

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

5

JUN 29 2010

[REDACTED]
Frankfort, IN [REDACTED]
06/22/2010

Chrysler Group LLC Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Chrysler:

Your assistance is needed for what could be a possible safety issue concerning the loss of air pressure in the tires of my 2004 PT Cruiser. (2.4 L Turbo)

Through several investigations and interviews with mechanics and tire repair technicians, I have discovered the root cause of my tire leakage is because the coating on the original equipment wheel rims is deteriorating and not permitting an air tight seal.

Since I am a 'returned to work' retired widow for a Home Care Agency, I certainly depend on my car making distant Home Care calls and I really could not afford to replace my defective rims.

Since the deterioration of my rims has been slow the vehicle is now out of warranty and the Chrysler dealers have not been willing to help.

The optimum solution for me would have been to have Chrysler replace all four of my wheels. A compromise would have been for Chrysler at least offer a significant discount of replacement wheels. I had to have the problem solved immediately so that I could continue to work. I had no choice but to purchase new rim from a local tire dealership. (A copy of the bill is enclosed)

I look forward to your response.

Very truly yours,

[REDACTED]

P.S. For information purposes I have sent a copy of this letter to the National Highway Traffic Safety Administration (NHTSA) in order that they be aware of this issue.

Cc:
Office of Defects Investigations/CRD
NVS-216
1200 New Jersey, DC 20590

KB
070610
TGW

Firestone

ESSERMAN TIRE

BRIDGESTONE



"Your Home Town Dealer"

DAYTON



1775 W. State Rd. 28
Frankfort, IN 46041-9105
Telephone 765-659-3381

Type: IN Invoice # IN0024210 Date: 05/14/10 Via MO # 2600038920 By AT

Account Name-Address Contact
[Redacted]

License # (VER-BOOK) UNIT Message 81228 (Imaging Date)
PO Number: TAG Number:

Item	Description	Qty	Parts	Labor	FEX/Conv	TC	Extension
TV	LT 3N 312 HYPER SILVER	4.00	110.00			HSE	440.00
	TIRE VALVE	4.00	1.50			HSE	6.00
041	COMPUTER WHEEL BALANCE	4.00		5.00		HSE	20.00
71	DISMOUNT AND MOUNT	4.00		10.00		HSE	40.00
4111	12X1.5-ACORN BULGE NUT	20.00	0.50			HSE	10.00
10	RETORQUE RIMS 25&50 W/FS						

ESSERMAN TIRE SERVICE INC
1775 W ST RD 28
FRANKFORT IN 46041
765-659-3381
Merchant ID: 000004515832
Term ID: 00626980 Ref #: 0004

Sale
***** [Redacted] *****
VISA Entry Method: Swiped
Total: \$ 537.00
05/14/10 14:20:51
Inv #: 000004 Appr Code: 000004
Apprvd: Online Batch#: 000002

ALL CLAIMS AND RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.
TERMS: DUE 10TH PROXIMO AT ABOVE ADDRESS. A FINANCE CHARGE OF 1 1/2% PER MONTH WILL BE CHARGED ON ALL ACCOUNTS PAST DUE. THE ANNUAL PERCENTAGE RATE IS 18% MINIMUM CHARGE 50¢

Customer Copy
ASK US ABOUT OUR GIFT CARDS!
Auth by: Telephone:
Auth by: Telephone:

AGRICULTURAL EXEMPTION CERTIFICATE
STATE DEPARTMENT OF REVENUE - SALES TAX DIVISION
I HEREBY CERTIFY UNDER THE PENALTIES OF PERJURY THAT THE PERSONAL PROPERTY PURCHASED BY THE USE OF THIS EXEMPTION CERTIFICATE WILL BE DIRECTLY USED IN THE DIRECT PRODUCTION OF AGRICULTURAL PRODUCTS FOR RESALE.

PURCHASER SOCIAL SECURITY NO.

I hereby agree until each time as this account is paid in full by me, the seller shall retain title to the goods hereby purchased and seller shall have a security interest in said goods to secure the payment until my account is fully paid.
I further agree that in the event of default in the payment of any amount due, and if this account is placed in the hands of an agency or attorney for collection or legal action to pay an additional charge equal to the cost of collection including agency and attorney fees and court costs incurred and permitted by law governing these transactions.

AGRI-MERCHANDISE RECEIVED IN GOOD CONDITION

CUSTOMER SIGNATURE

Parts	
Labor	
Other	
FEX/Conv	
Subtotal	
Tax	
Total	

Cash: Check: Cr Ed: [Redacted]

[REDACTED]
Frankfort, IN [REDACTED]

INDIANAPOLIS IN 462

22 JUN 2010 PM 4 L



OFFICE OF DEFECTS INVESTIGATIONS/CRD
NVS-216
1200 NEW JERSEY, DC 20590

