

CENTER FOR AUTO SAFETY

1825 Connecticut Avenue, NW Suite 330 Washington, DC 20009-5708 (202) 328-7700

October 21, 2004 (By Federal Express 8246 4602 4358)

Albert P. Motta
Customer Advocate Manager
DaimlerChrysler Corporation
800 Chrysler Drive
Auburn Hills MI 48326-2757

Dear Mr. Motta:

Thank you for your October 15 letter to the Center for Auto Safety (CAS) which responded to our letter of August 26, 2004 to DaimlerChrysler (Chrysler) Chairman Dieter Zetsche about oil sludge and engine failure on 1998-2002 Dodge Stratus and Intrepids and Chrysler Concordes and Sebrings with 2.7-liter V6 engines. We are puzzled by the October 15 date on your letter since it was shipped by UPS overnight on October 19 at 4:31 PM (see attached UPS tracking information) which was 7 days after we sent Mr. Zetsche a followup letter on October 12 with three times as many complaints as were in the original letter (283 versus 92). In the 9 days since our followup letter, we have gone to well over 300 complaints so Chrysler cannot dismiss this as a handful of complaints as it did in your October 15 letter.

Since Chrysler's response has been outdated by our more recent letter, let me address two points in your letter and ask that Chrysler respond to our second letter. **First, we accept Chrysler's offer to review every 2.7L engine oil sludge complaint received by CAS including all 283 in our October 12 letter. However, asking consumers to call the 1-800-992-1997 is in the words of Steven Schiffhauer of Youngstown OH telling the consumer to "pound salt."** I just called this number – it took 5 minutes to go through the voice mail menu options and was then given a 21 minutes estimated wait time. That's no way to treat a customer who has a multi-thousand dollar complaint. We gave you the addresses for each consumer and their VINs are on our website so Chrysler should contact every consumer rather than putting them through the voice mail treadmill.

Second, the majority of the 283 consumers who contacted us did not purchase their vehicles used. But even if they did, many of them purchased extended warranties from the selling Chrysler dealer only to be told their extended warranties would not cover oil sludge damage despite their maintenance records. We raised this as a major point entitled **Catch 22 – Extended Warranty Will Not Cover** in our second letter to Chrysler CEO Zetsche and ask that both you and he respond to it.

We do appreciate your letter as an initial step to addressing the Chrysler 2.7L oil sludge fiasco even if it was "a day late and a dollar short." Unlike a financial institution, we will give Chrysler another opportunity to rectify its error. We look forward to a full response to CAS' October 12 letter to Chrysler CEO Zetsche and redress for all victims of Chrysler's 2.7L engine.

Sincerely,



Clarence Ditlow
Executive Director

or visit UPS.com

1825 CONNECTICUT AVE NW
WASHINGTON DC 20009-5708

P:7
725-1005
S: ORANGE
I: 7
1030
1Z F55 V82 22 1689 709 9

not use this envelope for:
UPS Ground
UPS Standard
UPS 3 Day Select®
UPS Worldwide Expedited™

ing documents on this side.

UPS Next Day Air
UPS Worldwide Express™
Shipping Document

SHIPMENT FROM

UPS ACCOUNT NO. F 5 5 V 8 2
REFERENCE NUMBER

Karl Grage
TELEPHONE 248-576-082
000-000-0000

DAIMLERCHRYSLER
1000 CHRYSLER DR

AUBURN HILLS MI 48326 2766

DELIVER TO
Clarence DiHov
Center for Auto Safety
1825 Connecticut Ave. NW STE
Washington, DC 20009

010191 1202609 8/00 M United Parcel Service, Louisville, KY
relating to liability and other terms and/or conditions established by the Convention for the Unification of Certain Rules regarding International Carriage by Air (the Montreal Convention) or the Convention on the
These commodities, technology or software were exported from the U.S. in accordance with the Export Administration Regulations, Division contrary to U.S. law prohibited.

WEIGHT DIMENSIONAL WEIGHT
L T E

SATURDAY DELIVERY

1Z F55 V82 22 1689 709 9
1Z F55 V82 22 1689 709 9
EXPORT

ups UPS Next Day Air
EXTREMELY PRESENT

1Z F55 V82 22 1689 709 9
1Z F55 V82 22 1689 709 9
DELIVERY

SHIPMENT ID NUMBER F55V 828R 8MV

DATE OF SHIPMENT 10/19/04



[Home](#) | [About UPS](#) | [Contact UPS](#) | [Welcome Center](#)

Tracking

Log-In User ID: Password: | [Forgot Password](#)

- ➔ [Track by Tracking Number](#)
- ➔ [Track by Reference Number](#)
- ➔ [Import Tracking Numbers](#)
- ➔ [Track by E-mail](#)
- ➔ [Get Quantum View Files](#)
- ➔ [Request Quantum View Notify](#)
- ➔ [Void a Shipment](#)
- ➔ [Help](#)

 **Track by Tracking Number**

View Details

Status: Delivered
Delivered on: Oct 21, 2004 10:27 A.M.
Signed by: ROSE
Location: OFFICE
Delivered to: US

Tracking Number: 1Z F55 V82 22 1689 709 9
Service Type: NEXT DAY AIR

Package Progress:

Date/Time	Location	Activity
Oct 21, 2004 10:27 A.M.	LANDOVER, DC, US	DELIVERY
Oct 20, 2004 6:59 A.M.	LANDOVER, MD, US	OUT FOR DELIVERY
6:18 A.M.	LANDOVER, MD, US	ARRIVAL SCAN
3:30 A.M.	PHILADELPHIA, PA, US	DEPARTURE SCAN
12:08 A.M.	PHILADELPHIA, PA, US	ARRIVAL SCAN
Oct 19, 2004 10:26 P.M.	ROMULUS, MI, US	DEPARTURE SCAN
9:20 P.M.	ROMULUS, MI, US	ARRIVAL SCAN
8:25 P.M.	PONTIAC, MI, US	DEPARTURE SCAN
8:11 P.M.	PONTIAC, MI, US	ORIGIN SCAN
4:31 P.M.	PONTIAC, MI, US	PICKUP SCAN

Tracking results provided by UPS: Oct 21, 2004 11:42 A.M. Eastern Time (USA)

NOTICE: UPS authorizes you to use UPS tracking systems solely to track shipments tendered by or for you to UPS for delivery and for no other purpose. Any other use of UPS tracking systems and information is strictly prohibited.

[← Back to Tracking Summary](#)

[↕ Back to Top](#)

Get more from UPS.com. Register for My UPS today. ➔

Find Answers to Your Tracking Questions

➔ [Go to Tracking Number FAQ](#)