

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

17-APR-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

860473

 Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of windshield on drivers side) 1L3AK44Y8WEO47948	Vehicle Make EAGLE	Vehicle Model TALON	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☐ New ☒ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☐ Yes ☒ No	Restraint System ☐ 3-Point Belt ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 06410000 08510000	Part Name(s) FUEL:THROTTLE LINKAGES AND CONTROL:PEDAL ELECTRICAL SYSTEM:IGNITION:SWITCH	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) <u>25000</u> Vehicle Speed at Failure(s) _____	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WAS PARKED AND CONSUMER WENT INSIDE. THEN TURNED VEHICLE ON AND IT ACCELERATED DUE TO THOTTLE PEDAL GETTING STUCK. VEHICLE WAS TURNING AROUND AND AROUND INSIDE HE PARKING LOT. CONSUMER KEPT KICKING THE PEDAL UNTIL IT LET UP. ALSO, WHEN SHE PUT KEY IN THE IGNITION, SHE HAD TO PULL AND TUSSLE IT FOR IT TO COME OUT. *AK

CONTINUED ON BACK

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.



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00 JUN -7 PM
17-APR-2000

Od_or

1-38

Od_N

up_tr

OFFICE
DEFECTS INVESTIGATION

Reference No.

860473

OWNER INFORMATION (Type or Print)

603443

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date 5/16/2000

4E3AK44Y8WE047948

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side)

1L3AK44Y8WE047948

Vehicle Make

EAGLE

Vehicle Model

TALON

Vehicle Year

1998

Current Odometer Reading

35,973

Purchase Date

Dec 29 1997

Dealer's Name

Mike Finnin Motors Inc

Engine Size

2.0L

☒ Turbo☐ Diesel☐ Gas☐ Fuel Injection☒ New ☒ Used

City

Dubuque

State

Iowa

Zip Code

52003

No Cylinders

4

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☐ Yes☒ No

Restraint System

☐ 3-Point Belt☐ Motorbelt☐ Driverside Airbag☐ 2-Point Belt☐ Passengerside Airbag

Cruise Control

☒ Yes☒ No

Drive Train

☒ Front☐ Rear☐ 4-Wheel

Vehicle Type

☒ Car☐ Van☐ Minivan☐ Other☐ Sport Utl☐ Truck☐ Motorcycle☐ Other

Body Style

☒ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

06410000

08510000

Part Name(s)

FUEL:THROTTLE LINKAGES AND CONTROL:PEDAL
ELECTRICAL SYSTEM:IGNITION:SWITCH

Location

☐ Left☒ Front☐ Right☐ Rear

Failed Part(s)

☒ Original☐ Replacement

No of Failures

6 or more

Date(s) of Failure(s)

Jan. 29 - 1998 - 1st time

Mileage at Failure(s)

25000

Vehicle Speed at Failure(s)

very fast speed

forward & reverse

Failed Part(s)

Available?

☒ Yes☐ No

NHTSA Previously

Contacted?

☐ Yes☒ No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash

☐ Yes☒ No

Fire

☐ Yes☒ No

Number of Persons Injured

none

Number of Fatalities

none

Estimated Property Damage

none

Reported to Police

☐ Yes☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

VEHICLE WAS PARKED AND CONSUMER WENT INSIDE. THEN TURNED VEHICLE ON AND IT ACCELERATED DUE TO THROTTLE PEDAL GETTING STUCK. VEHICLE WAS TURNING AROUND AND AROUND INSIDE HE PARKING LOT. CONSUMER KEPT KICKING THE PEDAL UNTIL IT LET UP. ALSO, WHEN SHE PUT KEY IN THE IGNITION, SHE HAD TO PULL AND TUSSELE IT FOR IT TO COME OUT. *AK Ignition was problem from start. I never could get key in ignition. Always had to turn left or right so I could get the key. About 2-3 months ago - car locked up totally. The whole column was locked up. Seat belt released on own. Gas tank wouldn't open. Acceleration stuck forward & reverse.

CONTINUE ON BACK IF NEEDED

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U.S. Department of Transportation
National Highway Traffic Safety Administration
Auto Safety Hotline, NEF-11 HL
400 7th Street, SW
Washington, DC 20590

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U.S. Government Printing Office: 1985 - 223-320

(Recall # 77C - Air bag also)

Total Failures: ⑥ Seat belt would work 2nd time. Drove 3 days without protection. Brake light stayed on. ⑦ CAR locked up.

① Throttle pedal stuck in FORWARD position - at Micro Switch parking - fly from side to side - Kept Kicking. Was uncontrollable. Lasted along time.

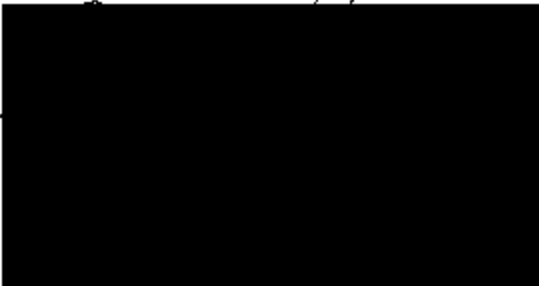
② Throttle pedal stuck in reverse at my home in my driveway. Flew out driveway into line of traffic just missing my mailbox, Plunging through A fence - down a hill.

③ Gas tank stuck - Problem from start - had to pry open with screw driver. Gas station employee helped me.

④ Seat belt ~~at~~ released on its own almost from beginning of purchase. Released as I drove down highway

⑤ Key to fit ignition was always problem - had to always turn left or right - finally locked up - couldn't turn at all. Fixed, then called back tell I couldn't have car. While column broke up

Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail	
INFORMATION ON THE FAILURE(S) (IF APPLICABLE)	
THE IDENTIFICATION NO.:	
MANUFACTURER/TIRE NAME	SIZE
The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.	
NARRATIVE DESCRIPTION (CONTINUED)	

1 - 
Dear Sir:

The reason I am writing and have contacted you is that I feel I have nowhere else to turn. I've tried to get help from a lawyer in Galena Ill, but after talking to him, I felt powerless. I just cried, even in front of the lawyer. The lawyer told me that if I hadn't been in an accident or killed, I had no chance at all getting any help from the Chrysler Corporation making good a promise they made to me over a phone conversation, I had made to them concerning all the dangerous situations I have had with my 1998 Eagle Talon. A lady, a Chrysler employee who was taking the place of a lady who's name was Maria, told

me that Chrysler would -
in exact words "replace
my vehicle or put me
in vehicle that I wanted.
This statement was told to
me by a top Chrysler employee.
Everytime I contacted Chrysler
Corporation there was a
new person who said they
would help me. The last
person I talked with was
Bill. He is the one who told
Mike Finn in Dubuque they
had to fix my car when
Mike Finn said I couldn't
bring it back to Dubuque,
even though my car was
under warranty. Bill was
also a top Chrysler Employee.

I've had so many dangerous
situations with my 1998
Eagle Talon since I pur-
chased it in Dec. of 1997
that I just don't know
where to go for help. I

hope you can help me. I received a paper in the mail from J.D. Powers & Associates regarding my car and services I had. That was the only other place I felt that might be able to help me. I called J.D. Powers & Associates and ask them if they could help me or give me some information where I might get help.

"I felt my car was dangerous to me and my family." I'd like to explain what has been happening to my car.

I purchased my dream car from Mike ~~Firone~~ Motors in Dubuque Iowa in Dec. 1997. It was my dream car, a beautiful 1998 Eagle Talon. Red with a black top with a big black spoiler in the back. One month later, in

Jan 1998, my Eagle Talon's
 accelerator stuck to
 the floor in the Micro Switch
 parking lot in Galena Illinois,
 the place of my workplace,
 (Micro Switch) in the parking lot
 at Galena Illinois. Micro

Switch is my first job. My
 second job is at Happy Joe's Pizza
 also in Galena Illinois. This
 is what happened. I consider
 myself very lucky to be alive.
 My friends and family cannot
 believe that I still have my
 car.

To begin, in Jan. 1998,
 one month after I purchased
 my Eagle Talon, I left Micro
 Switch building about 3:20
 after I changed my clothes to
 go to my second job at Happy
 Joe's in Galena. The reason
 I didn't leave at my normal
 time at 2:54 is because I
 was going to my second job.

At 2:54 I changed my clothes as usual. (I am so thankful that I left later than the other Micro Switch employees that leave at 2:54. I would have hit or injured people because my accelerator stuck to the floor.) To continue it was about 3:20 when I left the Micro Switch building and walked to my car. (Thank-goodness there was a snow removal that day and all the cars were moved to the front of Micro Switch building.) The other Micro Switch employees were gone home, otherwise I would have been slamming into Micro Switch employees and cars. As I continue, I opened my car door, got in, placed my key in the ignition and put my car into drive. The car took off in the forward position traveling at a high rate of

speed going in circles
 and going side to side,
 while I hung on to the steering
 wheel with my hands, in
 pure shock. I thought I
 was going to hit another car,
 a light pole or I just might
 be killed. Micro Switch is
 next to the highway. I put my
 left foot on the brake and
 kicked at the accelerator
 over and over again. I was
 so scared. The car roared
 and smelled like it
 was burning up. I thought
 the car was going to catch on
 fire or blow up. I just hung
 on to the steering wheel and
 kicked at the accelerator
 while I flew around the
 parking lot. I almost hit
 a light pole. Talk about
 being scared!! Finally
 after a long period of time
 the accelerator released!

I shut the car off and just sat there for a long time just to calm myself down. I just couldn't believe that my nice new 1998 Eagle Talon had just almost killed me. I really don't know how to explain to you how I felt, except to say to you, put yourself in that situation and ask yourself, "what would you have done or what could have happened to you? I was afraid to tell anyone about my car. I only had it one month and this happened." After calming myself down, I pulled out of the parking lot very slowly, wondering if it would happen again. I was so afraid! I prayed that it wouldn't happen again, but it did! The accelerator stuck to the floor in a second time in my

driveway in the reverse position going backwards out of my driveway! Again I was traveling at a high rate of speed backwards. This time I knew what was happening. I put my left foot on the brake and with my right foot I kicked the accelerator over and over again. It just roared. It smelled hot and like it was going to burn up. It roared to no end. Finally once again after kicking the accelerator over and over, it released. Scared to death! Yes I was. I live in the middle of a hill. When my car stopped this time, I was in the road next to my mailboxes. If a car would have come down to hell, that person would of

have hit the passenger
 side of my car head on!
 If I wouldn't of have
 stopped my car I would
 have hit the mailbox, went
 through the fence and went
 down over the hill. "Its very
 hard to talk about this. It
 still scares me!" To continue
 I pulled my car into the
 driveway, shut my Eagle
 Talon off, and went into
 the house. I sat down for
 a minute or two and realized
 that my life and the life
 of my family was at stake
 and my grandchildren. I
 went to the phone and called
 Mike Finner & Motors in
 Dubuque Iowa and told
 them what had happened
 the two times with the
 accelerator. I told them
 that I was not going to
 drive my car and that

Someone needed to come get it. I had to call a towing service to haul my car over to Mike Finne and Motors in Dubuque Iowa. Come to find out there was a recall on my car after I had my 1998 Eagle Talon fixed. Now, tell me, "how come recall no. 776 did not come to my home I was not notified or contacted at all. Mike Finne & Motors said that I neglected to get my car fixed. I had gotten no notice from Chrysler that there was a recall no. 776 on my accelerator. They lied to cover up their negligence in not mailing me the recall notice. This is the truth. My family are my witness. Only after I had my car fixed, it was about 2 or 3 weeks,

did I then get Recall
 no # 776 in the mail. I
 could not believe that I
 hadn't gotten it before
 that. I have no reason
 to lie about this. It is
 my life, not the life of
 a Chrysler employee.
 Mike Fumme and Motors
 did fix my car. They did
 not give me a car to use
 while my car was being
 fixed. I had to ask my
 family and friends to
 take me to work to my
 2 jobs. I had to pay people
 for rides. They had my
 car for a long time. I had
 to keep calling them time
 after time asking them if
 my car was done. They didn't
 even ask me if I needed
 a car to use. Finally I
 got my car back.
 What ^{else} happened to my

Car. From the day I drove my Eagle Felon out of the lot at Mike Finn in Dubuque I had problems with the seat belt. It got to the point when I'd be driving down the highway or road the seat belt was release on its own. It scared me. It would just pull out of the locked position and fly up across my shoulder. If I would have gotten into an accident I would have had no protection. I went to a funeral in Freeport Ill and it would not stay locked in place at all, and I was afraid that a police officer who was directing traffic was going to give me a ticket, so my husband held the seat belt in place with his left hand as we

drove from one end of town to the other end of town to the funeral. That was it. After I got home that day, I again called Mike Frune & Motors in Dubuque Iowa and back to Dubuque went my car.

What else happened to my car. One morning after getting ready for work I asked my husband to start my car when he left for work. I gave him my keys and he went to my car to start it. He came back into the house and ask for a different set of keys. He said he thought the key was bent because it wouldn't fit into the ignition. I gave him the second set and yet he came back once again. I went out and finally it happened. The car had

locked up. Ever since I got my car from Mike Tonne & Motors, I always had to turn the steering wheel to the left or right to get the key to fit in the ignition. I thought that maybe you had to have the wheels in a certain position, That's why I had to do that. It was a new car and I guess I just didn't know. I tried and tried to get the key into the ignition in the cold for at least 45 min., then I gave up. I went into the house and ask my son Greg to give me a ride to work at Micro Switch. I was 1 hr. late for work and I had to make up time for the hr. I was late. After I got to work, I called Mike Tonne in

Dubugue and they refused to service my car. They told me I had to take my car to Galena Chrysler Dealer. I ask them why? They said because Galena was closer. They didn't want anything to do with me or my car. I was at work and I asked them to call a towing service because I didn't want to get in trouble being on the phone. No, no help at all. He wouldn't even give me the number to call the Galena Chrysler dealer. I had to look it up. It wasn't in the phone book at that time so I had to call information, then call the Chrysler dealer in Galena. That day I did get yelled at because I had been on the phone too long by my supervisor at work! I explained my situation to a employee

at Mike Finn in Dubuque
 and he laughed at me.
 I asked him why he was
 laughing. He said that, "that
 is why Chrysler doesn't make
 Eagle Talons, they are lemons!"
 Then he laughed again. I was
 angry because he said that. I
 told him not to laugh, that
 I had an Eagle Talon and
 that I thought my car was
 dangerous because of all the
 problems I was having.

After I finally got the
 Galena Dealership to ask
 if they could service my
 car they offered me a used
 car. They were very nice to
 me in Galena, ~~Ill.~~ They
 called me at Micro Switch
 after having my car for
 day and told me my car
 was fixed. I told them I'd
 pick it up at 2:54-3:00. About
 2 hrs. later they called me

back and told me I couldn't have my car. I ask why? They had just told me that my car was fixed. They had to special order my first part and now I couldn't have my car! The person at Galena Chrysler said he had fixed the car, but when he put the key into the ignition, the key spun around. He said, the whole inside was totally broken apart." I didn't hit anything and I'm the only person who drives my car, so the only other thing that could of have happened is that the constant turning of the wheel back and forth to get my key in the ignition finally broke up my steering column. The person at the Galena dealership had no explanation at all to why this happened. He said

I was probably correct. I just couldn't believe it. What do you think happened? What if I had been driving down the highway and tried to turn the steering wheel and it was broken up inside the column?

Yet another time I went out to my car and it wouldn't start at all. No matter what I did. Again it was towed to Galena Chrysler because Mike Finne wouldn't take my car, yet it was still under warranty. They said I was low on oil. I have my car checked every 3 thousand miles. At that time I was also having problems with the gear shift. Sometimes it would go all the way up into park, but it only happened once in the while. After Galena Chrysler fixed my car, I didn't

have that problem again, but no one ever said anything about that to me at all. I know myself that they fixed it because it was ok and I got my car back. They didn't even write anything on my repair work that they fixed that problem.

As of late, my mileage is under 36,000 miles on my warranty. About 2 months ago I had a problem trying to get my car serviced. Mike Fum wouldn't fix my car so I went back to Galena Chrysler. Galena Chrysler did not want my car! Do you see my situation now? While I was at Micro Switch, I was telling my supervisor about all my problems and then I told her that as of late I

Drove my car for 3 days without a seat belt and I had problems with my gas tank. That day after telling her all this I went across the highway to get gas. The gas tank wouldn't open. I'd been having problems with it before but it always opened. This time it didn't open. I tried for at least 5 min. to get it open. I flipped ^{the} lever it 3 or 4 times inside the car to open the gas tank, go outside to see if it opened, went back inside flipped the lever again and again. This time it would not open at all. I remember a lady that day in a van on the opposite side of me looking very concerned at how many times I had went inside to & outside my car to the gas

tank. "I became very upset"
 I went into the Farmers
 Exchange and ask one of
 the employees to please help
 me get the gas tank to open.
 I went inside and flipped the
 lever and the young man
 pruded open my gas tank.
 Question, what if I was some-
 where I couldn't get help
 and I needed gas. At that
 time I had just about had
 it, I went to Valera Chrysler
 and asked them to fix my
 car. That's when they refused
 to help me. I ask them to
 fix my seat belt because I
 had drove for 3 days without
 it working and my gas tank
 wouldn't open. That day
 after Valera Chrysler said
 "No" that he wouldn't fix
 my car, I was beside my-
 self. Mike Funnin Dubuque
 didn't want to fix my

Car and Galena Chrysler
didn't want my car, I
called the Chrysler Corporation.
They told me that they would
contact Galena Chrysler. I
told them Galena Chrysler
said that the reason they
didn't want to service my car
was because of all the complaints
from customers from Mike
Finne and Motor in Dubuque
that they were not going to
service my car. People were
coming to them very upset
and angry and they did
not want to deal with the
customers Mike Finne & Motors
were sending to the Galena
Chrysler Dealership. I had
called the Chrysler Corporation
and finally 3 days later a
man whose name was Bill
a top employee called me
back after I drove for 3
days without a seat belt

and my gas tank no working and told me Mike Finn was told to fix my car. The car was towed to Dubuque because the car also was making a loud noise and I didn't want to drive it over to Dubuque. I don't want my car back. My car is still in Dubuque at Mike Finn & Motors. It's been there for a long while.

I went through a arbitration process. I ask Melina to make copies of my repairs, when I had problems with my ignition key failed. They called me at Micro Switch and said my papers were ready, when I ask them to get all copies for arbitration, except the repairs at Mike Finn were not there. They told me my papers went to Dubuque. They told me that Mike Finn, in Dubuque would not give

them my copies of repair
work they had done. I was
very angry. Galma Chrysler
gave me their repairs but
Mike Finn would not.
I thought what is going on.
I had to have the copies
for my arbitration and
they were not going to give
them to me. After speaking
to Galma Chrysler, they
couldn't explain why Mike
Finn & Motors wouldn't
give me my copies either.
The next day I took off
work at Mac's Switch and
called Mike Finn in Dubuque,
Iowa. I ask them why
I never got the copies
of repairs they had done
and they didn't answer
me. I then told them I
would be over to Mike
Finn & Motors in 45 min.
and that they had better

have my copies of all repairs ready or they would be talking to a lawyer. I got ready and went over to Mike Finn. They were waiting for me at the door. I walked in the door, they looked at me and asked if I was Bonnie Petsche. I said "yes", they handed me a vanilla envelope, I turned around and walked back out the door. I was so upset because I had to take a day off work to get my papers that I couldn't ~~the~~ talk to them at all. I cried on the way home that day. How could they treat me the way they did. It was their car that almost killed me. All my copies of my repairs at Kalena and Dubuque were at

the same location. Why did they not give them to me. After getting my
At my arbitration hearing the Galena dealership employee (manager) who was involved in my case had no idea how many problems I had been having with my car. He was a little in the dark. I felt so sorry for him. He didn't even know that there was a recall 776 on my accelerator or about all the problems with Mike Finn in Dubuque. At the arbitration not one person from Mike Finn came. I had more papers that were needed. Mike Finn neglected to send copies to the arbitration case. I had the papers to prove that I did have the

problems. Idena Chrysler
 had to go to their computer
 to pull information on my
 1998 Eagle Talon to make sure
 my paperwork was correct.
 Why didn't Mike Finn present
 paperwork at the Arbitration
 process like I did. Didn't
 they want anyone to really
 know how bad it really
 was. Even though I went
 through the process I was
 denied. Even though the
 employee at Mike Finn
 said my car was a lemon
 all the dangerous situations
 I had been with in my
 1998 Eagle Talon, I was
 denied. My car is at
 Mike Finn & Motors in Dubuque,
 Iowa at this time. I did
 not go over to get it. I
 do not have a car. I am using
 my family's car. I'm praying
 that someone will find the

time in their heart to help me, somehow. I hope that noone else out there has a car such as my 1998 Eagle Talon that either was in ~~an~~ bad accident or killed because of the same ~~kind~~ kind of situation I had. I truly would not like anyone else to have my car. It is dangerous. I truly believe in what I have said in this letter, Can you please help me?

Summary of problems:

- ① Accelerator stuck to floor forward position
- ② Accelerator stuck to floor reverse position
- ③ Ignition Key failed
- ④ Steering column all broken up inside
- ⑤ Car wouldn't start at all.
- ⑥ Seat belt released on its own

- ⑦ Drive my car 3 days without seat belt
- ⑧ Steering wheel had to be turned left or right so I could get key in ignition.
- ⑨ Gas tank wouldn't open.

I had enclosed copies of repairs made. I have phone numbers if you need them to Chrysler Corporation, Mike Finn in Dubuque, & Adena Chrysler if you need them. The recall on my car # 776 was on about 27,500 cars.

I am 46 years old. I work 2 jobs, I pay \$100 a week so I can afford my car. Why should I buy a car that is at default from the day I purchase it? Why should I be treated so badly from Mike Finn & Motors in Dubuque Iowa? Why did I have to take a day off work to get my

papers? Why was I told by a lawyer I had to die or be in an accident before I'd get any help? Where does it end? How can Chrysler make a promise to help me, to put me in a car I wanted and have nothing at all to do with that promise! Everyone I've talked to said my car is a lemon from the day I purchased it, yet Chrysler wants no involvement. They said they had no contact with me in a letter I received. That's a lie. That letter I cannot find at this time, but I'll keep looking. My car is dangerous. Please help me, I have nowhere else to turn. I received a brochure in the mail saying that

Chrysler was a Five Star
 Company naming Mike
 Funn Motors. It said
 that Mike Funn, was trustworthy
~~honest~~ and sincere. When
 does that come from. They
 are not at all that way.
 They were rude to me, they
 lied to me, my car was
 under warranty and they
 didn't want to service it.
 I feel ~~that~~ is false advertise-
 ment on their part. No
 way, where they nice to
 me. Please help me.
 Sincerely,



P.S. The more people I talk
 to, the more I find out
 how much people hate Mike
 Funn & Motors in Dyersburg,
 Tenn. !!!

71617

28983

MIKE FINNIN MOTORS, Inc.

4355 Dodge St.
DUBUQUE, IOWA 52003
(319) 583-8825

INVOICE

WATTS 1-800-666-8825
FAX (319) 583-8796

PAGE 1

SERVICE ADVISOR: 2630 RICK HOLMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
RED-FRB	1998	EAGLE TALON	4E3AK44Y8WE047948		17928/18780		
IN SVC DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
29DEC1997	10OCT97	29DEC2000	16:30 07JAN99			CASH	28JAN1999

R.O. OPENED: 13:27 07JAN99
CUST. NOTIFIED DATE: 16:23 28JAN99
OPTIONS: STK:880137 DLR:23754
ENG:2.0L DOHC 16V SFI TRN:4SPD AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES: WILL NOT START. WILL NOT TURN OVER

CAUSE: BATTERY FAILED LOAD TEST

08080101 BATTERY-Test and replace (C)

1711 WC40

(N/C)

15252681 BATTERY

(N/C)

08170205 SPARK PLUGS-Test, clean or replace (C)

1711 WC40

(N/C)

08170267 SPARK PLUGS-Test, clean or replace (C)

Diagnostic Procedures Manual allowance

1711 WC40

(N/C)

4 RC*09*YC4 SPARK PLUG

(N/C)

FC: B4 PART#: 5252681 COUNT:

CLAIM TYPE: 3/36

AUTH CODE:

CHECK CHARGING SYSTEM. TEST BATTERY, FAILED LOAD TEST. REPLACE BATTERY.

REPLACE SPARK PLUGS; OULED

B CUSTOMER STATES: GAS PEDAL GETS STUCK WHEN ACCELERATING

CAUSE: RECALL TOOK CAR OF PROBLEM

INCL. INCLUDED IN ANOTHER REPAIR PROCEDURE

1711 WC40

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

RECALL #776, TOOK CARE OF PROBLEM

C CUSTOMER STATES: DRIVERS SEAT BELT UNLATCHES WHEN DRIVING

CAUSE: LATCH BROKEN

23130105 SEATBELT, BUCKLE HALF SEAT-Replace (C)

4941 WC40

(N/C)

1 MR711971 SEAT BELT

(N/C)

23130203 SEATBELT, TIP HALF FRONT SEAT-Replace

DISCLAIMER OF WARRANTIES

The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP/MISC. CHARGES	
SUBTOTAL	
LESS ADJUSTMENT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER SIGNATURE

FILE COPY

71617

28983

MIKE FINNIN MOTORS, Inc.

4355 Dodge St.
DUBUQUE, IOWA 52003
(319) 583-8825

INVOICE

WATTS 1-800-655-8825
FAX (319) 583-8796

PAGE 2

SERVICE ADVISOR: 2630 RICK HOLMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED-PRB	1998	EAGLE TALON	4E3AK44Y8WE047948		17928/18780	
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PC NO.	RATE	PAYMENT
29DEC1997	10OCT97	29DEC2000	16:30 07JAN99			CASH

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS
13:27 07JAN99	16:23 28JAN99	STK:880137 DLR:23754 ENG:2.0L DOHC 16V SFI TRN:4SPD_AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
(C)							
				4941 WC40			(N/C)

FC: 11	PART#: MR711971
COUNT:	CLAIM TYPE: 3/36
AUTH CODE:	

LEFT FRONT SEAT BELT BUCKLE IS BROKEN AND WILL NOT STAY LATCHED.
REPLACE TIP AND BUCKLE HALF OF LEFT FRONT SEAT BELT

D #776-DASH PANEL INSULATION PAD
CAUSE: RECALL #776
23776182 RECALL #776. MODIFY THE DASH PANEL
INSULATION PAD
1711 WC40 (N/C)

FC: PART#: COUNT:
CLAIM TYPE: WAR
AUTH CODE:

RECALL #776, DASH PANEL INSULATION PAD

REPLACE BATTERY, REPLACE SPARK
PLUGS. REPLACE LEFT FRONT SEAT
BELT ASSEMBLY. RECALL #776, D
ASH PANEL INSULATION PAD

CUSTOMER SIGNATURE	DISCLAIMER OF WARRANTIES The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.	DESCRIPTION	TOTALS
		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		SHOP/MISC. CHARGES	0.00
		SUBTOTAL	0.00
		LESS ADJUSTMENT	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

FILE COPY

SALE SHEET

SALES DEPARTMENT

RED	98	EAGLE TALON	4E3AK44Y8WE047948		29259/29259
DEL DATE	WARRANTY	WARR EXP	PROMISED	PL NO	RATE
01JAN1998			17:00 12OCT99		45.00
DATE VEHICLE RECEIVED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:2.0 Liter SFI DOHC			

09:37 12OCT99	10:56 21OCT99
---------------	---------------

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CHECK BRAKE LIGHT COMES ON AT TIMES
 CAUSE: BOLTS LOOSE
 MIS MISC
 704 FEUERHELM, ROBERT LIC#: 0660
 WD40 0.50 0.50 900 2400 24.00 24.00
 FC: 65 PART#: COUNT: 0 0 TPARTS
 CLAIM TYPE:
 AUTH CODE:
 900 2400 TLABOR

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55200	2400	900		11600	2400	*****	

COST, SALE, & COMP TOTALS 900 2400 0

THANK YOU!

SERVICE DEPARTMENT HOURS

MONDAY - FRIDAY
 7:30 a.m. - 5:00 p.m.

SATURDAY
 7:30 a.m. - 12:00 p.m.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

11810

10053

GALENA

CHRYSLER PLYMOUTH DODGE JEEP

807 GALENA SQUARE DR

GALENA, IL 61030

(815) 777-4477 (800) 921-3777

PAGE 1

ZONE 51 CODE 4445

S:

SERVICE ADVISOR: 703 RANDY O'MARA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MPG/EST	TAG
RED	98	EAGLE TALON	4E3AK44Y8WE047948		33430/33432	
DEL DATE	IN SERVICE DATE	WARR. EXP.	PROMISED	FC NO.	RATE	PAYMENT
01 JAN 1998			17:00 21 JAN 00		45.00	CASH
DATE VEHICLE RECEIVED	DATE CUSTOMER NOTIFIED	OPTIONS: ENG:2.0 Liter SFI DOHC				
12:14 21 JAN 00	11:28 31 JAN 00					

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	------	------	------	-----	-------

A CHECK CAN NOT GET IGN KEY IN CYLINDER
CAUSE: DAMAGED SWITCH

23410511 LOCK CYLINDER-Remove and install to
replace and/or recode (B)

718 MAJERUS, RICHARD LIC#: 6774

WD40	0.60	0.60	1080	2880		28.80	28.80
------	------	------	------	------	--	-------	-------

1 MR376631 CYL

LOCK-IGNITION LOCK			2175	3045	0	36.25	30.45	30.45
--------------------	--	--	------	------	---	-------	-------	-------

1 MB904628 SWITCH-ENG

STARTING			5250	7350	0	87.50	73.50	73.50
----------	--	--	------	------	---	-------	-------	-------

23410500 RECODE LOCK CYL

718 MAJERUS, RICHARD LIC#: 6774

WD40	0.30	0.30	540	1440		14.40	14.40
------	------	------	-----	------	--	-------	-------

08804501 SWITCH, IGNITION-Test and replace (B)

718 MAJERUS, RICHARD LIC#: 6774

WD40	0.00	0.00	0	0		0.00	0.00
------	------	------	---	---	--	------	------

85333333 SUBLET PROCESSING ALLOWANCE

718 MAJERUS, RICHARD LIC#: 6774

WD40	0.30	0.30	540	1440		14.40	14.40
------	------	------	-----	------	--	-------	-------

FC: 07 PART#: COUNT:

7425 10395 TPARTS

CLAIM TYPE:

AUTH CODE:

2160 5760 TLABOR

SUBL RECODE LOCK CYLINDER LOCKSMITH EXPRESS

WD40			1000	1000		10.00	10.00
------	--	--	------	------	--	-------	-------

FC:

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55200	5760	2160		57200	10395	7425	
55700	1000	1000		11600	17155	*****	

COST, SALE, & COMP TOTALS 10585 17155 0

THANK YOU!

SERVICE DEPARTMENT HOURS

MONDAY - FRIDAY
7:30 a.m. - 5:00 p.m.

SATURDAY
7:30 a.m. - 12:00 p.m.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, whether express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

71617

3 5 6 3 3

MIKE FINNIN MOTORS, INC.

4355 Dodge St.

DUBUQUE, IOWA 52003

(319) 583-8825

SERVICE DEPT.

HOURS:

MON. - FRI.

8:00 A.M.

TO

4:30 P.M.

WATTS 1-800-655-8825

FAX (319) 583-8796

INVOICE

PAGE 1

SERVICE ADVISOR: 2630 RICK HOLMES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
RED-PRB	98	EAGLE TALON	4E3AK44Y8WE047948		35674/35674		
IN SVC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29DEC1997	10OCT97	29DEC2000	16:30 11APR00			CASH	13APR2000

R.O. OPENED CUST. NOTIFIED DATE OPTIONS: STK:880137 DLR:23754
 ENG:2.0L DOHC 16V SFI TRN:4SPD_AUTO

07:35 11APR00	12:47 13APR00	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

A CUSTOMER STATES: GAS TANK DOOR SOMETIMES DOES NOT OPEN WHEN HANDLE IS
 PULLED

CAUSE: LUBE AND ADJUST SPRING

CO LUBE FUEL DOOR RELEASE SPRING

980 WC40

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

LUBE AND ADJUST FUEL DOOR RELEASE SPRING.

B CUSTOMER STATES: DRIVERS SIDE SEAT BELT WOULD NOT PULL OUT

CAUSE: CHECK SEAT BELT OPERATION, OK

CO CHECK OVER

980 WC40

(N/C)

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

CHECK SEAT BELT OPERATION, OK

C CUSTOMER STATES: SQUEELING NOISE FROM THE ENGINE COMPARTMENT SOMETIMES

CAUSE: BELT WORE

0720 001 BELT, GENERATOR-Replace (C)

980 WC40

(N/C)

1 4668240 BELT-ALTERNATOR DRIVE

(N/C)

07201203 BELT, AIR CONDITIONING

COMPRESSOR-Replace (C)

980 WC40

(N/C)

1 MB878687 BELT

(N/C)

FC: 37 PART#: 4668240 COUNT:

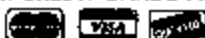
CLAIM TYPE: 3/36

AUTH CODE:

DISCLAIMER OF WARRANTIES		DESCRIPTION	TOTAL \$
 Jeep  The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		SHOP/MISC. CHARGES	
		SUBTOTAL	
		LESS ADJUSTMENT	
		SALES TAX	
CUSTOMER SIGNATURE		PLEASE PAY THIS AMOUNT	

THANK YOU - WE APPRECIATE YOUR BUSINESS!

CASH OR CREDIT CARDS ACCEPTED



CUSTOMER COPY

DEALER'S RESPONSE TO REQUEST FOR ARBITRATION

March 01, 2000

MIKE FINNIN MOTORS INC
4355 DODGE STREET
DUBUQUE, IA 52003

Zone: 51

RECEIVED
MAR 13 2000
N.C.D.S.

CASE#: 51005032IL

VIN: WE047948

Please respond to the customer's request for Arbitration using this form, and return the original to NCDS within five (5) days of its receipt. Send a copy to the customer at the above address at the same time. Please keep a copy for your file.

Description of complaint: Accelerator sticks - seat belt comes unlatched.

Service provided by dealership. Attach copy of repair orders and all customer correspondence: Re-call # 776 applies to accelerator sticking. See Attached. Seat belt was replaced under warranty.

Other actions taken to overcome dissatisfaction: _____

Comments: Everything the customer was having problems with has been repaired under warranty. Re-call # 776 was mailed to customer in 1998 and customer did not respond to notification.

The above information is true, correct and complete. I have sent a copy of this form and documents to the customer.

3-6-00
Date

Rick Holmes Service Manager
Signature/Title

NOTICE TO CUSTOMER: If you wish to respond to this statement, please respond to NCDS within five (5) days from its receipt.

DEALER'S RESPONSE TO REQUEST FOR ARBITRATION

March 01, 2000

MIKE FINNIN MOTORS INC
4355 DODGE STREET
DUBUQUE, IA 52003

Zone: 51

CASE#: 51005032IL

VIN: WE047948

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The above information is true, correct and complete. I have sent a copy of this form and documents to the customer.

3-6-00

Date

Rich Holmes Service Manager
Signature/Title

NOTICE TO CUSTOMER: If you wish to respond to this statement, please respond to NCDS within five (5) days from its receipt.

DEALER'S RESPONSE TO REQUEST FOR ARBITRATION

March 01, 2000

MIKE FINNIN MOTORS INC Zone: 51
4355 DODGE STREET
DUBUQUE, IA 52003

CASE#: 51005032IL

VIN: WE047948

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Seat belt was replaced under warranty.

Other actions taken to overcome dissatisfaction:

Comments: Everything the customer was having problems with has been
repaired under warranty. Re-call # 776 was mailed to customer in 1998
and customer did not respond to notification.

The above information is true, correct and complete. I have sent a copy of this form and documents to the customer.

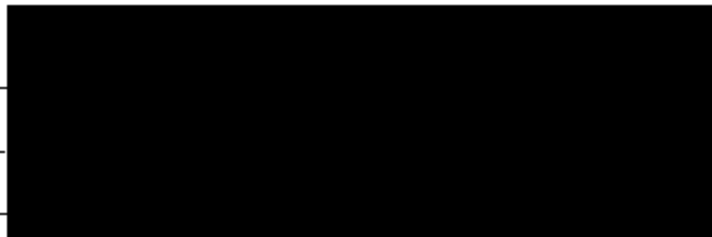
3-6-00
Date

Rich Holmes Service Manager
Signature/Title

NOTICE TO CUSTOMER: If you wish to respond to this statement, please respond to NCDS within five (5) days from its receipt.



IN THE MATTER OF



and

GALENA CHRYSLER
937 GALENA SQUARE DR
GALENA IL 61036
DaimlerChrysler Motors Corporation and/or Dealer

CASE # 5700 3032 IL

We, the undersigned, acknowledge that the NCDS procedures have been fully explained to us and the arbitrator has the authority to make a Decision based on the issues listed on the Customer Arbitration Process Application dated: 2-22-00

in accordance with the arbitration provisions of the warranty. The Arbitrator has also explained that the parties may discuss the case in an attempt to reach a settlement and may request the arbitrator to assist these discussions. If the parties all agree to the arbitrator acting as a mediator they further acknowledge that such discussions are not evidence and any discussion of settlement in this proceeding is intended by all Parties to be *confidential* and may not be disclosed or utilized by any person including the Arbitrator in any manner in this or any other proceeding, except a proceeding to enforce a settlement Agreement.

Customer

Dated

DaimlerChrysler Motors Corporation By:

Dated

Dealer By:

Dated

ARBITRATOR'S OATH OF NEUTRALITY

I, the undersigned arbitrator, have no personal or financial interest in the outcome of the Dispute other than its fair and expeditious resolution.

Charles Green 2-18-00
ARBITRATOR DATED



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 650

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

March 01, 2000

Dale Torkelson
DaimlerChrysler Motors Corporation
901 Warrenville Rd, Suite 550
Lisle, IL 60532

RE: CASE # 51005032IL

Dear Dale Torkelson:

The enclosed DaimlerChrysler Motors Corporation Zone Office Statement to Request for Arbitration must be completed and returned to NCDS and the customer as soon as possible to be considered during the decision-making process.

It is essential to the decision-making process that all available information concerning each case be provided to the decision-maker, including the warranty history on the vehicle.

As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

A handwritten signature in cursive script, appearing to read "L. Twomey", is written over a horizontal line.

Lauren Twomey
Case Administrator

Enclosures: as noted

cc: [REDACTED]
Charles Levens



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 650
Dallas, Texas 75207
(214) 638-2700
Fax: (214) 638-4054

March 01, 2000

GALEANA CHRYSLER
937 GALEANA SQUARE DR.
GALEANA, IL 61036

RE: CASE # 51005032IL

Dear SERVICE MANAGER:

The enclosed Dealer Response to Request for Arbitration must be completed and returned to NCDS and the customer as soon as possible to be considered during the decision-making process.

It is essential to the decision-making process that all available information concerning each case be provided to the decision-maker.

As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

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

Lauren Twomey
Case Administrator

Enclosures: as noted

cc: Dale Torkelson, DaimlerChrysler Motors Corporation

Charles Levens



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 650
Dallas, Texas 75207
(214) 638-2700
Fax: (214) 638-4054

March 01, 2000

RE: CASE # 51005032IL

Dear Mr. [REDACTED]

This will confirm our telephone conversation in which you selected the EDS process administered by the National Center for Dispute Settlement (NCDS). Accordingly, we have assigned an arbitrator, Charles Levsen, who will be contacting you soon to schedule a dispute settlement hearing.

Enclosed are the "Rules & Procedures for the Expedited Dispute Settlement (EDS) of Auto Warranty Disputes." Please review them carefully so that you are familiar with the process.

While the EDS process is not a "Lemon Law" proceeding, the Arbitrator will consider the State "Lemon Law" in discussing and resolving your claims. You should be familiar with that law and be prepared to present relevant evidence, including ALL SERVICE REPAIR RECORDS.

You may be contacted by NCDS prior to the hearing date in an attempt to help you and DaimlerChrysler Motors Corporation (DaimlerChrysler) and/or the dealer reach voluntary agreements to resolve your dispute. Your cooperation in this preliminary mediation process is strictly voluntary, and may prove to be beneficial in resolving or narrowing your dispute. Your cooperation in this mediation process will not, in any event, preclude you from exercising your rights under the arbitration process.

NCDS will be responsible for monitoring the progress of this case and will be happy to answer any questions you may have about the EDS process.

Sincerely,

Lauren Twomey
Case Administrator

Enclosures: as noted

cc: Dale Torkelson, DaimlerChrysler
GALEANA CHRYSLER
Charles Levsen



National Center for Dispute Settlement

2777 Stemmons Freeway • Suite 650

Dallas, Texas 75207

(214) 638-2700

Fax: (214) 638-4054

March 01, 2000

GALEANA CHRYSLER
937 GALEANA SQUARE DR.
GALEANA, IL 61036

RE: CASE # 51005032IL

Dear SERVICE MANAGER:

The enclosed Dealer Response to Request for Arbitration must be completed and returned to NCDS and the customer as soon as possible to be considered during the decision-making process.

It is essential to the decision-making process that all available information concerning each case be provided to the decision-maker.

As with any hearing, lack of participation by a concerned party deprives the process of information on which a reasoned decision can be made.

Thank you for your participation in the process.

Sincerely,

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

Lauren Twomey
Case Administrator

Enclosures: as noted

cc: Dale Torkelson, DaimlerChrysler Motors Corporation

M [REDACTED]
Charles Levsen

Recall Notification

No. 776
April, 1998

To: All Dealers

Subject: Safety Recall #776 - Dash Panel Insulation Pad

Models: 1998 Model Year Chrysler Sebring Coupe, Dodge Avenger and Eagle Talon (FJ) Vehicles Built Through January 16, 1998 (MDH 0116XX)

The dash panel insulation pad on about 27,500 of the above listed vehicles, may interfere with the accelerator pedal movement and prevent the pedal from returning to a closed throttle (idle) position. To correct this condition, the dash panel insulation pad must be trimmed in the area above the accelerator pedal.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory, and should perform this recall on vehicles in for service as determined by using DIAL System Function 70.

Dealer Notification & Vehicle List

All dealers will receive a copy of this dealer recall notification letter by first class mail. Each dealer to whom involved vehicles were invoiced (or the current dealer at the same street address) will receive a list of their involved vehicles. The Vehicle List is arranged in Vehicle Identification Number (VIN) sequence. Owners known to Chrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

DIAL System Functions 53, 70 and VIP

All involved vehicles will be entered to DIAL System Functions 53, 70 and VIP at the time of recall implementation for dealer inquiry as needed.

Function 53 provides involved dealers with an updated VIN list of incomplete vehicles. The customer name, address and phone number is listed if known. Completed vehicles are removed from Function 53 within several days of repair claim submission. To use this system, type "53" at the "ENTER FUNCTION" prompt, then type "ORD776".

Parts

No parts are required for this service.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A copy of the owner notification letter is attached.

Enclosed with each owner notification is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Service Procedure

1. Locate the dash panel insulation pad under the instrument panel above the accelerator pedal (Figure 1).
2. Using a sharp knife or razor blade, remove a piece from the pad, cutting it as shown in Figure 1.
3. Verify that the dash panel insulation pad does not contact the accelerator pedal.

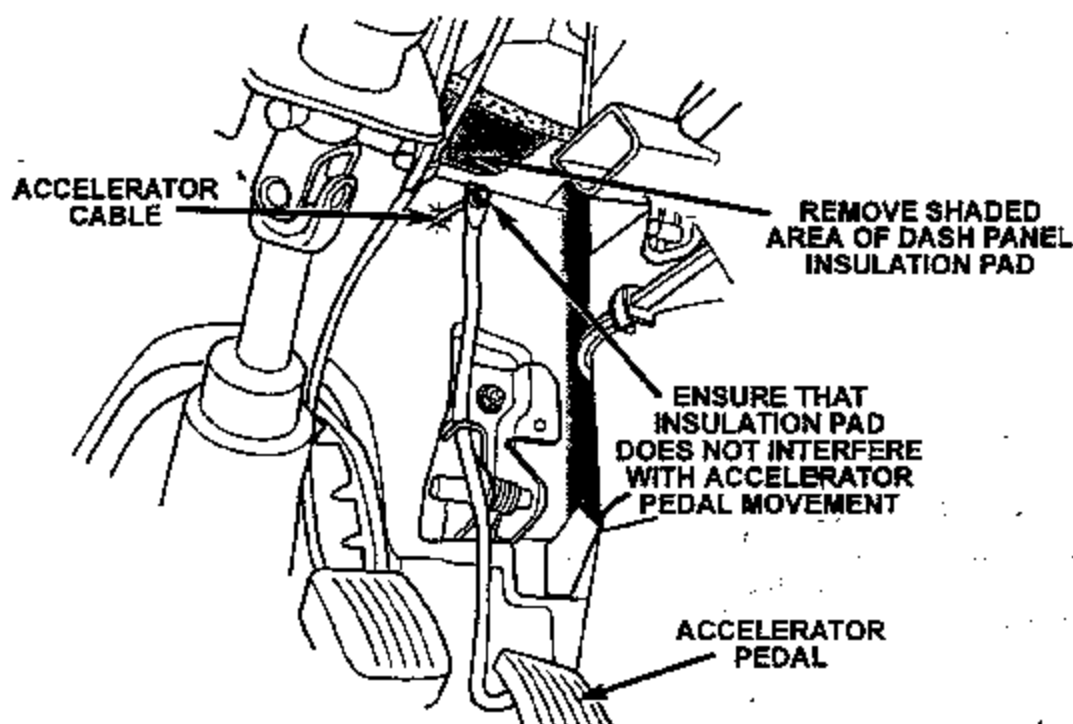


Figure 1

ATTENDED SERVICE POLICY	\$ 11900.75
CASH DOWN PAYMENT	\$ 1500.00
BALANCE DUE	\$

BUYER'S TRADE-IN CERTIFICATION

If you are trading in a vehicle, you certify the following:

1. That the vehicle title does not contain any information which would affect the value of the trade-in including that the vehicle is or was junked, salvaged, rebuilt or that the vehicle was in an accident that cost \$3,000 or more to repair. That to the best of your knowledge, the vehicle was never on salvage, rebuilt or flood title in this or any other state.
2. That while you have owned the trade-in, its odometer has not been repaired, replaced, tampered with or otherwise altered in any way. That the odometer statement, damage disclaimer statement and prior vehicle history which you provided us for your trade-in is true and correct.
3. That the original emission control system (including the catalytic converter) is intact. That the engine and transmission have not been changed from the manufacturer's original specifications. That the trade-in does not have a cracked or defective head, block, power train or frame.

DISCLAIMER OF WARRANTY

IF THERE IS A MANUFACTURER'S WARRANTY ON THE VEHICLE YOU ARE BUYING, THE DEALER IS NOT A PARTY TO IT AND IT IS NOT A PART OF THIS CONTRACT. IF WE ARE AUTHORIZED BY THE MANUFACTURER TO PERFORM WARRANTY WORK ON YOUR VEHICLE, WE HOPE THAT YOU ASK US TO PERFORM THE WORK. HOWEVER, THE MANUFACTURER'S WARRANTY IS BETWEEN YOU AND THE MANUFACTURER. AS FAR AS THE DEALER IS CONCERNED, YOU UNDERSTAND THAT THE VEHICLE IS SOLD "AS IS" WITH ALL FAULTS AND THAT WE MAKE NO WARRANTY OF MERCHANTABILITY AND NO WARRANTY THAT THE VEHICLE IS FIT FOR ANY PARTICULAR PURPOSE. (There is additional information in (2) on the back of this contract.)

You understand that this agreement (including the terms on the back) is an offer to purchase the vehicle described which will become a binding contract once the dealer has signed it. This document represents the complete agreement between you and the dealer regardless of any other oral, written or prior agreements or representations. However, if you are buying a used vehicle, the information you see on the window form for this vehicle is part of the contract and the information on the window form overrides any contrary provision in this contract.

Iowa law requires us to give you the following notice: You understand that liability insurance coverage which would protect you under the Iowa Motor Vehicle Financial and Safety Responsibility Act IS NOT INCLUDED in your purchase of this motor vehicle.

By signing this contract, you are certifying that you are at least 18 years old (if there are two buyers, that at least one of you is 18 years old), that you have read this contract, front and back, and agree to its terms, and that you have received a copy of it.

X

Buyer's Signature

Date of Birth

Buyer's Driver's License or I.D. No. & Sec. No. If different from Driver's License No.

X

Co-Buyer's Signature

Date of Birth

Co-Buyer's Driver's License or I.D. No. & Sec. No. If different from Driver's License No.

Accepted By:

Dealer's Authorized Representative

MOTOR VEHICLE PURCHASE AGREEMENT

NO. _____

DATE 12/16/97

MIKE FINNIN MOTORS, INC.

4355 Dodge Street
Dubuque, Iowa 52003
(319) 583-8825

BUYER _____

CO-BUYER _____

ADDRESS _____

CITY SCALES MOUNDSTATE IL

61075

30 DAYLESS

BUYER'S REGIST. _____

RES. PHONE _____

SALESPERSON PAULDESCRIPTION OF PURCHASED VEHICLE ☐ NEW ☐ USED ☐ DEMO ☐ CAR ☐ TRUCK ☐ PROGRAM RENTAL ☐ VANSTOCK NO. 880036

TO BE DELIVERED ON OR ABOUT _____

YEAR 98MAKE EAGLEMODEL TALONBODY TYPE FSI

VIN. # _____

COLOR RED

TRIM _____

PRICE OF VEHICLE

\$ 19295

ACCESSORIES

TRADE-IN ALLOWANCE AND OTHER CREDITS: YEAR: 94TRADE-IN MAKE PONTIAC MODEL _____ BODY TYPE GRAND PRI

PLATE NO. _____

VIN. # _____

BALANCE OWED

LIEN HOLDER

98 Eagle Talon FSI15275Automatic535Automatic74527C Package274019295

MARKET VALUE - USED VEHICLE

8000 trade allow.
include factory kitPontiac Payoff
8435.76Due by 12/29/97
to Mercantile Bank
Des Moines IA\$ 19295.00 CASH PRICE\$ 19295.00\$ 8000.00 TRADE-IN ALLOWANCE

\$ PROTECTION PACKAGE

\$ 11295.00 TAXABLE AMOUNTTAX \$ 664.76 FUEL FEE \$ 20.00 INS FEE \$\$ 584.76

LIEN AND/OR TIRE FEE

\$

DOCUMENTATION FEE

\$ 29.00

TOTAL CASH DELIVERED PRICE

\$

LESS TRADE ALLOWANCE

\$ 19908.75

BALANCE DUE

\$ 8000.00

EXTENDED SERVICE POLICY

\$ 11908.75

NATIONAL CENTER FOR DISPUTE SETTLEMENT

X-----X
:
: In the matter of Dispute Settlement :
: between :
: :
: [REDACTED] :
:) : CASE # 51005032IL
: :
: -and- : DECISION
: :
: DaimlerChrysler Motors Corporation :
: ("DaimlerChrysler") :
: :
X-----X

I, Charles Levsen, was appointed as Arbitrator to hear and determine disputes which had arisen between the Customer(s), Ms. Bonnie Petsche, and DaimlerChrysler.

By a letter or telephone conversation on March 01, 2000, I advised the parties that a hearing would be conducted at GALEANA CHRYSLER on March 17, 2000.

Present on that date were:

[REDACTED]
Randy O'Mara

Customer
Service Manager

The complaint(s) existing between the parties were set forth on a "Customer Arbitration Process Application" form dated February 22, 2000 and may be summarized as follows:

The Customer states that the accelerator pedal has stuck down, the seat belt released itself and the key cannot be placed into the ignition. The Customer requests a replacement vehicle.

SUMMARY OF PRESENTATION:

The Customer related to the problems she has had with the vehicle including stuck throttle, seat belt malfunction, key in switch and engine light on. She feels the vehicle is very dangerous. She states that these items have been repaired.

The Selling Dealer (Finnin) stated in a Dealer's Response that everything the Customer was having problems with has been repaired under warranty. They stated that recall #776 was mailed to the Customer in 1998 and the Customer did not respond to the notification. The Customer stated that she received recall #776 (which pertains to possible throttle sticking) after the problem occurred. The repair order shows a repair during January of 1999. ~~The Customer stated that she did not call the Dealer until the second time the throttle stuck.~~

The current Servicing Dealer (Galena Chrysler) stated that they were not an Eagle Dealer and their repair with the vehicle has been the ignition key problem.

A DaimlerChrysler Zone Statement dated February 28, 2000, stated that the Manufacturer has not had any direct involvement in addressing the Customer's concerns. They recommend a vehicle inspection and the use of technical supervision, if repairs are directed.

DECISION:

After reviewing the complaint(s) and hearing the proofs and arguments of the parties and taking into consideration the applicable manufacturer new vehicle warranty and the applicable warranty law including that of the State of Illinois, commonly referred to as the "Lemon Law," and after due deliberations, I find and Award as follows:

The Customer's request for a vehicle replacement is hereby DENIED.

I have reached this conclusion because the Servicing Dealer's documents show that the problems with the vehicle have been repaired, and there is no evidence of reoccurrence.

This constitutes my complete DECISION as to all the complaint(s) submitted to me for determination. DaimlerChrysler and/or Dealer shall have thirty (30) days, unless otherwise noted, from the date NCDS receives the Customer's "Acceptance of Decision" form in which to comply with this DECISION.

Dated: 3-20-00


Charles Levsen