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May 13, 2002

National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590
Attn: Administrator

02 JUN -5 AM 11: 31
OFFICE
DEFECTS INVESTIGATION

2002 JUN -5 P 12: 29
SECRETARIAT

566006

Dear Administrator,

This is a formal complaint against Daimler Chrysler Corporation and one of its dealerships; Team Dodge, Inc of Philadelphia.

Back in September 2001 our vehicle (1994 Eagle Vision) was leaking fuel. The vehicle was towed to the nearest Chrysler / Dodge dealership (Team Dodge, Inc.) to be checked. We were told the "fuel rail" and the "O-rings" must be replaced. The work was done and we were charged (invoice attached) \$494.34. ✓

On or about March 4, 2002 we found a "Safety Recall" notice (see attached) calling for the replacement of the "fuel rail" and "O-rings" on our vehicle if those parts failed. Remembering the work done in September 2001 by Team Dodge we contacted Daimler Chrysler Recall Center. Corey Burton of the recall center opened a file (#9751926) and asked for a copy of the invoice for the work.

On March 11, 2002 Pat Hughes of the Recall Center contacted us and instructed us to call George Johnston of Team Dodge for a price adjustment. When we finally got through to Mr. Johnston we were told there would be no price adjustment. Johnston claimed his technician remembered doing the repair and claimed the fuel rail was previously broken and glued back together. We were NOT told this information at the time of the repair. There was also NO MENTION of a broken fuel rail on the invoice when it was paid.

The Recall Center had previously told us to call them back if we had any problems getting the price adjustment. When we called back we were told this was a dealer issue and to go back to the dealership or the dealerships' District Manager for resolution. In subsequent attempts to contact Team Dodge we were given the run around, placed on hold or messages never returned.

We finally contacted Daimler Chrysler Customer Service. Joe Johnson researched the information from the original call to the Recall Center. Mr. Johnson said their information showed the technicians records indicated the fuel rail was broken which voided the recall.

We also contacted "Golden Chrysler" another Philadelphia dealership. Most of the previous repair work on our vehicle was done by Golden Chryslers' repair facility. Golden had done the initial inspection for the fuel rail recall in January 1999. At that time the fuel rail was okay and did not have to be replaced. The only repair facilities to work on our vehicle from January 1999 to September 2001 were Golden Chrysler and

Shady

Team Dodge. If the fuel rail was broken and glued back together as the Team Dodge technician claims it was done by a Chrysler / Dodge repair facility.

We believe we should be refunded the cost of the September 2001 repair of the fuel rail and o-rings. We certainly appreciate any assistance you can render in this matter.

Very Truly Yours,

[REDACTED]

Wynante, PA
[REDACTED]

cc: Chrysler Recall Center
P.O. Box 1040
St. Charles, MO 63302-1040

Team Dodge, Inc.
6633 N. Broad Street
Philadelphia, PA 19126

Recall 1/20/99

DAIMLERCHRYSLER

RECALL # 790

*Recall 1/99
urgent please
read*

SAFETY RECALL TO REPLACE YOUR VEHICLE'S FUEL RAIL O-RINGS AND REINFORCE THE FUEL OUTLET RAIL

Dear DaimlerChrysler Vehicle Owner:

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

DaimlerChrysler Corporation has determined that two defects which relate to motor vehicle safety exist in some 1993 through 1997 Chrysler Concorde, New Yorker and LHS; Dodge Intrepid and Eagle Vision; and 1997 Plymouth Prowler vehicles equipped with a 3.5L engine.

The problems are...

The fuel rail O-rings on your vehicle (identified on the enclosed form) may leak fuel. In addition, the outlet side fuel rail may crack and leak fuel. Fuel leakage in the presence of an ignition source could result in an engine compartment fire.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the fuel rail O-rings and reinforce or replace the fuel outlet rail. 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.
- Bring the enclosed Owner Notification Form with you to your dealer. It explains the required service to the dealer.

If you need help...

If you have trouble getting your vehicle repaired, please call the DaimlerChrysler Customer Center, toll free, at 1-800-992-1997. A representative will assist you in getting your vehicle repaired. 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 Auto Safety Hotline at 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

*Recall Center
1-800-992-1997*

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thanks for your attention to this important matter.



Customer Services Field Operations
DaimlerChrysler Corporation
790

***Buckle up
for Safety***

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**