



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

RECEIVED
JAN 27 PM 5
31-DEC-2002
OFFICE
DEFECTS INVESTIG.

Repository ☐
Reference No.
10001763

OWNER INFORMATION (Type or Print)

Name
Address
City State Zip Code

Daytime Telephone Number
Evening Telephone Number
E-mail Address

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

VEHICLE INFORMATION

Year		Make	Model	Model Year
Date Purchased		Dealer's Name and Telephone Number		Engine:
Original Owner	Dealer's City	State	Zip Code	Fuel Type:
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Vehicle Component Code 221700 SEATS: FRONT ASSEMBLY: SEAT HEATER/COOLER	
Multiple Failure:				

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed
---------------------------------------	--------------------------------------	------------------------------------

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM4LSABC036)	☐ Original Equipment ☐ Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure (e.g., parts repaired or replaced (and if old part is available)).

WHILE DRIVING VEHICLE OVER HEATS, AND TURNS OFF. DEALER CONTACTED.
PLEASE PROVIDE ADDITIONAL INFORMATION. TS

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

THIS CAR HAS BEEN OVER HEATING, MAKING LOUD NOCKING NOISE WHEN I
 PUT IT INTO REVERSE. ENGINE LIGHT STAYS ON AND ALL OF THESE PROBLEMS
 STARTED 02-2-02. I TOOK MY VEHICLE TO CROTON DODGE TO HAVE
 IT SERVICED. THEY PROCLAIMED I NEEDED A NEW ENGINE. THAT
 WAS PUT IN BUT THE SERVICE ENGINE LIGHT WAS STILL ON. THE NOCKING
 WENT AWAY FOR 2 MONTHS. I CALLED CROTON DODGE BACK 2
 MONTHS LATER, I EXPLAINED TO THEM THE REP. IN SERVICE "MY CAR IS
 STILL OVERHEATING, THE NOCKING IS STILL THERE AND THE SERVICE LIGHT
 IS STILL ON. NOW THEY PROCLAIM I NEED A NEW RADIATOR. I
 PAID FOR THAT, BUT GUESS WHAT MY CAR STARTED OVERHEATING
 AGAIN - I CALLED THEM BACK TO INFORM HIM ABOUT THIS SAME PROBLEM
 AND NOW HE STATES I NEED A TRANSMISSION FOR THE NOCKING BUT
 I ALREADY PAID FOR A PIECE CALLED A PART. ATTACH ADDITIONAL SHEETS IF NECESSARY
 2 MONTHS PRIOR. HE ALSO STATED I NEED A FAN RELAY - RADIATOR RELAY AND THERE
 ARE PIECES MISSING FROM THE CAR. I HAVE ATTACHED A LETTER
 AND PICTURES OF THINGS THAT WERE TAKEN OUT
 OF MY CAR THAT WEREN'T REPLACED AND THERE
 IS WIRES HANGING FROM THE FRONT OF MY CAR.
 PLEASE HELP ME. I BELIEVE THIS IS THEIR PROBLEM.
 IS IT A FAULTY ENGINE.

U.S. Department
 of Transportation
 National Highway
 Traffic Safety
 Administration
 400 Seventh St., S.W.
 Washington, D.C. 20590

Official Business
 Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
 National Highway Traffic Safety Administration
 DOT Auto Safety Hotline, NSA-10.1
 400 7th Street, SW
 Washington, DC 20590

NO POSTAGE
 NECESSARY
 IF MAILED
 IN THE
 UNITED STATES



U.S. Department of Transportation
 National Highway Traffic Safety
 Administration
 http://www.nhtsa.dot.gov/dotinfo

DOT Auto Safety Hotline
 (DASH) 2 DOT

1-888-DASH-2-DOT

1-888-DASH-2-DOT

and dial toll free at

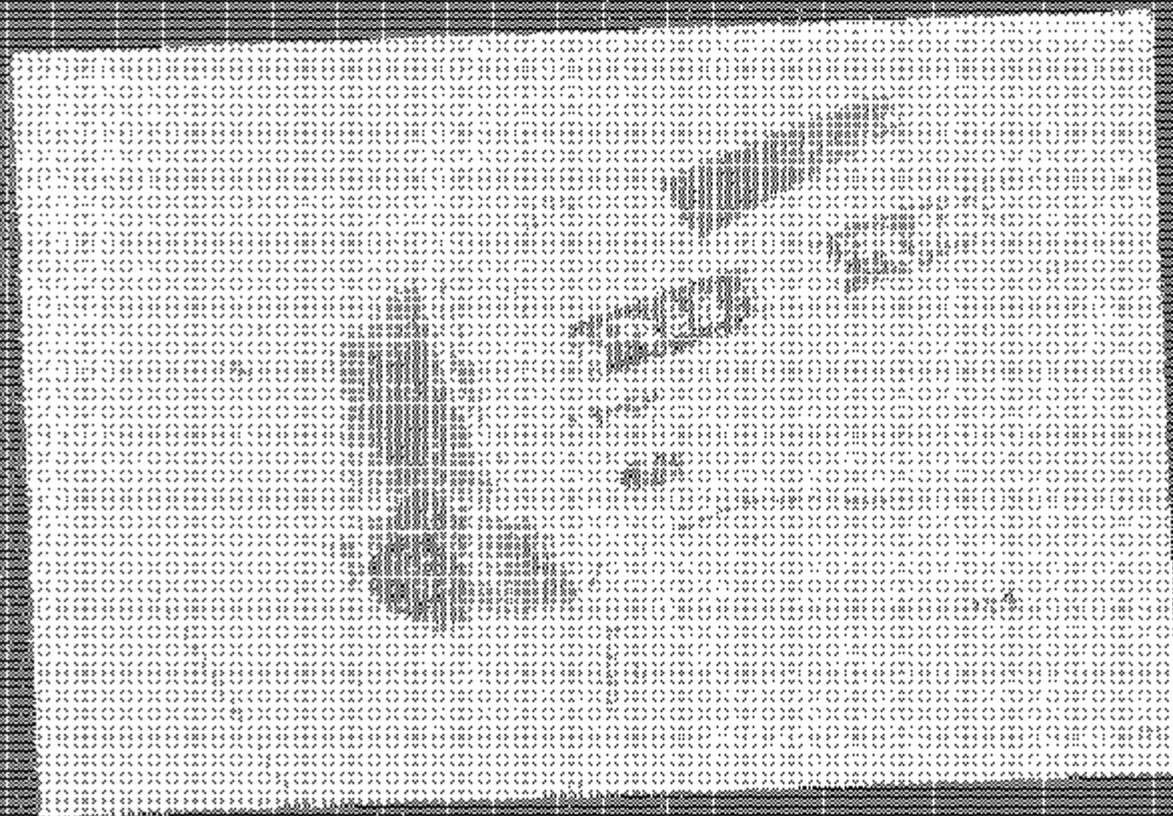
DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
 COMPLETE THIS FORM
 OR

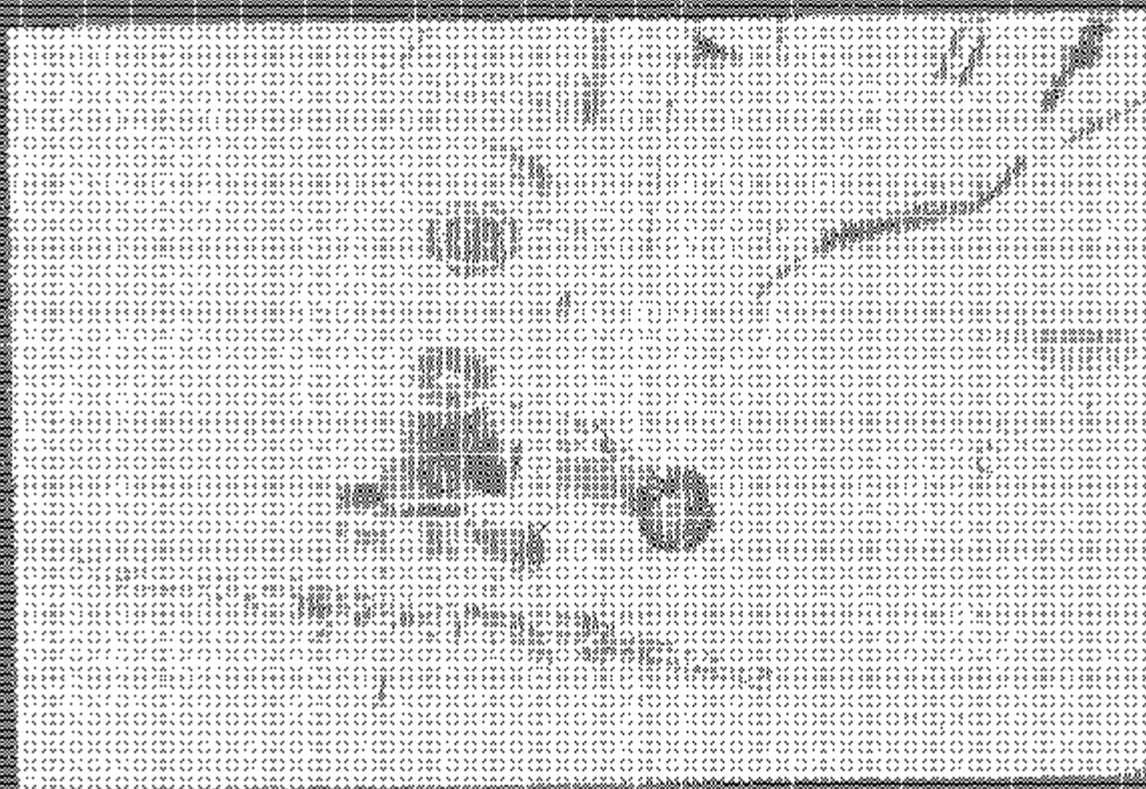
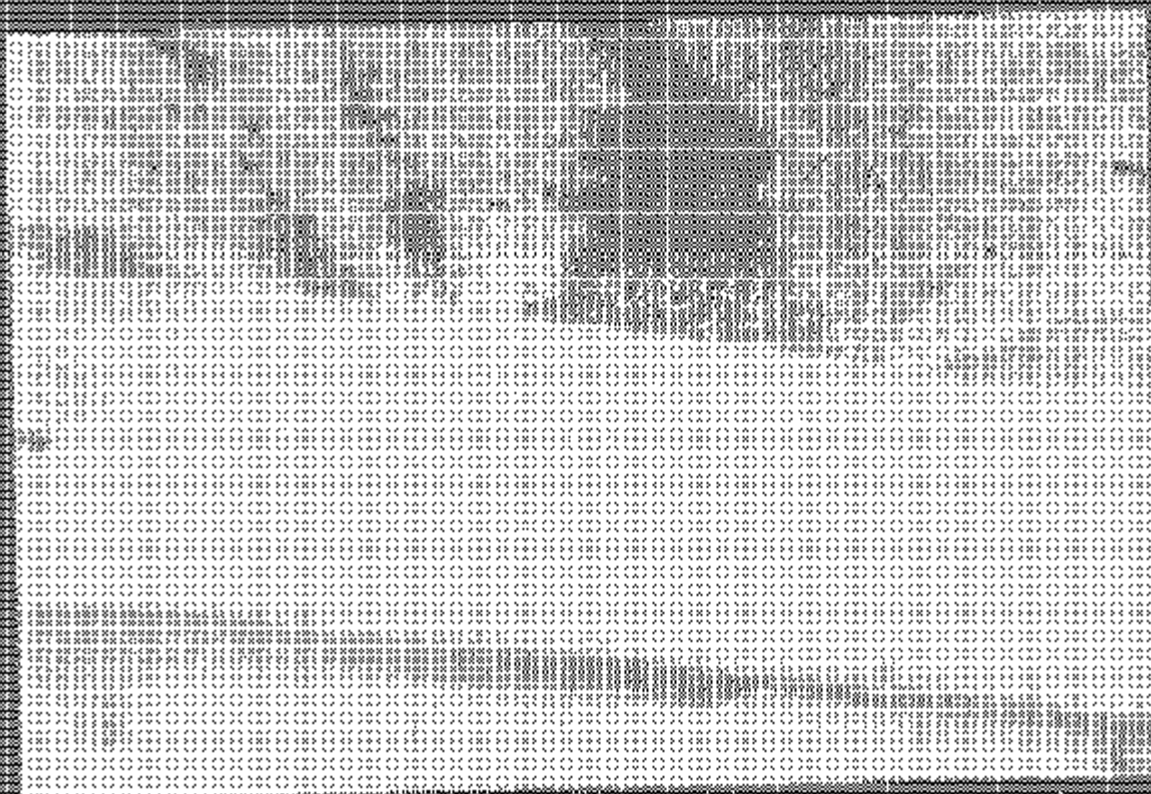
DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

**VEHICLE
 OWNER'S**







I have enclosed a copy of everything. 5 pictures
of things hanging from my car, that I noticed on 1-11-03,
after some work it took under the hood and tops
the car off they left off. And a picture of the engine
that is still on after 6 thousands dollars worth
of work.

I also called 518-474-7943 to file a complaint
a letter I need to be heard.

On 1-11-03 Aaron from CAC Warranty returned my
phone call at 11:30 AM. Aaron stated to me that the
claim is closed the company can't help
me. Since the problem wasn't correct,
does not feel it's O.K. For his company & Corporation
to pay thousands of dollars out to dealerships, and
the work promised on the car is a failure. Aaron stated
he can't give legal advice, but try call a Lawyer,
Aaron stated it sounds like you need help.

Today I picked up my Vehicle from Crater Dodge
1-11-03, & spoke to Jay the supervisor, He was
very nice unlike (Pat) He spoke to me for 1/2 hour trying
to find out the problem was. He stated he wasn't sure
what I needed to pay 1/32, if they knew what the
problem was already. Jay stated he would have to
ask for Pat and give me a call later because he wouldn't
have a problem with giving me my money back. Today is
1-12-03 and I still haven't heard from Jay from
Crater Dodge.

Regional Offices

Eastern

201 Varick Street, Room 903
 New York, NY 10014-4811
 Tel. (212) 620-4120
 Fax (212) 620-5338
 E-mail: gnaylis@cpsc.gov

Central

230 South Dearborn Street, Room 2944
 Chicago, IL 60604-8260
 Tel. (312) 353-8260
 Fax (312) 353-5013
 E-mail: saull@cpsc.gov

Western

1301 Clay Street, Suite 610-N
 Oakland, CA 94612-5217
 Tel. (510) 637-4050
 Fax (510) 637-4060
 E-mail: fnava@cpsc.gov

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Mike called Chrysler to file a complaint. Mike
 was very helpful. He told me to try and
 get my money back. I said
 like somebody had done something wrong.

contact 549.00
 case - in - 480.00
 what recourse do I
 have

200-765-1636
 Fax 992 1997
 Mike
 Independent dealership
 Chrysler don't
 get involved



3183 Rider Trail South, Earth City, MO 63075

02/17/2002

Ossining, NY

Account Number : 00011065

Dear [REDACTED]

We would like to congratulate you for protecting your vehicle with Smart Choice and Consumer Automotive Consultants.

Your application is being processed and will be forwarded to the Administrator for underwriting. Upon approval, your service contract will be issued within 60 days. Please review the information below to ensure your vehicle and coverage information are correct. Please notify our office of any discrepancies immediately. Information cannot be changed after thirty (30) days.

We take great pride in providing a superior level of customer service. If you have any questions, please feel free to contact our customer service department at (800) 400-9118 Monday through Friday 8 am to 7 pm Central time.

Sincerely,

Ed Struckman

Ed Struckman

CAC Customer Service Manager

Program Plan/Information : Smart Choice 60months 60000miles coverage

Deductible Amount : \$25 Deductible

Vehicle Information : 1997 Dodge Neon Highline (H series)

VIN : 1B3ES27C2VD207485

Vehicle Mileage : 41500 miles

If the application/contract is cancelled within sixty (60) days of purchase and no claims have been filed, a full cancellation will be allowed. If cancellation occurs after sixty (60) days or a claim has been filed, a prorated refund based on the percentage of mileage or time of coverage used, which ever refund is less, will be made available to the application/contract holder. All cancellations are subject to a twenty-five dollar (\$25) Consumer Automotive Consultants fee and a twenty-five dollar (\$25) administrator fee.



3183 Rider Trail South, Earth City, MO 63023

Ossining, NY

02/17/2002

Account Number : 00011065

Dear [REDACTED]

We would like to congratulate you for protecting your vehicle with Smart Choice and Consumer Automotive Consultants.

Your application is being processed and will be forwarded to the Administrator for underwriting. Upon approval, your service contract will be issued within 60 days. Please review the information below to ensure your vehicle and coverage information are correct. Please notify our office of any discrepancies immediately. Information cannot be changed after thirty (30) days.

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LONG BLOCK ENGINES

Mopar

2.0L SOHC 4 CYLINDER LONG BLOCK PRODUCT FEATURES:

- New Pistons, Pins, and Rings
- New Timing Belt
- New Balance Shaft
- New Water Pump
- New Camshaft
- New Bearings
- New Freeze Plug
- Basket Pack Includes:

- OIL PAN GASKET ONLY \$4.95
- VALVE COVER GASKET ONLY \$4.95
- OIL PUMP PICK UP TUBE SEAL ONLY \$4.95
- EXHAUST MANIFOLD GASKET
- SPARK PLUG TUBE SEAL ONLY \$4.95
- WATER PUMP TUBE O-RING
- CRANKSHAFT SPROCKET SCREW
- INTAKE MANIFOLD GASKET
- SPARK PLUG TUBE SEAL ONLY \$4.95
- CAM SENSOR SEAL

All other components are remanufactured to
DaimlerChrysler Engineering specifications or
replaced with O.E. parts.

- Remanufactured Crankshaft
- Remanufactured Cylinder Head
- Remanufactured Rocker Arms
- Remanufactured Valves
- Remanufactured Cylinder Block
- Remanufactured Connecting Rods
- Remanufactured Oil Pump
- Remanufactured Rocker Shafts



1995-2000 2.0L SOHC
(1994-1995 2.0L SOHC does NOT
include oil pan and valve cover)

IN ADDITION:

- ① UPPER & LOWER Radiator Hoses
- ② WATER CORE Hoses (2)
- COOLANT BY PASS HOSE

EXHAUST SEAL KIT

NUTS
BOLTS

\$235. Parts/Labor

(1st)
This form
was passed to
me. Showing me
what I would need
to correct the
overheating
problem.

FAT ENS MT

M. R. R. R.

\$480
4345

\$455

240

43

1450

+ Enterise

271.0160

4270
4345
4345
115
270
+ 75
345

4350
270

235
205
305



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Business
Bureau**

Fairness in the Marketplace

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The Better Business Bureau serving zip code 10562 is:

The Mid-Hudson BBB

WWW: <http://www.newyork.bbb.org>

Email: mhbbb@westnet.com

Phone: (212)533-6200

Fax: (914)428-8030

99 Lafayette Avenue

White Plains, NY 10603 -3213

You may wish to copy or print this information for further reference.

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MESSAGE CONFIRMATION

12/11/2002 17:42
ID=HUDSON PHARMACY

DATE	S,R-TIME	DISTANT STATION ID	MODE	PAGES	RESULT
12/11	04'53"	9144286030	TX	08	OK- 0000

*I'm just adding these forms to show
that I started seeking help about
this situation.*

12/11/2002 17:37

HUDSON PHARMACY → 9144286030

NO. 341 001

Fax Cover Sheet

OSSINING HUDSON PHARMACY

40 SPRING STREET
OSSINING, NY 10562
TEL: 914 941 4476
FAX: 914 941 6334

Send to: <i>Supervisor</i>	From: [REDACTED]
Attention: <i>BBB</i>	Date: <i>12-11-02</i>
Office location: <i>White Plains</i>	Office location:
Fax number: <i>914 428-6030</i>	Ph: [REDACTED]

Urgent ☒ Reply ASAP ☐ Please confirm ☐ Please review ☐ Fax to the following

Total pages, including cover:

Can you please call me 12/12/02

Comments:

Fax Cover Sheet

OSSINING HUDSON PHARMACY

40 SPRING STREET
OSSINING, NY 10562
TEL: 914 941 4476
FAX: 914 941 6334

Send to: <i>Supervisor</i>	From: [Redacted]
Attention: <i>Customer Service</i>	Date: <i>12-11-02</i>
Office location: <i>Regional Office Western</i>	Office location:
Fax number: <i>212-620-5338</i>	PI: [Redacted]

☐ Urgent

☒ Reply ASAP

☐ Please comment

☐ Please review

☐ Fax to be included

Total pages, including cover:

Put called 12/11/02 at 5:26 to tell me this problem isn't their fault, because it does need a fan relay and radiator

I'm faxing these papers with hopes that some one at your Corp will be able to help me. My 1997 Dodge Neon has been overheating since 2-26-02. I took my vehicle to Peter Dodgen (Pin) 771 6900, to be serviced. I had a water pump but not any more. I've been dealing with a representative by the name of Pat. He hasn't been the nicest person. When you get back in contact with me I will explain more about this person. Pat told me I need a new engine that was due for \$5174.09. I paid \$49.41 out of pocket. My service engine light was still on the day I picked up my vehicle on 4-11-02. I did let Pat know on 9-29-02 my car started overheating again. I took the car back to Peter Dodgen. This time Pat stated I needed a radiator. \$1486. My service engine light is still on. I paid them out of pocket. Today my car is back at Peter Dodgen for the same reason. Overheating. There is much more to this story but I enclosed copies of each receipt can come one piece. Help me! This company has missed diagnosed my vehicle and this time Pat stated I need a fan assembly, something for the radiator and a transmission. I believe all these problems could've been avoided if the car was fixed properly the first time.

WLS

Agencies and Organizations

Better Business Bureau

The Better Business Bureau provides instant access to business and consumer alerts as well as helpful resources. You can file a complaint online and more.

Consumer Protection

Online service of the Bureau of Consumer Protection of the Federal Trade Commission. Offers full-text of consumer publications on a wide range of topics. You can also file a complaint online about a particular company or organization.

www.ftc.gov/ftc/consumer.htm
click on "file a complaint"

National Association of Unclaimed Property Administrators

The NAUPA consists of state officials charged with the responsibility of identifying and reuniting lost owners with their unclaimed property. This site links to individual state web sites, and the search for unclaimed property is free.

National Fraud Information Center

Non-profit organization which works to protect consumers from telemarketing and Internet fraud. Suspected fraud can be reported online.

National Highway Traffic Safety Administration

The NHTSA sets and enforces safety performance standards for motor vehicles and motor vehicle equipment. Check here for information on crash testing, airbags, child passenger safety, recalls, technical service bulletins, research and feedback (complaint forms.)

New York Education Department: Office of the Professions

Check on professional misconduct in all professions except physicians, physician assistants and specialist assistants. Search for an individual by name or review monthly summaries since 1994.

New York State Consumer Protection Board

The CPB is New York State's top consumer watchdog. It operates a toll free consumer complaint hot line and mediates consumer complaints. The "Do Not Call" Telemarketing Unit oversees the list of registrations from consumers who do not wish to receive unsolicited telephone calls from telemarketers, and it investigates and enforces complaints against such companies. You can fill out the "Do Not Call" registration form online, file a violation report or other consumer complaint form online.

U.S. Consumer Product Safety Commission

The CPSC is an independent federal regulatory agency with jurisdiction over all types of consumer products with the exception of cars, trucks, motorcycles, food, drugs, cosmetics, alcohol, tobacco and firearms. You can search for recall information by company or product.

For more information, visit us online at www.chryslerfinancial.com. Or call 800-4-A-CHRYSLER. We're here to help you get the most out of your Chrysler Financial experience.

Here's a list of local Chrysler Financial offices.
(Last updated on 09/26/01.)

Atlanta

P.O. Box 723300
Atlanta, GA 31139
800-723-1713

Boston

P.O. Box 9129
Mansfield, MA 02048
800-777-4317

Charlotte

P.O. Box 560217
Charlotte, NC 28256
800-521-5114

Chicago

901 Wrenville Rd., Suite 500,
Uster, IL 60532
800-688-9096

Cincinnati

P.O. Box 429505
Cincinnati, OH 45242
800-873-4605

Dallas

P.O. Box 201147
Arlington, TX 76006
800-395-8912

Denver

P.O. Box 4317
Englewood, CO 80155
800-777-8764

Detroit

P.O. Box 225
Royal Oak, MI 48068
800-365-5630

Houston

P.O. Box 1453
Houston, TX 77251
800-234-6429

Kansas City

P.O. Box 25952
Shawnee Mission, KS 66225
800-788-5499

Los Angeles

P.O. Box 10320
Santa Ana, CA 92711

Minneapolis

Southpoint Tower,
1650 W 82nd St, Ste 1150,
Bloomington, MN 55431
800-700-0738

New Orleans

P.O. Box 7000
Covington, LA Zip 70434
800-365-3488

New York

P.O. Box 225
Royal Oak, MI 48068
800-999-7752

Orlando

P.O. Box 958412
Lake Mary, FL 32795
800-561-5805

Philadelphia

P.O. Box 955
Marshall, PA 19044
800-222-1701

Phoenix

P.O. Box 54200
Phoenix, AZ 85078
800-766-3036

Pittsburgh

P.O. Box 778
Monroeville, PA 15146
800-955-4553

Portland

P.O. Box 23500
Tigard, OR 97281
800-274-0373

St. Louis

P.O. Box 4460
Bridgeton, MO 63044-0460
800-700-3750

San Francisco

P.O. Box 10320
Santa Ana, CA 92711
800-456-8103

Syracuse

P.O. Box 225

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30740007

119.41
12/20

body
to the
the
the
the

IM writing to each company with hopes of answers, support, suggestions, and solutions to why my vehicle. My car has been over heating for some time now. To start off this car has received a new engine, a new radiator, and a new thermostat (on two different occasions). These new parts have been added to my Dodge Neon all within one year of time. This car started over heating, in the end of February, I called CrotonDodge to explain to the service department about my what I could see and hear going wrong with my vehicle. I spoke to a gentlemen by the name of Pat, IM not sure of his last name, but this person does work in the service department, the number I called was 914 271 6900. I explained my car problems to Pat, I informed him that this car was over heating, making a loud noise when I put in reverse, and also it seems to be leaking. Pat suggested that I bring the car to the service department, this way they can see what the problem could be. I did exactly what Pat recommend me to do, I drove my over heating vehicle to Croton Dodge the very next day. At this time I was working at Phelps Memorial Hospital, my hours were eight a.m. until four p.m.. Croton Dodge had my car so long that I had to start taking taxis to work for almost one month in a half, which meant getting a taxi from my house, to my sons school, and then to work. This meant I was late almost two or three times a week. My director at that time wasn't very concerned with why I was late, all she cared about was I was late and her department couldn't run smoothly with me being late every other day. So I was fired. Prior to being fired I received several warning, and I was suspended because of this situation. Now I must let some one know that Pat from Croton Dodge made it very difficult for me to get my car serviced at this dealership, Pat called me one week later to tell me that; my car wasn't covered under my warranty, he stated they felt I neglected to take care of my vehicle. Then he mentioned that I would need a new engine. I felt this statement wasn't true, and I needed to get in contact with my warranty company. The name of this company was (CAC) Smart Choice. The very same day I called (CAC) and spoke to a representative by the name of Tracey, at ext. 2265, she already new the reason for the phone call so she began saying, that this problem is covered under your warranty policy, but Pat from Croton Dodge told her company that I neglected to care for my vehicle with oil. Tracey then explained to me, If I could show proof of service, thing like receipts of car being serviced, their company would grant me the ok to have my car fixed. So I did so provided proof, and CAC granted the approval. Tracey also informed me that, after my vehicle is fixed the warranty will no longer be in effect, there reason, for this, was based on exceeding the limit of the warranty. At this point if I had any more problems with my car I would be responsible for them. So I called Croton Dodge to give Pat the ok to service my vehicle, and I also gave him the 1800 number to CAC. Pat wasn't the nicest person to deal with in the service department. I had a problem with this gentleman, his attitude towards me and my problem with my vehicle seemed to be negative, he never gave me courtesy phone call prior to my car sitting at croton dodge for two weeks until he needed to no how was I planning to pay for my vehicle? Once he got the ok, he never called me with any type of update, of when my car should or would be ready for pick up. I made all the phone calls to pat regarding my vehicle. I must state he did fix me a picture of a long block engine, this picture included things that were supposed to be added with the long block. At this point I decided to make a complaint about Pat, to his boss which was Jay, Jay stated this isn't the first time some one has complained about pat and he would speak to him. One week has passed and still no phone call from Croton Dodge. I called croton and left several of call back numbers as so: [redacted], work at the time [redacted], my mothers number [redacted], and my cell phone number at the time [redacted]. I wasn't sure why Pat or any one else from Croton Dodge ever used any of these numbers to keep me posted. AT this time my significant other got involved, he called Pat with concerns and he wanted answers. Well fifteen minutes after his phone call to Croton Dodge, Pat called my cell phone offering me a loaner, this van was used for two days. That Monday my car was ready. Why? I started wondering, was it because a man called? What did he say so different from me, which made action get solved in fifteen minutes and my

car ready by Monday. Upon arriving at Croton Dodge service department, I entered the office and Pat, passed me my keys, showed me the bill, he received my part in cash, gave me a print out of my receipt and told me where my car was located. Pat never walked me to my car, to show me any new parts that was just put into this vehicle. To my surprise entering into my car, I noticed the service engine light was still on, I brought this to Pat attention, and he stated he wasn't sure why the service light was still on after a new engine. I must state I was a little upset about this matter, only because this is a new engine, and I paid out of pocket five hundred forty-nine dollars and forty-one cents, which made the warranty company responsible, four thousand three hundred and fifty dollars and zero cents. Why is the service engine light still on? Not even five months later my car started over heating, IM thinking did I need a new engine? Just to think; this Neon has a new engine, and I took this vehicle to Croton Dodge for this reason (overheating) and several other things, the leak stopped but the overheating and the loud knock when I put my car in reverse is still the same. I called Pat again, to get an appointment for my vehicle, I told him my car is over heating again, and it has only been five months since his dealership provided my car with a new engine. Pat stated well Ms. Holbrook, just bring the care in, and we will take from there. Now Croton Dodge has had my car for four days, and I still haven't received a courtesy, IM back at square one. Does this dealership care about there customers? This time I call the dealership, and a female representative answers, she state my car wasn't ready, but some one from service will give me call later, I just couldn't let this person hang up with out hearing exactly how I felt. I explained to her, that my car just received a new engine and GOD knows what else, IM not sure why my car problems aren't important to any one they're at CrotonDodge dealership; On the other hand this situation is very important to me! But to my surprise this female had a listen ear, she apologized for my what seemed to be heartaches, and she also stated that she understands, she offered to take my number again, just to make sure the dealership had the right number. I then stated to her, if some one doesn't call me back soon, IM-going to seek action against this company. Pat then called me back at work, (this is my perdiem job) to explain to me that my car needed a radiator! I asked pat how much would this cost? And would this be covered under the long block warranty? He stated no, IM sorry it isn't. The total for the radiator would be four hundred eight dollars and forty-eight cents. I then asked Pat was this my problem also? Did I neglect to see that I needed a radiator after a new engine? Since my car is still overheating! This job took longer than I expected, I started paying taxis again and other people, for rides, IM so lost of words, I LOST MY JOB! MY NEON IS STILL OVER HEATING, I DON'T HAVE A WARRANTY ANY MORE; WHAT IM I SUPPOSED TO DO? IS ANY BODY THINKING THE WAY IM THING? DID SHE NEED A NEW ENGINE/IF SHE NOW NEEDS A RADIATOR FOR THE SAME REASON? So I paid Croton Dodge again out of pocket the total amount of \$480.48. Pat, once again passed me my keys and this time pointed me in the direction of my vehicle. Again no one showed me what was done to my vehicle and my service engine light is still on! I ask pat again why is the service engine light still on? He stated he wasn't sure, he's thinking something must be wrong with the fuse! Help IM ONLY A FEMALE WHO PURCHASED A DODGE NEON, I DON'T WORK FOR CHRYSLER FINANCIAL, "NOR" do I sell these cars! My point is when you bring your car to dealership that specializes in their cars: you expect for your vehicle to be fixed. I fell these paid men of Dodge; should know by now what is wrong with my overheating car. This is there car, its not a BMW, can some one please help me! Why sell this dodge neon if no one knows how to fix them! Why make me pay thousand of dollars on this vehicle, that your company keeps mix diagnosing Like a disease without a proper name. I need some one's help, today my car is still over heating after a new engine a new radiator, and two thermostats. My car will overheat, but it is very cold. I had to take my son to the bus stop in this cold car the month is December and it is very cold outside, then I had to pick him up in this cold car with a blanket, this isn't fair to him or me. I NEED TO KNOW IM I RESPONSIBLE FOR THIS PROBLEM? THIS CAR IS SMOKING FROM THE BACK AND THE FRONT, IM AFRAID SOMETHING TERRIBLE MIGHT HAPPEN TO ME IN THIS VEHICLE IF IT IS NOT PROPBALY FIXED. In closing let me state, that the expense of the repair of this vehicle is more than the total value of the car, its only 55510 miles on my car, and this isn't acceptable under any circumstances. PLEASE HELP ME.

PS if you have any questions feel free to call me at [REDACTED]

IM looking forward to hearing from you.

P.S. I'm sure there are some
typos I did my best Thanks
for Reading
1+1

1-15-03

I went to Chrysler in White Plains N.Y. where I purchased
the car. I had to get a key made, while waiting 2 gentlemen
the 2 men who ~~were~~ ^{were} working in the back. He stated to me
they made a big problem and you not responsible for
this matter He told me to call ~~over~~ A General Attorney
office He stated your car is worth 10 thousand and
you have paid 6 thousand for repairs. He looked again
and stated they will help you and either they will
offer all of your money back or any way they put it
your going to come out a winner. He also told me
a fan relay and a Radiator Relay is the same thing, and
it sounds like the people at Croton Dodge aren't sure
about my car to him - He thinks they're giving me the run
around He said keep fighting it because I'm not the
bad one in this case.

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DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION-
ACT (FOIA), 5 U.S.C. 552(b)(6).**