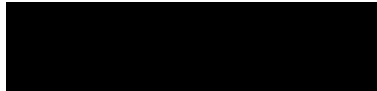


**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



Mound, Minnesota

MAY 10 2010

CL-10332755-6427

April 28, 2010

**National Highway Traffic Safety Administration
400 7th Street S.W.
Washington, DC 20590**

Dear Sir/Madam:

As suggested by the Minnesota Attorney General, I am writing you regarding a safety problem with my 2005 Chrysler Pacifica.

The problem is extensive unibody rust on both sides of the vehicle. As stated by an auto body experts, the rust is coming from the inside of the uniside rocker panel and both unisides need to be replaced for the safety of the vehicle. A cost estimate and pictures are attached.

I understand that other vehicles have had similar problems with this issue of inferior metal.

I have contacted the dealer, Chrysler, and the Minnesota Attorney General. All the correspondence is enclosed.

So far I have not had a responsible answer from the dealer or Chrysler. Therefore, I am asking that you review this history and respond as to your findings.

Looking forward to hearing from you.

Sincerely,



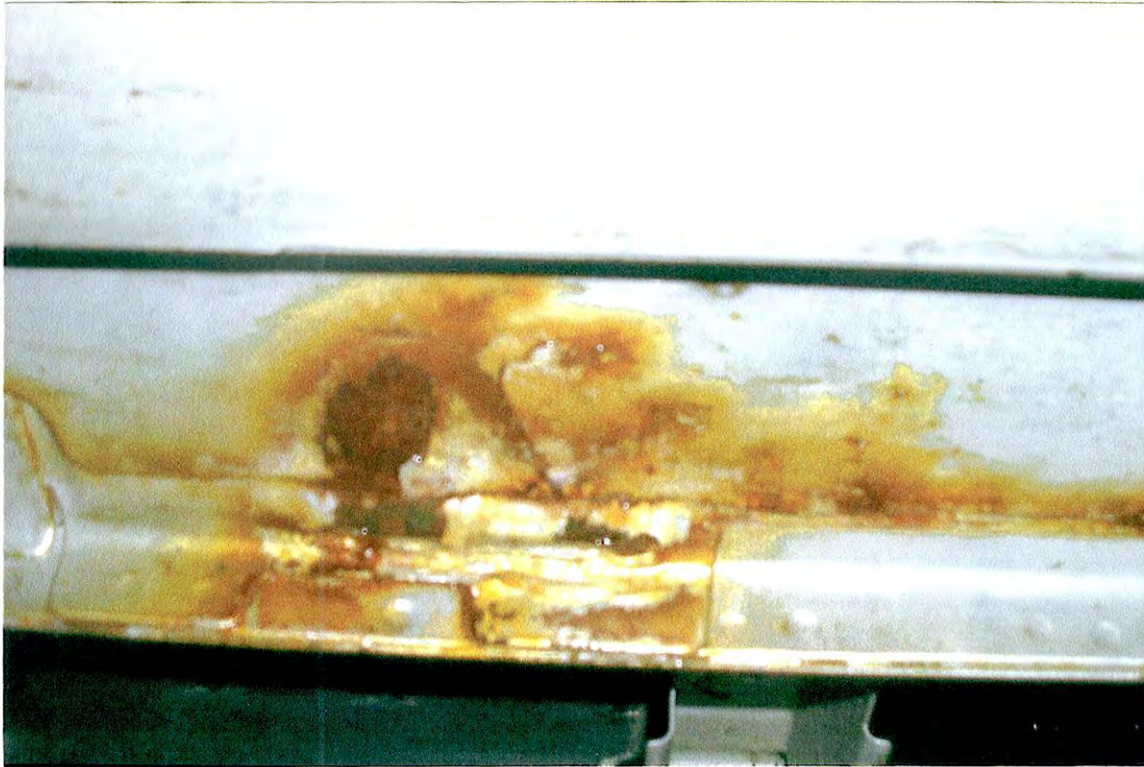
Enclosures

**KB
052410
TGW**

10/21/09
RIGHT SIDE



10/21/09
DRIVER'S SIDE



01/20/2010 at 03:00 PM
82835

Job Number:

WALSER COLLISION & GLASS
Federal ID #:753141113
WALSER COLLISION & GLASS
5575 HIGHWAY 169
PLYMOUTH, MN 55442
(952)345-3456 Fax: (952)345-3457

PRELIMINARY ESTIMATE

Written By: TODD ANDERSON
Adjuster:

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
Day: [REDACTED]
MOUND, MN

Claim #
Policy #
Deductible:
Date of Loss:
Type of Loss: Collision
Point of Impact:

Inspect
Location:

Insurance
Company:

Days to Repair

2005 CHRY PACIFICA 4X4 LIMITED 6-3.5L-FI 4D UTV Int:

VIN: 2C8GF78495R [REDACTED] Lic:

Prod Date:

Odometer:

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Alarm	Rear Window Wiper	Steering Wheel Controls
Parking Sensors	Power Adjustable Pedals	Message Center
Body Side Moldings	Dual Mirrors	Console/Storage
Overhead Console	Luggage/Roof Rack	Electric Glass Sunroof
Fog Lamps	Clear Coat Paint	Power Steering
Power Brakes	Power Windows	Power Locks
Power Driver Seat	Power Passenger Seat	Power Mirrors
Heated Mirrors	Memory Package	AM Radio
FM Radio	Stereo	Cassette
Search/Seek	CD Player	CD Changer/Stacker
Premium Radio	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Head/Curtain Air Bags	Front Side Impact Air Bag
Rear Side Impact Air Bags	4 Wheel Disc Brakes	Leather Seats
Bucket Seats	Heated Seats	Rear Heated Seats
Automatic Transmission	4 Wheel Drive	*Overdrive
Aluminum/Alloy Wheels		

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		PILLARS, ROCKER & FLOOR					
2	R&I	RT Rocker molding front silver				0.4	
3	R&I	LT Rocker molding front silver				0.4	
4	R&I	RT Rocker molding rear silver met.				0.4	

01/20/2010 at 03:00 PM
82835

Job Number:

PRELIMINARY ESTIMATE

2005 CHRY PACIFICA 4X4 LIMITED 6-3.5L-FI 4D UTV Int:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
5	R&I	LT Rocker molding rear silver met.				0.4	
6	Repl	RT Outer aperture	1	474.00	s	12.5	2.8
7	Repl	LT Outer aperture	1	474.00	s	12.5	2.8
8		Overlap Major Non-Adj. Panel					-0.2
9	Repl	RT Inner rocker	1	95.20	s	6.5	1.5
10		Add for Clear Coat					0.6
11	Repl	LT Inner rocker	1	95.20	s	6.5	1.5
12		Overlap Major Non-Adj. Panel					-0.2
13		Add for Clear Coat					0.3
14#	Refn	COLOR TINT					0.5
15#	Subl	HAZ WASTE	1	3.00	X		
16#	Refn	CORROSION PROTECTION					0.3
17#		POSSIBLE HIDDEN DAMAGE	1				
Subtotals ==>				1141.40		39.6	9.9

Parts		1138.40
Body Labor	39.6 hrs @ \$ 50.00/hr	1980.00
Paint Labor	9.9 hrs @ \$ 50.00/hr	495.00
Paint Supplies	9.9 hrs @ \$ 30.00/hr	297.00
Sublet/Misc.		3.00

SUBTOTAL		\$ 3913.40
Sales Tax	\$ 1138.40 @ 7.2750%	82.82

GRAND TOTAL		\$ 3996.22
-------------	--	------------

ADJUSTMENTS:		
Deductible		0.00

CUSTOMER PAY		\$ 0.00
INSURANCE PAY		\$ 3996.22

NO GUARANTEE ON RUST REPAIRS

MN ST 60A.955 - A PERSON WHO FILES A CLAIM WITH INTENT TO DEFRAUD OR HELPS COMMIT A FRAUD AGAINST AN INSURER IS GUILTY OF A CRIME.

[REDACTED]
Minnetrista, Minnesota [REDACTED]

January 15, 2010

Chrysler Corporation
Mr. Robert Kidder, CEO
P. O. Box 21-8004
Auburn Hills, Michigan 48231

Dear Mr. Kidder,

In August of 2009 I purchased a 2005 Chrysler Pacifica, 4 dr. Wagon Limited, AWD 35L, six cylinder, from White Bear Lake Superstore. An Auto Check Report given to me indicated a score of 86 out of 90 with good maintenance and no accidents, etc. The dealer also performed a 100 point safety check and stated it was a premium vehicle.

I drove the car and liked it. It looked like new inside and out. The 84,000 miles were not a concern as I was told these cars would last for 300,000 to 350,000 miles.

As stated in the Chrysler maintenance book, I took the car to change all the AW drive fluids. While on the rack, I was shown rust covered rocker panels. As these unisides are primary to the safety structure of the vehicle, I went back to the dealer and was told it is a manufacturer's problem.

I was told to go to Walser Chrysler, Jeep, Dodge dealership to check the seriousness of the safety problem. There I was told the rocker panels are definitely an unibody structural part and are rusting from the inside to the outside. Holes will appear through them within this year. An estimate of \$3996 was given as both unisides must be replaced. The estimate and my pictures are enclosed.

A call to the Chrysler Customer Arbitration Center got all negative and not so nice responses. Three different people and three different stories, but absolutely no help. Thus, this letter to you.

I enjoy this car but it needs major repair due to a manufacturer's problem. I look forward to your quick action. Thank you.

Sincerely,

Enclosed: Superstores Window Sticker - Auto Check Report - Pictures of rust problems and Repair estimate by Walser (5) enclosures

**BUICK****PONTIAC****EMC****3900 North Highway 61 • White Bear Lake, MN 55110 • 800-906-3760**

WELCOME TO WHITE BEAR LAKE SUPERSTORE!

Our warranty
meets or
exceeds state
requirements

This vehicle
may qualify for
an extended
service contract

This vehicle
may qualify for
a special lease
or finance
program

On the spot
financing

**SIMPLE!
EASY!
FAST!**

SUPERSTORE CERTIFIED

2005 Chrysler Pacifica 4dr Wgn Limited AWD 3.5L 6Cyl

VIN: 2C8GF78495R**Stock#: SP9471****Color: BRIGHT SILVER****Trans: METALLIC
4-Speed A/T****Miles: 84432****Engine: 3.5 L V6 CYL.**

Take A Test Drive Today!

Air Bag - Driver
Air Bag - Rear Passengers
Child Seat Anchors
Adjustable foot pedals
Power Brakes
All Wheel Drive
Navigation System
Intermittent Wipers
Rear Wiper
Window Locks
Mirrors-Pwr Passenger
Power Door Locks
Tilt Wheel
Cruise Control
*Steering Wheel Stereo Controls
AM/FM Stereo
DVD Player

Air Bag - Passenger
Air Bags - Head
Rear Shoulder Harness
Power Steering
Anti-Lock Brakes
4 Wheel Disc Brakes
Child Safety Locks
Rear Defrost
Homelink
Mirrors-Pwr Driver
Power Windows
Roof - Power Moon
Remote Keyless Entry
Tachometer
Steering Wheel-Leather Wrapped
CD Player
Tinted Glass



2C8GF78495R

Verify all Options with a Qualified Salesperson Prior to Sale

Visit us on the web at www.WhiteBearLakeSuperstore.com
Please see Salesperson for Assistance

This vehicle's equipment list is prepared by an authorized AutoUplinkUSA Distributor for the above dealer to be used as an informational listing of available equipment on this vehicle. AutoUplinkUSA and its Distributors make no express or implied warranties or representations of any type concerning this vehicle, including the availability or condition of the equipment listed. It is the sole responsibility of the customer to verify the existence of any option or accessories. Market Value or Sale Price represents the approximate value of a like unit at retail. Sale price will vary with condition, mileage and supply. AutoUplinkUSA 1-651-484-3824 www.autoupplinkusa.com

01-5961-01



Your AutoCheck Vehicle History Report 2005 Chrysler Pacifica Limited

Report Run Date: 2009-07-14 20:02:35.919 EDT

VIN: 2C8GF78495R [REDACTED]
 Year: 2005
 Make: Chrysler
 Model: Pacifica Limited
 Style/Body: SUV / Utility 4D
 Class: CUV - Mid Range
 Engine: 3.5L V6 MPI
 Country of Assembly: Canada
 Vehicle Age: 4 year(s)
 Calculated Owners: 3
 Last Reported Odometer Reading: 84,393

This vehicle's AutoCheck Score



The AutoCheck Score is a summary of your vehicle's history, letting you compare vehicles with ease.

This vehicle qualifies for Buyback Protection



Safeguard your investment with AutoCheck Buyback Protection, which reduces the risk in buying a used vehicle.

Section summaries

The vehicle identification number you submitted has been analyzed and summary information on your car is shown below

Title and ProblemCheck:	●	Your vehicle checks out!
OdometerCheck:	●	Your vehicle checks out!
Vehicle Use and EventCheck:	●	Specific vehicle use(s) or events reported
Full History:	●	Detailed information available

Title and ProblemCheck



Your Vehicle Checks Out! AutoCheck's database for this 2005 Chrysler Pacifica Limited (2C8GF78495R [REDACTED]) shows no negative titles or other problems. When reported to AutoCheck, these events can indicate serious past damage or other significant problems.

0 Problem(s) 15 Title/Problem areas checked:
 Reported:



Chrysler Group LLC

April 9, 2010

[REDACTED]
Minnetrista, MN [REDACTED]

Reference No.: 19429024

Dear Mr. [REDACTED]

We have received your letter and fully appreciate the concerns you have raised.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.

We appreciate your taking the time to write to Chrysler Group LLC. Regretfully, we cannot provide a more favorable reply.

Sincerely,

A handwritten signature in cursive script, appearing to read "Lisa".

Lisa
Senior Staff

LS/ss



LORI SWANSON
ATTORNEY GENERAL

STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

April 13, 2010

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Mound, MN [REDACTED]

Re: White Bear Lake Superstore & Chrysler Corporation Zone Office
File No: RJM/2010/432023/C

Dear Mr. [REDACTED]

On behalf of Minnesota Attorney General Lori Swanson, I thank you for your correspondence which we received April 1, 2010.

You state that in August of 2009, you purchased a 2005 Chrysler Pacifica from the White Bear Lake Superstore. You state that you purchased the vehicle in part based on an Auto Check Report which indicate that the vehicle had received good maintenance and had not accidents. Additionally, you were told by the dealer that it had performed a 100 point safety check on the vehicle. The dealer stated that the vehicle was a "premium vehicle". You state that you later learned that there was rust on the rocker panels. You state that further investigation indicated that the rust was coming from the inside indicative of a structural problem with the uni-body construction.

By filing your concerns with the Attorney General's Office, you are asking that your vehicle be repaired at no additional cost to yourself, as you assert that the aforementioned rust issue is a potential safety problem. You ask for this Office's assistance in resolving this matter.

Under Minnesota law, the Attorney General's Office has limited authority. For instance, it does not have jurisdiction to provide legal advice to private citizens. Notwithstanding this limitation, I can provide the following comments, which I hope will be helpful.

First, safety related complaints are regulated by a federal agency, known as the National Highway Traffic Safety Administration. That agency has authority to investigate complaints regarding motor vehicle safety and take corrective action, including recalls, when appropriate. I encourage you to file a complaint with the National Highway Traffic Safety Administration at the following address:

National Highway Traffic Safety Administration
400 7th Street S.W.
Washington DC 20590

TTY: (651) 297-7206 • Toll Free Lines: (800) 657-3787 (Voice), (800) 366-4812 (TTY) • www.ag.state.mn.us

An Equal Opportunity Employer Who Values Diversity



Printed on 50% recycled paper (15% post consumer content)

Mr. [REDACTED]

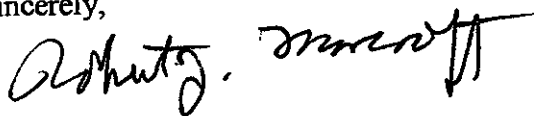
April 13, 2010

Page 2

Second, even though this Office does not have the authority to order a business to take a particular action or to cease and desist from taking a particular action, many businesses respond favorably to correspondence from this Office. I am enclosing copies of letters which I sent to White Bear Lake Superstore and Chrysler Zone Office on your behalf, asking it to respond to you and to this Office with an explanation as to its actions and a plan for taking action to correct this matter. We will let you know of any response we receive from the company.

I hope this information is helpful. I thank you again for your letter.

Sincerely,



ROBERT J. MARCROFT
Consumer Services Division
(651) 355-0713 (Voice)
(651) 282-2155 (Fax)

Enclosure

AG: #2618173-v1

April 13, 2010

White Bear Lake Superstore
3900 North Highway 61
White Bear Lake, MN 55110

Re: Mr. [REDACTED]
File No: RJM/2010/432023/C

Dear Sir/Madam:

I am writing regarding Mr. [REDACTED] a Minnesota consumer, who recently contacted the Minnesota Attorney General's Office with correspondence regarding his 2005 Chrysler Pacifica. Mr. [REDACTED] resides at [REDACTED] Mound, Minnesota [REDACTED]

Mr. [REDACTED] states that in August of 2009, he purchased a 2005 Chrysler Pacifica from the White Bear Lake Superstore. Mr. [REDACTED] purchased the vehicle in part based on an Auto Check Report which indicated that the vehicle had a score of 86 out of 90 indicating good maintenance and no accidents. Additionally, Mr. [REDACTED] stated that he was told by the dealer that it had performed a 100 point safety check. The dealer indicated that Pacifica was a "premium vehicle". Mr. [REDACTED] states that he later discovered that there was rust on the rocker panels. Further investigation indicated that the rust was coming from the inside, which indicated a structural defect to the uni-body structure of the car.

By filing his concerns with the Attorney General's Office, Mr. [REDACTED] is asking that the vehicle be properly repaired at no additional cost to himself, as he asserts that the aforementioned rust is indicative of a safety issue. Mr. [REDACTED] correspondence is enclosed for your review.

I ask that you promptly review this matter and reply in writing to both Mr. [REDACTED] and this Office with an explanation as to how this situation could occur. In addition, I request a written explanation of the steps that White Bear Lake Superstore will take to resolve this matter promptly. You should send your response within the next ten days to the above referenced address.

I thank you for your anticipated cooperation with this request.

Sincerely,

/s/

ROBERT J. MARCROFT
Consumer Services Division
(651) 355-0713 (Voice)
(651) 282-2155 (Fax)

Enclosure

cc: Mr. [REDACTED]

AG: #2618150-v1

COPY

April 13, 2010

Chrysler Zone Office
Ms. Diana Moreland
6400 So. Fiddler's Green Circle, Suite 400
Englewood, CO 80111

Re: Mr. [REDACTED]
File No: RJM/2010/432023/C

Dear Ms. Moreland:

I am writing regarding Mr. [REDACTED] a Minnesota consumer, who recently contacted the Minnesota Attorney General's Office with correspondence regarding his 2005 Chrysler Pacifica. Mr. [REDACTED] resides at 285 County Road 19, Mound, Minnesota 55364.

Mr. [REDACTED] states that in August of 2009, he purchased a 2005 Chrysler Pacifica from the White Bear Lake Superstore. Mr. [REDACTED] purchased the vehicle in part based on an Auto Check Report which indicated that the vehicle had a score of 86 out of 90 indicating good maintenance and no accidents. Additionally, Mr. [REDACTED] stated that he was told by the dealer that it had performed a 100 point safety check. The dealer indicated that Pacifica was a "premium vehicle". Mr. [REDACTED] states that he later discovered that there was rust on the rocker panels. Further investigation indicated that the rust was coming from the inside, which indicated a structural defect to the uni-body structure of the car.

By filing his concerns with the Attorney General's Office, Mr. [REDACTED] is asking that the vehicle be properly repaired at no additional cost to himself, as he asserts that the aforementioned rust is indicative of a safety issue. Mr. [REDACTED] correspondence is enclosed for your review.

I ask that you promptly review this matter and reply in writing to both Mr. [REDACTED] and this Office with an explanation as to how this situation could occur. In addition, I request a written explanation of the steps that Chrysler Zone Office will take to resolve this matter promptly. You should send your response within the next ten days to the above referenced address.

I thank you for your anticipated cooperation with this request.

Sincerely,

ROBERT J. MARCROFT
Consumer Services Division
(651) 355-0713 (Voice)
(651) 282-2155 (Fax)

Enclosure

cc: [REDACTED]

AG: #2618167-v1

COPY



STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

April 22, 2010

LORI SWANSON
ATTORNEY GENERAL

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

[REDACTED]
Mound, MN

Re: Chrysler Motors Corporation
File No: RJM/2010/432023/C

Dear Mr. [REDACTED]

Enclosed for your information is a copy of a letter the Attorney General's Office received from Chrysler Motors Corporation regarding your correspondence. As you can see, Chrysler Motors Corporation asserts that the problems you describe in your correspondence are the responsibility of the dealer. As you know, we have also contacted the White Bear Lake Superstore regarding this matter. We will let you know when we hear from the dealer.

Your file will remain open, and we will contact you as this matter proceeds. Meanwhile, if you have any questions, please feel free to call or write.

Sincerely,

ROBERT J. MARCROFT
Consumer Services Division
(651) 355-0713 (Voice)
(651) 282-2155 (Fax)

Enclosure
AG: #2625233-v1



CHRYSLER

Chrysler, LLC
Denver Business Center

4/19/2010

Mr. Robert Marcroft
Consumer Services Division
Office of Attorney General
Suite 1400
445 Minnesota Street
St. Paul, MN 55101

Re: Mr. [REDACTED]
File: RJM/2010/432023/C

Dear Mr. Marcroft,

I am in receipt of your letter to Diana Moreland of April 13, regarding the above mentioned case. I have investigated the matter and found the following:

- The vehicle was purchased as a "Used Car" from a General Motors dealership, not affiliated with Chrysler, LLC. Furthermore, records indicate Mr. [REDACTED] to be the third owner of the vehicle.
- The "Auto Check" report and it's representations indicated in Mr. [REDACTED] letter is not affiliated with Chrysler, LLC.
- The vehicle is out of any provisions of the Manufacturers New Vehicle Limited Warranty.
- Mr. [REDACTED] received a written response in this matter from our National office on/about April 9th.

While we regret Mr. [REDACTED] dissatisfaction in the matter, responsibility for the condition/representation of the vehicle at the time of sale is the responsibility of the selling dealer (under M.S. §325F.662), not the manufacturer. Therefore, we respectfully decline coverage of this condition for Mr. [REDACTED].

We appreciate the opportunity to address this matter and provide you with this formal response.

Respectfully,

Ross R. Werner
Technical Advisor
Minneapolis Region

Cc; Mr. [REDACTED]
Ms. Diana Moreland (e)

Chrysler, LLC
6400 S. Fiddler's Green Circle CIMS 802-00-00
Suite 400
Greenwood Village CO USA 80111-4950

April 22, 2010

White Bear Lake Superstore
3900 North Highway 61
White Bear Lake, MN 55110

Re: Mr. [REDACTED]
File No: RJM/2010/432023/C

Dear Sir/Madam:

Recently, the Attorney General's Office asked White Bear Lake Superstore to respond to correspondence filed by the above named consumer. Our files indicate that we have not yet received your reply.

We again request that you take the steps outlined in our initial letter and forward a written statement of your company's position to this Office within seven days. We believe Mr. [REDACTED] deserves the courtesy of a reply.

This Office maintains files regarding consumer complaints, and your file will reflect your response or failure to respond. Your cooperation is appreciated.

Sincerely,

/s/

ROBERT J. MARCROFT
Consumer Services Division
(651) 355-0713 (Voice)
(651) 282-2155 (Fax)

Enclosure

cc: Mr. [REDACTED]

AG: #2625247-v1

Minnetrista, MN



National Highway Traffic Safety Admin.,
400 7th Street S.W.,
Washington, D.C. 20590