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FLR
7/9/02

✓ National Highway Traffic Safety Admin
400 7th Street SW
Washington, DC 20590

March 20, 2002

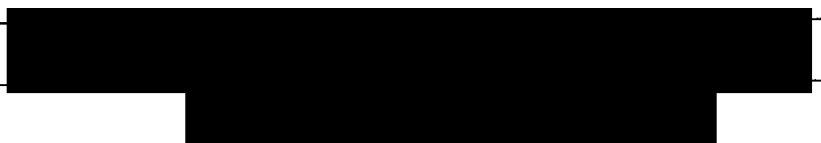
RECEIVED
02 JUN 10 PM 3:04
OFFICE
DEFECTS INVESTIGATION

Dear NHTSA:

I received the enclosed reply from Daimler
Chrysler regarding a defective clock spring
device in my car.

The defect is a safety hazard inherent
in many Chrysler products. Regardless of
the warranty and mileage, a recall should
be issued for all Chrysler vehicles
for the clock spring device and consumers
should be reimbursed for their expense to
have this defect repaired.

Thank you —



Michael

New Providence,


DAIMLERCHRYSLER

March 14, 2002

DaimlerChrysler
Motors Corporation

[REDACTED]
[REDACTED]
New Providence [REDACTED]

Reference # 09781855

Dear [REDACTED]

Thank you for your recent letter to DaimlerChrysler Motors Corporation.

We fully appreciate your concern, particularly, in view of the expense and inconvenience involved. However, we are unable to accommodate your request for consideration in this matter. The vehicle in question has exceeded the time or mileage limitations of the warranty (or warranties) we offered on that vehicle at the time it was purchased.

Although we are unable to provide a more favorable reply, we do appreciate your writing to share your concerns with us.

Sincerely,

[REDACTED]
Senior Staff

[REDACTED]
[REDACTED]
Chrysler Customer Assistance
PO Box 21-8004
Michigan

New Providence, [REDACTED]
[REDACTED]

2/26/02

Dear Chrysler,



[REDACTED]
New Providence, NJ [REDACTED]



[REDACTED]
New Providence, NJ [REDACTED]

I just had to replace a defective "clock spring" mechanism in my 1998 Chrysler Town & Country van. I understand that no official recall has been issued on this defect but it caused my horn to malfunction and my airbag was not available. Both of these conditions are serious problems. I had to have my local Chrysler dealer fix the clock spring immediately. I would like Chrysler to reimburse me for the repair work. Please see the

attached receipt for the work performed.

I believe that I am entitled to reimbursement since the defect is inherent with many Chrysler vehicles - some of which have been recalled and, caused through no fault of the driver/owner of the vehicle and places all occupants of the vehicle and other drivers, pedestrians, etc., at great risk due to the inoperative horn and air bag caused by the defective clock-spring device. Look forward to hearing from you.

Sincerely



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).