

Dale E Dewkins
Director
Vehicle Compliance & Safety Affairs

February 2, 1996

Ms. Kathleen D. DeMeter, Director
Office of Defects Investigation, Safety Assurance
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: Chrysler Liftgate Latch Service Action

Dear Ms. DeMeter:

Per your request, enclosed are copies of the overhead projector slides we used during our presentation at NHTSA on Thursday, January 25, 1996.

1. **Minivan Liftgate Latch - Cumulative Owner Service Action Summary**

This slide indicates that, at the end of December 1995, Chrysler had mailed 697,000 owner notifications in the U.S., and that 72,800 vehicles had been returned to dealers for latch replacement.

2. **Liftgate Latch Service Action Quarterly Report**

This slide shows the description of the first four phases, notification dates, the volume of registered vehicles involved, the number of vehicles - by phase - returned to dealers for latch replacement and the % completion rates by phase. As we indicated, we believe the field action has been launched successfully.

3. **Minivan Replacement Latch Program**

This slide compares the original replacement latch production plan and owner notification plan for phases 5 through 8 with the "compressed" plan. The compressed plan for production and owner notification optimizes the earliest beginning mailing notification dates for the remaining phases, and allows the earliest possible follow-up notifications. It was pointed out that follow-up notification for any particular phase cannot begin until the entire initial phase notification is complete.

It is important to note that the production plan and notification plan shown on this slide represent our current best intentions. We anticipate this plan will continue to be refined as it is executed. We remain committed to notifying owners as soon as possible to have their liftgate latches replaced.

4. **1-800-MINIVAN Call Mix Survey**

This slide represents a "snapshot" of calls into our minivan call center on January 5, 1996. As indicated, the vast majority of telephone calls involve questions about the availability of replacement latches and issues with getting latches replaced at dealers.

5. **Priority/Manual Latch Process**

This slide provides a graphic of the process in use at our minivan call center to help the few concerned owners who call about their latches and want action. As we indicated, almost all of the callers are satisfied when we tell them we will notify them when replacement latches are available for their particular vehicle, and/or offer to have a manual latch installed until their particular power latch is available.

6. **St. Louis Service Center Weekly Breakdown of Minivan Latch Calls**

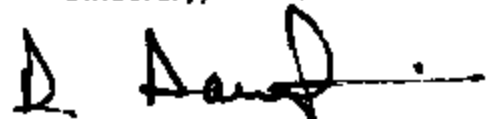
This graph shows the number of calls received at our call center from the week beginning 7/31/95 through the week beginning 1/15/96. As we indicated earlier, the vast majority of calls involve requests for information about getting latches replaced.

7. **Minivan Latch Calls by Month**

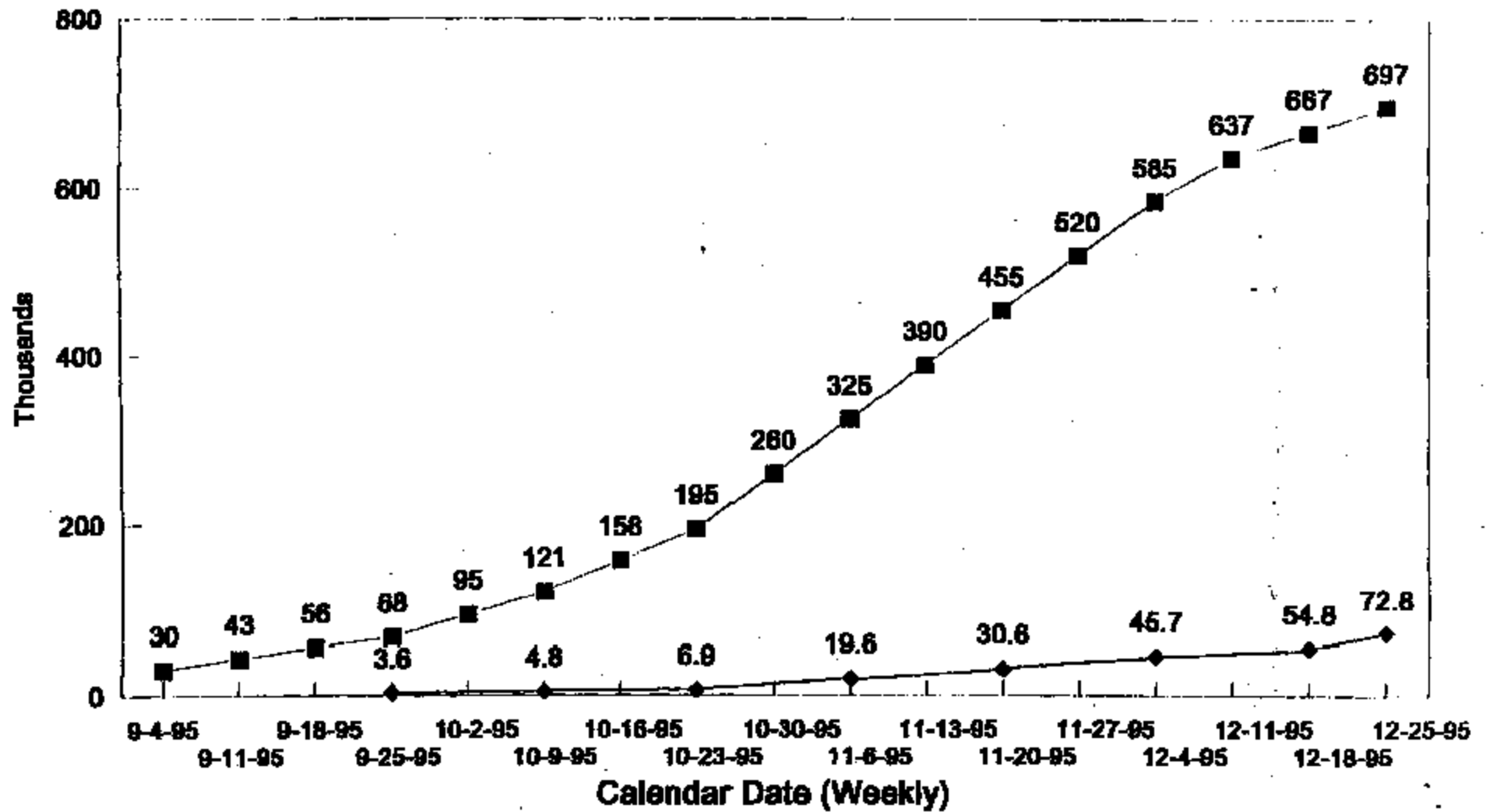
This graphic illustrates the calls received at the minivan call center by month for the period March 1995 through January 1996.

We appreciated your taking the time to allow us to review the status of our minivan liftgate latch replacement program. We will keep you informed as the program proceeds.

Sincerely,



Minivan Liftgate Latch Cumulative Owner Service Action Summary





Liftgate Latch Service Action Quarterly Report

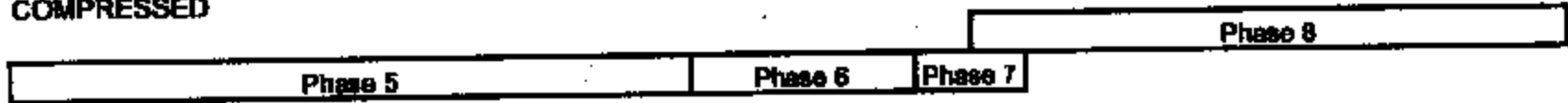
NHTSA 95I-001 (640)

Quarter Ending Date: 12/31/95

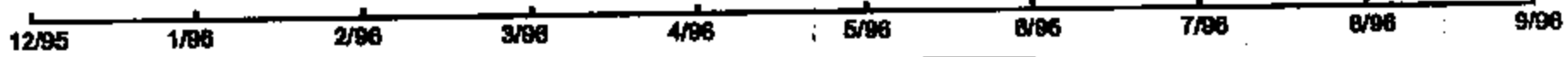
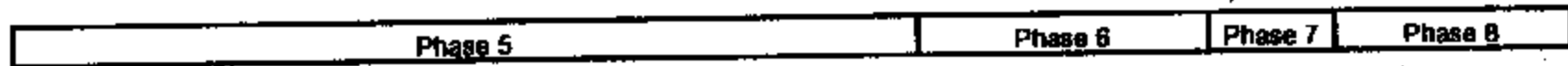
Quarterly Report Number	Phase	Model Year/ Latch Type	Date of Notification		Number of Registered Vehicles	Number of Vehicles Completed	
			Began	Completed		Total U.S. Repaired	% U.S. Complete
1	1	93-95 Manual Latch	9/8/95	9/29/95	66,407	17,484	26.3%
1	2	91-92 Manual Latch	10/6/95	10/13/95	52,719	12,282	23.3%
1	3	90 Manual Latch	10/17/95	10/27/95	72,845	13,958	19.2%
1	4	84-89 Manual Latch	11/3/95	12/15/95	411,678	29,102	7.1%

MINIVAN REPLACEMENT LATCH PROGRAM

COMPRESSED

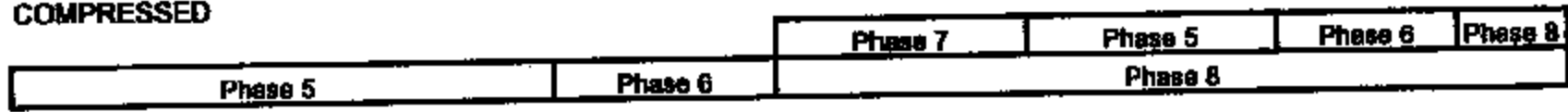


ORIGINAL

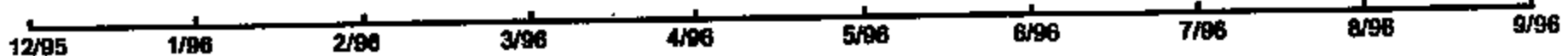
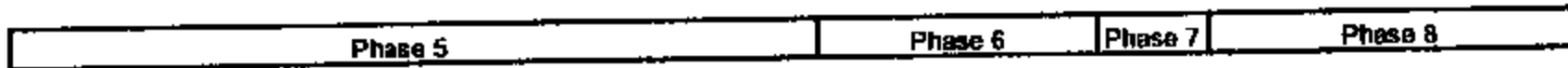


OWNER MAIL SCHEDULE

COMPRESSED



ORIGINAL



POWER LATCH PRODUCTION SCHEDULE

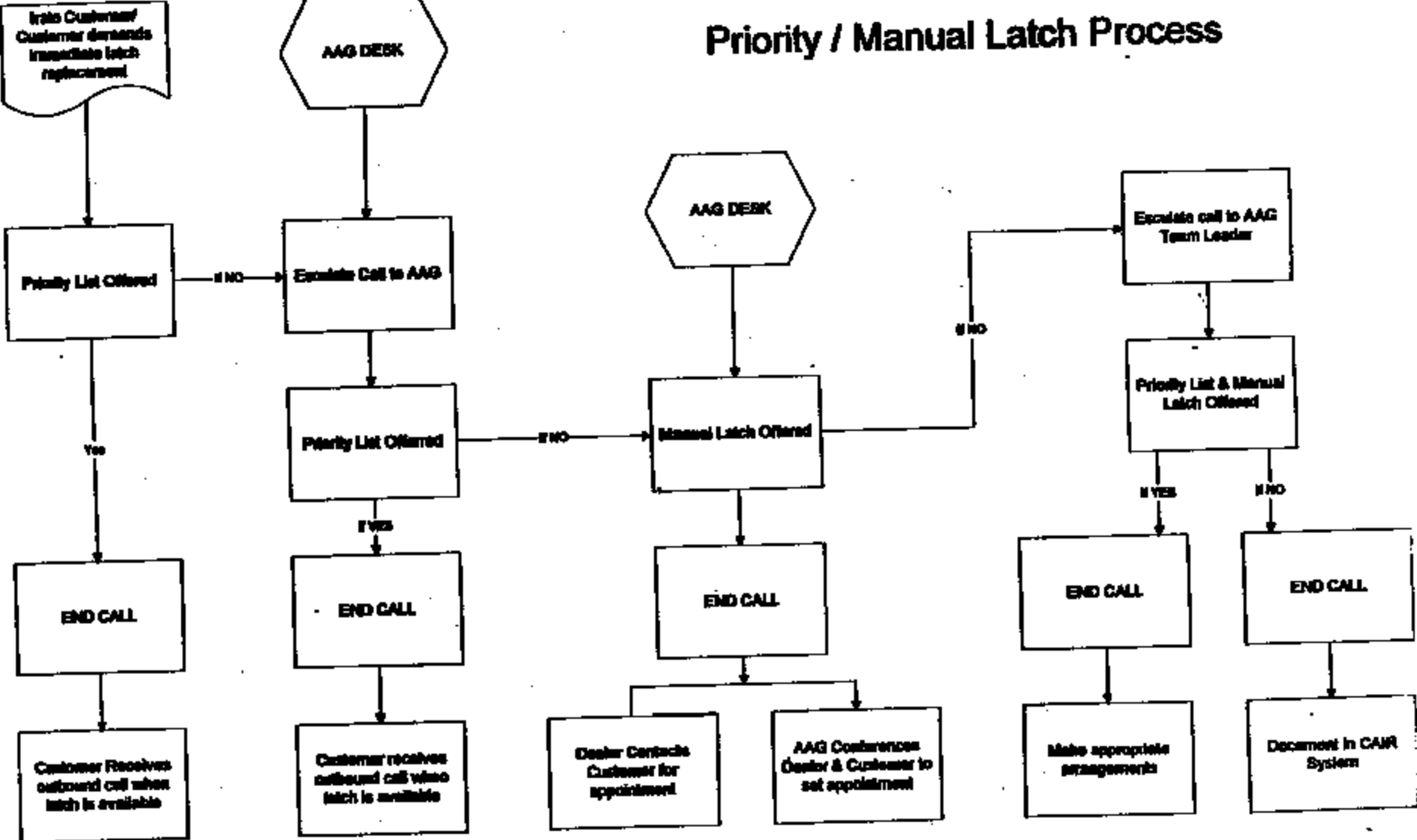
1-800-MINIVAN CALL MIX SURVEY

January 5, 1996

	TOTAL CALLS	% OF TOTAL
1. Found a letter about the Minivan latch, what is this about?	49	9.3%
2. When will I get my latch?	293	55.5%
3. I've contacted my dealer and they do not have the part.	58	11.0%
4. My latch is not working properly.	13	2.5%
5. I've contacted my dealer and they will not install my latch until I get my postcard.	20	3.8%
6. Transfer to Zones because the owner only knew the 1-800-Minivan number.	14	2.7%
7. Wrong number/disconnect.	18	3.4%
TOTAL CALLS SURVEYED	528	

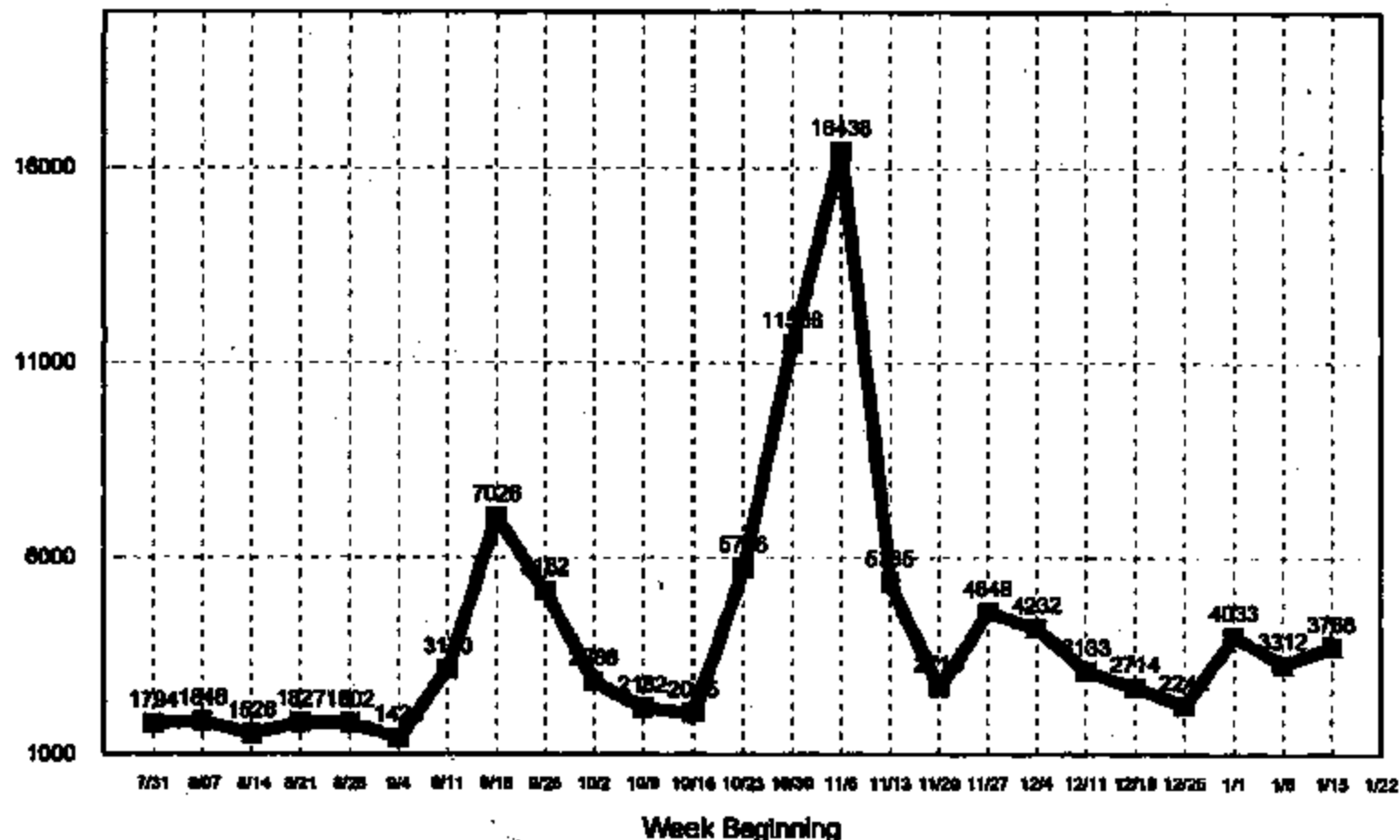
764 total

Priority / Manual Latch Process



St. Louis Service Center

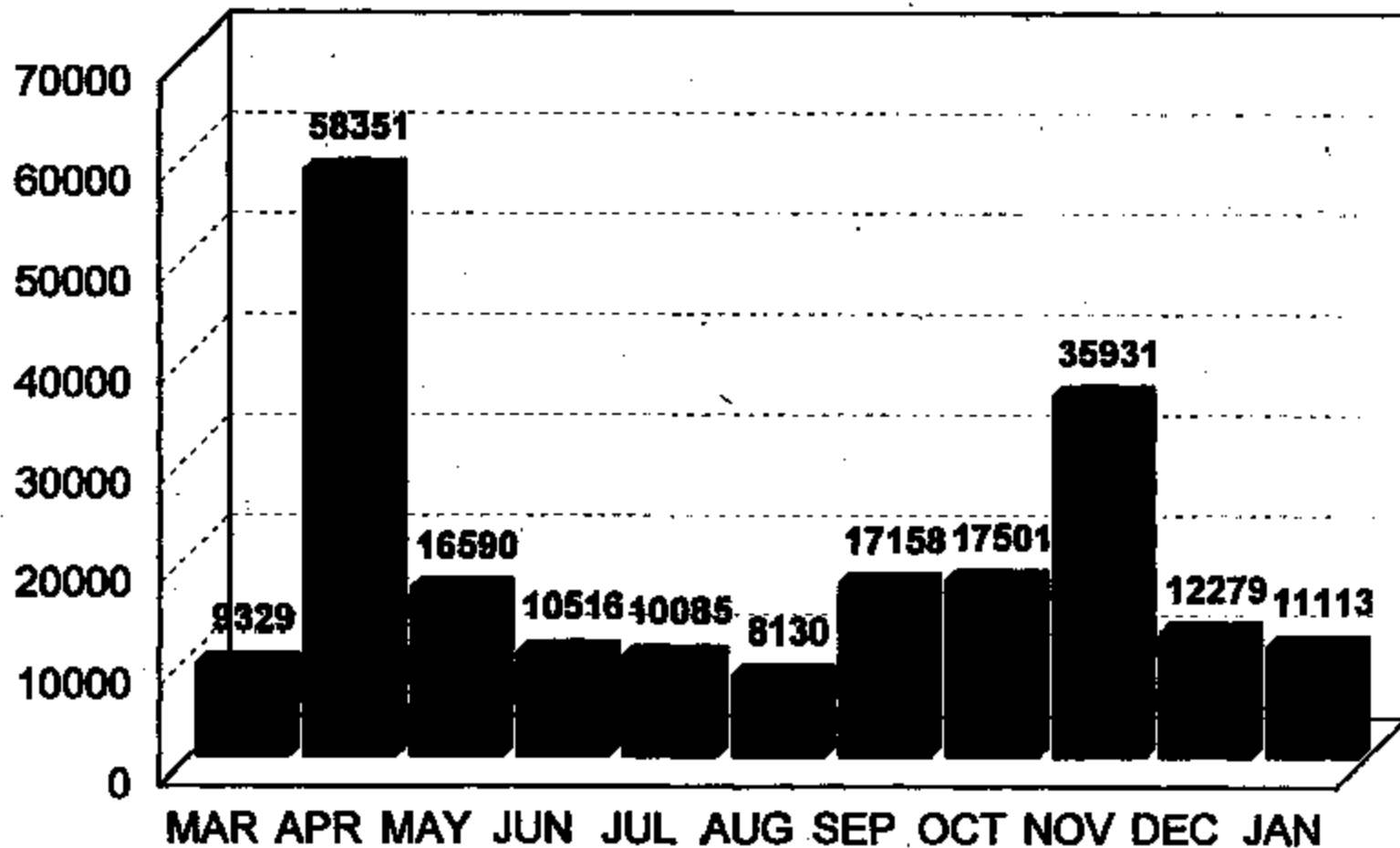
Weekly Breakdown of Minivan Latch Calls



During the wk. of 10/23-480, 10/23-4036, 11/8-8930, 11/13- 511, 11/27-807, 12/4-730, 12/11-233, 12/18-200, 12/25-135, 1/1-153, 1/8-31, 1/15-201 calls rec'd via VRU included in wky #'s above

Minivan Latch Calls

by Month



Started 3/13/95 - 01/19/96