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Malabar FL

ADDRESSEES;

Administrator
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, DC 20590

Director
Dept. of Highway Safety and Motor Vehicles
Neil Kirkman Bldg.
2900 Apalachee Parkway
Tallahassee, FL 32399-0500

Manager
Freightliner, Corporate Headquarters
Daimler Trucks North America, LLC
4747 Channel Avenue
Portland, OR 97217

Manager
Chrysler Vans LCC
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

President/CEO
Four Winds International Corp.
P. O. Box 1486
Elkhart, IN 46515

Director
Florida Dept. of Agriculture & Consumer Services
The Capitol
Tallahassee, FL 32399-0800

EXECUTIVE SECRETARIAT

2010 DEC -7 P 4: 22

RECEIVED-NHTSA

RE: FREIGHTLINER "SPRINTER" 3500, 1998 MODEL YEAR
VIN# WDPPF 4454 89 [REDACTED]
MOTOR HOME CONVERSION, "CHATEAU CITATION" BY FOUR
WINDS, INTERNATIONAL.

MC
010411
TGW

[REDACTED]
Malabar, FL [REDACTED]

December 1, 2010

To All Addresses:

This letter is to express a serious safety concern and lodge a complaint relative to the power-steering pump and warranty service on the referenced vehicle.

The original power-steering pump failed and became totally inoperative when the vehicle was nearly new. The pump was replaced, under the warranty, at 9741 odometer miles by Orlando Freightliner, Apopka, Florida. Because the vehicle was not safe to drive, it had to be towed to Freightliner, Apopka, a distance of over 80 miles or more from my home.

Now, with less than 13,000 miles on the odometer, the new pump has also failed. (Note that the mileage on the new pump is only slightly over 3,000). A service representative at Freightliner acknowledged that steering- pump failure is a serious safety issue.

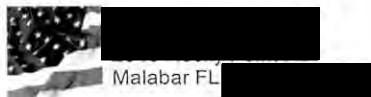
All warranty information for this vehicle is in the name of "Chrysler Vans, LLC," thus giving any Chrysler dealer authorization to provide warranty services on Freightliner Sprinter vehicles. In late June of this year, however, I learned that Chrysler Vans, LLC, had somehow wiggled out of their warranty responsibilities, and directed that warranty service be performed by Freightliner dealers. Thus, warranty service is no longer close by and convenient. There are only FOUR Freightliner dealers serving ALL of Florida. I would NEVER have bought this vehicle if I had had any intimation that Chrysler would abandon its responsibilities for warranty service. The abandonment by Chrysler of its warranty responsibilities is particularly surprising and disappointing in view of Chrysler having been "bailed out" with several million U. S. Taxpayer dollars.

But cost, mileage, inconvenience and loss of use of the vehicle are but one set of considerations. The principal concern is safety. Two early pump failures make one wonder if the manufacturer is capable of producing a safe, reliable long-lasting pump.

I am requesting that all persons, companies, and agencies concerned give this safety and warranty service problem immediate and serious consideration. As it is, I will be reluctant to take the vehicle out on the road again, even after the defective pump is replaced.

Thank you.

With due respect to all concerned,
[REDACTED]



ORLANDO FL 328

01 DEC 10 PM 7 L



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC
SAFETY ADMIN.
400 SEVENTH ST. N.W.
WASHINGTON DC 20590

