT FOR CHRYSLER LLC RECALL J14

Page 1

Submission date: April 7, 2009

Identifying classification of vehicles potentially affected:

Make	Model	Model Years	Inclusive Dates of Manufacture	Volume	Other
Jeep	Grand Cherokee	2001 - 2004	September 10, 2002 - June 30, 2004	102,354 (estimated)	with heated seats and with Chrysler recall F17 completed (03-04 MY) or seat heater element service replacement (01-02 MY)

Estimated percentage containing defect: unknown**Description of defect:**

The front seat electric heater elements provided as a remedy for Chrysler recall F17 on some 2003-2004 model year Jeep Grand Cherokee vehicles, or provided as an aftermarket service part on some 2001-2002 model year Jeep Grand Cherokee vehicles, may overheat and potentially cause a fire or result in injury under certain operating conditions.

The name, address and telephone number of the suppliers who manufactured the subject components:

Johnson Controls, Inc. (complete front seat supplier)
5757 N. Green Bay Avenue
P.O. Box 591
Milwaukee, Wisconsin 53201
414-524-1200

EcoTemp Manufacturing Inc. (heater element supplier)
8400 Twins Oaks Drive
Windsor, ON N8N 5C2
519-739-1129

The following chronology of principal events led to the determination of a defect:

- In July of 2006, DaimlerChrysler Corporation ("DCC") issued safety recall F17 affecting some 2003-2004 model year Jeep Grand Cherokee vehicles based on incidents of fire due to overheating of the front seat heater element.
- DCC's defect information report submitted to NHTSA at that time stated that the root cause

DEFECT INFORMATION REPORT FOR CHRYSLER LLC RECALL J14

Page 3

sufficient quantity of parts is available. Chrysler's schedule for implementing this recall is not available at this time.

Chrysler has a long-standing policy and practice of reimbursing owners who have incurred the cost of repairing a problem that subsequently becomes the subject of a field action. To ensure consistency, Chrysler, as part of the owner letter, will request that customers send original receipt and/or other adequate proof of payment to the company for confirmation of the expense.



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Hot seat: Chrysler v. Magna

Automaker blames supplier for seat warmers that overheat

ROBERT EMERFICK
AND DAVID BARKHOLE
AUTOMOTIVE NEWS
JUNE 16, 2008 - 12:01 AM ET

DETROIT — Chrysler LLC is suing Magna International Inc. for millions of dollars to cover mounting costs of injuries and recalls involving heated seats in Chrysler minivans.



Chrysler blames North America's largest parts supplier for a technical issue in the heated seats that can cause serious burns — especially to passengers, who cannot feel their seats overheating. Magna denied the allegations in court filings.

Chrysler sued Magna in Oakland County Circuit Court in Michigan over what will likely be the multimillion-dollar tab for faulty seat warmers that were the subject of two recalls in 2008. Affected minivans are the 1908 and 3000 Chrysler Town & Country and Dodge Grand Caravan.

In addition, Chrysler faces lawsuits over seat heater problems on 2008 and 2004 Jeep Grand Cherokees. Chrysler voluntarily recalled those seats but denied they represented a safety problem. Johnson Controls Inc. supplied the seats on the Grand Cherokees.

Neither Chrysler nor Johnson Controls would say whether there is litigation between them over the recall.

Injuries?

In an April 8, 2004, letter to the National Highway Traffic Safety Administration, Chrysler said it had received 221 customer complaints about minivan seats overheating. Of those complaints, 25 were allegations of minor injuries and 33 were alleged fires. Five complaints resulted in lawsuits.

The letter said none of the complainants sought medical attention. Based upon the follow-up interviews, lack of treatment sought and the customer retractions, the majority of the reports classified as "alleged injury" for this report are referring to only a burning feeling or sensation," the letter said.

Chrysler spokesman Michael Palone says Chrysler had only one reported case of injuries caused by the defective minivan seats. But four law firms handling cases across the United States identified more than a dozen against Chrysler alleging injuries involving minivans and Grand Cherokees.

The overall costs of the mounting lawsuits are unknown. Some have

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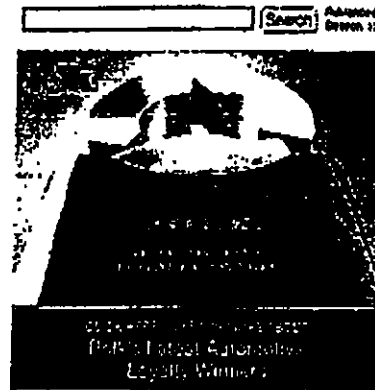
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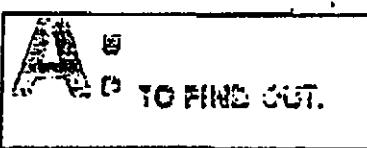
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Hot seat: Chrysler v. Magna - Automotive News

been recalled before going to trial.

Chrysler's lawsuit contends that Magna, of Aurora, Ontario, has denied responsibility for the recalls and has disputed any obligation to reimburse Chrysler for costs incurred in remedying the allegedly defective heated seat assemblies.

"We're not a cheater," says Chrysler spokesman Pulice. "If we deserve compensation or consideration, we will pursue it."

Magna spokesman Tracy Furst declined to comment. Last year, Magna delivered \$2.25 billion, or 44 percent, of its \$5.05-billion in sales from Chrysler.

Pulice declined to put a price tag on Chrysler's case. The automaker's lawsuit says it has spent "millions of dollars replacing the defective heated seat assemblies" on its 1998 and 2000 minivans.

In February 2006, Chrysler recalled 110,000 Dodge Grand Caravan and Chrysler Town & Country minivans. It replaced the front-seat heater elements, modules and related wiring that had been designed, manufactured and supplied by Magna. In November 2005, Chrysler recalled an additional 61,000 minivans. Hot seats

In the lawsuit, Chrysler claims that the heated seat assemblies — supplied by Norwegian supplier Kongsberg Automotive Inc. to Magna — developed small burn-through patterns and localized hot spots. Chrysler has not named Kongsberg, a spokesman for the Norwegian supplier said.

The seat heating element resembles a miniature electric blanket filled with wires surrounded by seat padding.

Chrysler's lawsuit against Magna, filed Feb. 27, says the root cause of the defects was wiring problems and/or solder failures. Doug Wheeler, an engineer with Kongsberg, declined comment.

In the instance of the Grand Caravan recall, Dodge/Chrysler said in June 2006 that it would recall nearly 111,700 Jeep Grand Cherokees from model years 2003 and 2004 because seats could overheat and cause fires.

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2/17/09



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Jul. 8. 2009 11:40AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 9

[REDACTED]
[REDACTED]
Durham, NC [REDACTED]
March 30, 2009

Mr. Bob Nardelli, Chairman and CEO
Chrysler Corporation
1800 Chrysler Drive
Auburn, Michigan 48326-2766

REFERENCE NO 18334950

Dear Mr. Nardelli:

If you think you are tired of hearing from me, think how tired I am of having to try to contact you or anyone else at Chrysler. All of my heated seat element problems started with your recall, which the recall replacement burned my seat, that was replaced and the leather seat cover, then that one burned, and burned the foam in the seat. Well on the last repair my seat was damaged. I want this fixed and I am so tired of trying to talk to someone who speaks broken English!! First I get someone who your customer service later, told me they gave me wrong instructions and must have been in India, then I have been talking to someone who I asked if she was in Michigan and she said she was even though she sounded foreign, she even said she was in your "legal" department. I had left messages for her on this latest fiasco and her message says (and I still have it) that she cannot help me because she is in Thailand!!! What the heck is going on there?

I do not want to have to go public, get my congressman involved, but I want my Jeep repaired. I want to see my tax dollars at work and my Jeep repaired. This is all from the shotty parts and labor. Please see the attached fax copy that went to a John Moore, who no one can give me a phone number for—just a fax number—and no one can tell me what he does. Do you operate in secret? I want to talk to a Chrysler representative immediately. What has happened to customer service?

I want to be called TODAY. My work number is [REDACTED] If I am not at my desk, I want a number and name left I can call within the hour. I have been patient and I am out of patience with this. I just want my seat repaired.

If you thought "PLUMBER JOE" got national attention for his cause, I may have to turn into CONSUMER [REDACTED] All I want is my Jeep repaired. It was damaged during the repair that I was directed to have done, and I want you to fix it. Fix it or give me another Jeep!!!

[REDACTED]

Attention: John Moore

From: [REDACTED]
[REDACTED]
[REDACTED]

Durham, NC [REDACTED]

Home Phone: [REDACTED] Work [REDACTED]

Date: March 20, 2009

RE: Jeep VIN # 1J8GW68J94C [REDACTED]

I spoke with your legal department today and was told to forward this concern to you immediately. As directed by Chrysler, I took my Jeep in for the 4th repair on the recalled heated seat element. I took it to the dealership that had done the last two repairs, Stearns Chrysler in Graham, NC. It was taken in two days ago and the foam and element in the passenger seat were replaced. The seat looked odd-high up and at an angle-like a cockpit you were about to be ejected from. At first we thought it was because the foam was new in that seat and it looked different due to the fact that the foam in the driver seat had been sat on for some time.

We tried to move it on Thursday and could tell there was a problem with the electrical adjustment and it was making an odd sound. We called Stearns this morning and insisted we wanted them to look at it immediately. We drove the 30 miles, both of us taking off work to go. We spoke with the service manager, Eric Smith. Upon looking at the seat, after our being there a few minutes, they said the gear was stripped in the motor in that seat and that they did not damage it. Well, they must think we are idiots-they insisted they had never taken the seat out or even moved it. We stand to differ on this, the seat was not even in the same position that we took it in. We would like to see them do the work they did without moving this seat at all. When the Chrysler hired engineer looked at the seat last year, they took the whole seat out. This is a seat that we keep in the same position all of the time. We check it on occasion. There is no doubt that the service manager and the technician LIED. Chrysler sent us for the repair and paid for the repair- this is your problem to solve. We expect this to be fixed and Chrysler can decide who will paid-you or the dealership immediately. We think they got the seat in a bind and were dishonest in admitting they broke it. Do we sound disgusted? You bet we are and I don't care how much noise we have to make, 60 minutes, 20/20, New York Times, Detroit labor editor, or the President or our congressman. We will not hold the bag on this! This would result in some very unfavorable publicity and the public will not like customers being treated this way with our tax dollars that should be working for customers and Chrysler workers too.

Jul. 8. 2009 11:41AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 11

[REDACTED]
[REDACTED]
Durham, North Carolina [REDACTED]

March 4, 2009

Mr. Bob Nardelli, Chairman and CEO
Chrysler
1000 Chrysler Drive
Auburn Hill, Michigan 48326-2766

Reference No. 18334950

Dear Mr. Nardelli:

Attached is a copy of my bill, which was supposed to be reimbursed to me in full \$80.56. Attached is a copy of the check sent to me-\$50.56. This is not acceptable as I followed instructions from your Customer Service and again as I said in past correspondence that a senior supervisor, Jonathan, said I must have spoken with someone in India-that is your problem-not mine it was your customer service line.

I want full reimbursement. I also had asked Jonathan about being reimbursed for my having to take a vacation day from work to do this and drive a round trip of 60 miles. When I go back for the repair, it will be the same. I think since Chrysler is the one who put out the recall, the recall burned my seat and then that replacement has burned again-same seat. I want as Jonathan called "consequentials" paid to me.

I hope you realize that the problem I am having could be very wide spread. If I had used that heated passenger seat on the way home and then pulled this Jeep in my garage-you know the implications of what could have been catastrophic. Last time you sent a contracted engineer from Charlotte, North Carolina to be at the dealership when this seat cover was removed and verified the problem with your replacement part. For the safety of the public, maybe you need to see what is wrong. Regardless of what you want to do for the public, I want mine fixed and I want reimbursement or you can go one step further and take this Jeep and give me another one.

Jonathan told me he was calling the dealership in Graham, NC. He was to call me back-never heard a word from him. Over a week ago, someone called me and I told her I had sent another fax-she would get back with me. I never heard a word.

A lack of response to a six time Jeep owner, this shows a lack of concern for loyal customers. I feel I deserved a call back on my complaint. Your national Jeep ad says you want "my business", what I have experienced does not say that.

Jul. 8. 2009 11:41AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 12

Mr. Bob Nardelli, Chairman and CEO

Page Two

March 4, 2009

We have had below 20 degree weather and by the time I get this Jeep fixed it will be spring and no need for a heated seat-which is what I paid for. I want to be called today at my work number. If I am not in, I will return the call.

Please respond immediately to [redacted] home [redacted] or work [redacted]

Sincerely,

[redacted]

[REDACTED]
[REDACTED]
Durham, North Carolina [REDACTED]

February 18, 2009

Mr. Bob Nardelli, Chairman and CEO
Chrysler
1000 Chrysler Drive
Auburn Hill, Michigan 48326-2766

Dear Mr. Nardelli

A letter with accompanying information was faxed to you last week with contact numbers for me; to date, I have heard nothing. Two days ago, I made several telephone attempts to speak with someone knowledgeable in customer service. I finally had someone who identified herself as a senior supervisor. In the middle of our conversation, the phone went dead. I called back immediately and your recorder said you were closed. I did think the supervisor would have made an attempt to reach me, but did not.

This morning when Chrysler opened I started again. I finally had someone on the phone that again said they were a senior supervisor, Jonathan. I explained that when I called last week that customer service told me I had to pay up front to have my recalled and then repaired and now failed heater element in my seat diagnosed before they would accept a repair request. This was complete nonsense since I was assured that this would be covered after the recall and then the replacement for the recall failed and burned my seat that it would be covered as long as I owned this vehicle. When I explained this to "Jonathan" this morning, he reprimanded me in a rude tone for paying for this. I explained that I was told by customer service that I had to and IF this is what it was (and is) that I would be refunded for the diagnostic work. Jonathan then told me I must have been speaking with someone in customer service that was in India-that is certainly not my fault that you have people in a foreign country answering your customer service line to us Americans and giving false information representing Chrysler!! Jonathan then told me he would contact the service manager at the dealership in Graham, North Carolina and get right back to me. Since I called him I the first few minutes you were open, he has not called me back all day.

Jul. 8. 2009 11:42AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 14

Mr. Bob Nardelli
Page Two
February 18, 2009

Please look at the attached and I will not repeat this fiasco. Jonathan was told that I would not be reimbursed for any consequential expenses which I requested. Last April a rental car and expenses for my having to take off were paid-I took off February 16th to take this Jeep and he rudely cut me off before I could even hardly get a sentence out. If this is how loyal Jeep customers are treated, I would hate to see how a first time buyer is treated. I have owned Jeeps since 1985; this is my sixth Jeep since then.

I do expect to be reimbursed and I am quite an advocate for the rights of consumers. I did not ask for the heater element to be recalled the first time, but it was and all of my problems have been since that time.

A concern of mine is and I think this is very important. When the replaced recalled element subsequently burned my leather seat, Chrysler only approved the element and the leather cover. In April 2008, I was left with a sunk in spot you could visibly tell when I looked at the leather seat where the burned spot was cut out of the foam underneath it. Now two more holes have burned in the foam and also have burned the attached fabric backing on the leather seat. I am told by upholsterers that I will have problems with those two areas on that leather seat cracking because of the heat they were exposed to and the backing. This is an issue and the foam needs to be replaced or I will have three sunk in spots. I want a response and I do not want to have to go to outside assistance to make my point with undue publicity of this matter to my congress representative or anyone else, I expect Chrysler to take a stand for a loyal customer and do what is right with my claim and I don't expect to be treated rudely by your customer service supervisors. If I had not really liked Jeeps, I would not have purchased six of them! You want to stay in business and we want you to stay in business, but I expect my business to be appreciated and treated fairly. I can be reached at [REDACTED] at work or [REDACTED] as soon as possible.

Sincerely,

[REDACTED]

[REDACTED]
[REDACTED]
Durham, North Carolina [REDACTED]

February 12, 2009

Mr. Bob Nardelli, Chairman and CEO
Chrysler
1000 Chrysler Drive
Auburn Hill, Michigan 48326-2766

Dear Mr. Nardelli:

Please see my attached documents. As you will see I have a 2004 Grand Cherokee Jeep, which the heated seat elements were replaced in the fall of 2005. The passenger seat element burned a hole in my leather seat and was replaced in the spring of 2008. Chrysler had a consulting engineer from Charlotte, North Carolina meet at Stems Chrysler in Burlington, NC and video or photograph the seat as the service manager removed the seat cover and it was very clearly verified that the recalled element which had been replaced had burned my seat-so that was element #3 in this Jeep. Since my Jeep was last repaired in April, I had not had very much occasion to use the heated seats until our recent bout of freezing weather. There is very clearly a burned foam smell when the passenger seat is turned on. My husband and I are afraid to use it on the way home from work because we park in a garage and if this is faulty and it is what we suspect, it could burn our house down.

Yesterday I called customer service and I was quite disappointed in the response just to tell me to take it to a dealer and have them look at it. Chrysler had this put in and I think Chrysler should pay to have it looked at it no matter what the result. If the result is what we think it is, I have another concern-4th attempt at a working heated seat that I paid for. We take excellent care of our vehicles and this is a major disappointment. North Carolina has a lemon law and Chrysler has our tax money-I feel like I am left holding the bag.

Please advise immediately to [REDACTED] home [REDACTED] or work [REDACTED]

Sincerely,
[REDACTED]

Jul. 8. 2009 11:42AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 16

[REDACTED]
[REDACTED]
Durham, North Carolina [REDACTED]

February 1, 2008

Mr. Bob Nardelli, Chairman and CEO
Chrysler
1000 Chrysler Drive
Auburn Hill, Michigan 48326-2766

Dear Mr. Nardelli:

As you should well recall, Chrysler issued a recall on heated seats in Jeep Grand Cherokee's which included my 2004. I have attached a copy of the history of my Jeep related to the repair of these seats. This was repaired in September 2006.

Since North Carolina has experienced an unusual warm climate, heated seats were not a daily necessity in the winter. Note that I purchased this Jeep new as I did my last several Jeeps since 1984. I am the primary driver.

This week while driving my husband to work, he smelled something burning. He thought at the time that it was probably someone burning something and the smell was brought up through the vent system. No, that was not it. When I got home, I noticed that the passenger seat which is leather looked like an eruption coming up from under the seat that burned a round area-and no we are not smokers and no one has ever ridden in any of my vehicles and been allowed to smoke. The driver seat gets so hot, that I have to turn it off from the low setting in less than a mile from my house.

I took this to the dealership in Durham, NC where the recall was done. The same service people are there and was told that it was clearly coming from the heated seat, in fact, I was told it is the same thing it was recalled for. Now, I can assume that I am probably not the first person to experience this problem with this "repaired" heated seat.

Jul. 8. 2009 11:43AM

U. S. SENATOR RICHARD BURR (W-S)

No. 3513 P. 17

Mr. Bob Nardelli, CEO**Page Two****February 1, 2009**

I want my heated seats replaced and my leather repaired. As I explained this to a lady at Chrysler on the phone, I park my Jeep in an attached garage to my house and I drive infant and toddler grandchildren in the backseat, so you can imagine what an immediate problem these heated seats now pose to me and maybe to others. I was told I was reference #17181839 on this-now I think I am more than a reference number. I was also told that I could take this to a dealership and have them "diagnose" this problem and IF it was related to the recall and IF the damage to the leather seats were from this, then I could have it paid for. I want to take this to Stearns Chrysler in Burlington, North Carolina where I purchased my last two Jeeps and have them fix this. This is a 60 mile round trip for me on a vehicle that gets about 15 miles per hour and requires high test gas that is selling right now for \$3.35, and requiring a trip to diagnose, a trip back for repair and two half days at least from my job. I want someone to authorize Stearns to do the diagnosing, and work. I also want to know what Chrysler is doing to do about the potential harm this poses?

I can be reached at work [REDACTED] and home [REDACTED]. I need an immediate response to this problem because this is my only transportation.

Sincerely,

Enclosure



UNITED STATES SENATOR ★ NORTH CAROLINA

RICHARD BURR

100 Coast Line Street ♦ Room 210 ♦ Rocky Mount, NC 27804 ♦ Telephone (252) 977-9522 ♦ Fax (252) 977-7902

FASCIMILE TRANSMISSION

TO: Will Otero FAX# 202-366-0D15

ORGANIZATION/AGENCY: NHSTA

DATE/TIME: 10/16

SUBJECT: [REDACTED]

NUMBER OF PAGES (including cover): 18

SENT BY:

- Betty Jo Shephard
- Esther Clark
- _____

Comments:

per conversation - thanks!

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