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Pensacola, Florida [Redacted]

[Redacted]

June 18, 2005

To: Thomas W. LaSorda
Daimler Chrysler Corporation
Auburn Hills, MI 48326-2766

Dear Mr. LaSorda,

After being long-time Ford owners, in December of 2002 Suzanne and I bought two Dodge 4-door trucks for our businesses from your dealerships in Leesburg, Virginia and Pensacola, Florida. We purchased the 100,000 mile extended warranty for both the Ram and the Dakota.

It time for us to replace the vehicles and I want to bring some things to your attention.

We've had the Ram in for warranty service many times here in Pensacola. Among other things we've had the engine, complete harness and rear end replaced on three different occasions.

The latest problems have been malfunctioning door locks, windshield wipers and directional signals. The service people at Hill Kelly Dodge have been unable to repair these items.

Specifically I had the Ram in for service in November of 2004 to repair the malfunctioning rear door locks. We sell Christmas trees in December and on any given day that month I could have thousands of dollars in cash and checks in the armrest. It was imperative all four door locks functioned. It was imperative Doge repair the problem. Once again, Dodge could not repair the problem.

I had the Ram in for these repairs and others on more than one occasion in the spring of 2005. Once again, local Dodge experts could not or would not work to repair the warranty problems with the wipers, signals and door locks.

We took the Ram on a 4000 mile trip to Maine and back earlier this month. During a driving rainstorm on the 495 beltway around Boston I felt like our lives were in danger. You see I was forced to use my left hand to apply constant forward pressure on the control arm in order for the windshield wipers to function. I was forced to steer using only my right hand. Dodge forced me to steer with only one hand that night because your employees are unable to repair problems that are your responsibility to repair, sir.

To make matters worse, when it rains, the signals often indicate the opposite from what they should. Down is right and up is left. Again, this was a problem Dodge representatives could not repair. Do you understand how dangerous this is? Your service people in Pensacola do not.

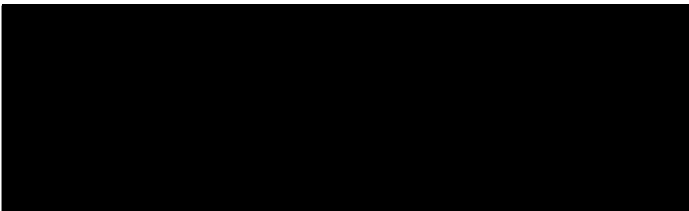
I've learned to live with disappointment with Dodge. It's become a way of life for us. We went over 100,000 miles with the Ram on the way to Maine. True to Dodge form and as another slap in our faces, the air conditioning compressor failed at 102,200 miles. 2,200 miles after the extended warranty expired.

We will replace these trucks very soon. I know I'm just a small businessman, but I will probably spend \$55,000 this summer for two new four door trucks.

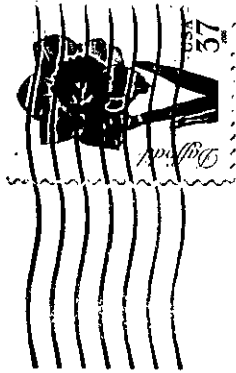
As the COO of Daimler Chrysler, can you give me one good reason why I should buy two Dodge trucks in the coming months? Can you give me any reason why I shouldn't go back to Ford with my business?

In the spirit of fairness and doing what is right, I will wait thirty days for your reply before buying new vehicles. In the mean time, why don't you have one of your board members come down live in my shoes for an afternoon. Come down and drive my Ram. We haven't replaced the air conditioning compressor and temperature here in Pensacola, Florida is over 90 degrees every day.

Respectfully,



Pensacola, Fl



Thomas W. LaSorda
Daimler Chrysler Corporation
Auburn Hills, MI 48326-2766

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