

Daimler-Chrysler Strike Again!  
The Taste of NAB 2006 Road Show Won't Happen in Houston!

As the saying goes, "The best laid plans of mice and men..." Here we are in Corpus Christi. After we checked out, our new, much touted, less than 90 day old, Dodge Sprinter van, decided it wanted to stay here rather than explore the highways between here, San Antonio and finally Houston today and then tonight.



This is the third major problem we've had with what is becoming to be known as our Sprinter Lemon. The first was within a week of taking delivery when a sensor failed requiring us to drive (120 miles) to Salem, OR to get it fixed under warranty. Bear in mind that a limited number of Dodge dealerships are permitted to work on the five cylinder

diesel Sprinters. On May 25th, while traveling between Albuquerque and El Paso, a pressure chamber on our Dodge (Mercedes) Sprinter failed. We limped into El Paso at an embarrassing speed of 25 – 40 miles per hour on I-25. We were fortunate to get it fixed on Saturday morning, May 27th before the dealership closed for the weekend. We were told they may not have the part in stock.

Today at noon, as we checked out, we could not get the vehicle to start. A turn of the key got us only a click – click. We called AAA and they couldn't get it to start either, telling us that the starter is defective. Daimler-Chrysler's customer service is closed on the weekend. The Daimler-Chrysler warranty road service hot line wasn't much help, making us do the contacting of the local dealership here in Corpus Christi. The person we were told to speak with and was waiting there for our call, doesn't work on Saturdays. I could speak with him on Monday, but one of the service coordinators told us that they did not have a Sprinter starter anyhow; it would have to be order from either Dallas or Houston.

If our luck changes, the part, be it starter or whatever, may arrive here in Corpus Christi on Tuesday, if it is shipped over night (no one is holding their breath on that one) and we "may" be on our way by Wednesday. It, therefore, should be obvious to the most casual observer that there is no way in hell that we can make it to Dallas and the fine engineering community there to do our presentation.

I know that this is a terrible inconvenience to many; puts a lot of time and trouble several have expended in getting ready for the Road Show in Houston, but it's one of those "unforeseen circumstances" that I'd have truly avoided, if I could. I truly love very much what I do. You can begin to imagine how this really gets to me. At this point, I'm tempted to start a pool on "what else will go wrong with the Road Show's Sprinter Lemon." I promise you that Daimler-Chrysler has not heard the last of me on this one.