



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
400 R STREET
SACRAMENTO, CA 95814-6200
INTERNET: www.dca.ca.gov

2005 JAN 26 AM 5:26



January 10, 2005

CU Number: 23601

Seaside, CA

Dear

Thank you for contacting the Department of Consumer Affairs regarding the safety matter with your 2001 Chrysler Voyager.

First, I would like to take this opportunity to provide you with information about the Department. The Department licenses and regulates over two million Californians in more than 200 different professions, investigates complaints against licensees, and combats fraudulent, deceptive and unlawful business practices. Most importantly, the Department educates consumers to protect themselves and provides resources to assist those who have been victimized.

Although the information you provided indicates this is a business that does not require registration or licensure with any regulatory body within the Department, your issue may fall within the authority of the agency marked below. Therefore, we have forwarded your complaint to the agency indicated for possible action. If you have further questions or concerns regarding this matter, please contact them directly.

- | | |
|--|--|
| <input type="checkbox"/> California Department of Corporations
1516 K Street, Suite 200
Sacramento, California 95814
Telephone: (916)445-7205
Toll-Free: (800) ASK-CORP
Web site: www.corp.ca.gov | <input type="checkbox"/> California Department of Justice,
Office of the Attorney General
Public Inquiry Unit
P.O. Box 944255
Sacramento, California 94244-2550
Telephone: (916) 322-3360
Toll-Free: (800) 952-5225
Fax: (916) 323-5341
Web site: www.caag.state.ca.us |
| <input type="checkbox"/> California Department of Financial
Institutions
1810 13 th Street
Sacramento, California 95814-6900
Telephone: (916) 322-0622
Toll-Free: (800) 622-0620
Web site: www.dfi.ca.gov | <input type="checkbox"/> California Department of Motor Vehicles
Division of Investigations
P.O. Box 825388
Sacramento, California 94232-3890
Toll-Free: (800) 777-0133
Web site: www.dmv.ca.gov |
| <input type="checkbox"/> California Department of Insurance
300 Capitol Mall, 17 th Floor
Sacramento, California 95814
Telephone: (213) 897-8921
Toll-Free: (800) 927-4357
Web site: www.insurance.ca.gov | <input type="checkbox"/> California Department of Real Estate
2201 Broadway
Sacramento, California 95818
Telephone: (916) 227-0864
Web site: www.dre.ca.gov |

Maria
1/27/05

Urania L'Hormedieu
January 10, 2005
Page Two

- | | |
|---|---|
| <input type="checkbox"/> California Public Utilities Commission
505 Van Ness Avenue, Room 2003
San Francisco, California 94102
Telephone: (415) 703-1170
Toll-Free: (800) 649-7570
Web site: www.cpuc.ca.gov | <input type="checkbox"/> US Department of Treasury Comptroller of the Currency
Consumer Assistance Group
1301 McKinney Street, Suite 3710
Houston, Texas 77010
Toll-Free: (800) 613-6743
Web site: www.occ.treas.gov |
| <input type="checkbox"/> Federal Trade Commission
Consumer Response Center
6 th and Pennsylvania Avenue, NW
Washington, DC 20580
Toll-Free: (877) 385-4357
Web site: www.ftc.gov | <input checked="" type="checkbox"/> State of California Department of Fair Employment and Housing
1515 Clay Street, Suite 701
Oakland, CA 94612
Telephone: (510) 622-2945
Fax: (510) 622-2956
Web site: http://www.dfeh.ca.gov/ |
| <input type="checkbox"/> National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590
Telephone: (800) 424-9393
Web site: www.nhtsa.dot.gov | |

We hope this information is helpful. Thank you for sharing your concerns and allowing us the opportunity to serve you.

Best regards,

Susan J. Ray-Hendricks
Susan J. Ray-Hendricks
Correspondence Unit

Enclosure



STATE OF CALIFORNIA - STATE AND CONSUMER SERVICES AGENCY

ARNOLD SCHWARZENEGGER GOVERNOR



DEPARTMENT OF CONSUMER AFFAIRS
P.O. Box 942607, SACRAMENTO, CA
94268-0607
1-800-952-5210



COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

PERSON FILED COMPLAINT (COMPLAINANT):			COMPLAINT FILED AGAINST RESPONDENT:		
City: Seaside Ca			Chrysler Corp.		
State: CA			P.O. Box 21-8004		
ZIP CODE: 94133			City: Auburn Hills MI		
PHONE NUMBER: 48321-8004			ZIP CODE: 48321-8004		
AREA CODE: 500-992-1997			RESPONDENT TYPE: Several		

PLEASE SPECIFY TYPE OF COMPLAINT:

- | | | | |
|---|---|------------------------------------|---|
| <input checked="" type="checkbox"/> Automotive Repair | <input type="checkbox"/> Private Security Company | <input type="checkbox"/> Cemetery | <input type="checkbox"/> Home Furnishings or Thermal Insulation |
| <input type="checkbox"/> Private Investigator | <input type="checkbox"/> Security Guard/Fleets | <input type="checkbox"/> Funeral | <input type="checkbox"/> Burglar Alarm Company |
| <input type="checkbox"/> Repossession Agency | <input type="checkbox"/> Hearing Aid Dispenser | <input type="checkbox"/> Crematory | <input type="checkbox"/> Firearm/Baton Training Facility/Instructor |
| <input type="checkbox"/> Swap Check | <input type="checkbox"/> Locksmith | | |

IF THE BUSINESS CATEGORY IS NOT LISTED ABOVE, PLEASE CALL THE CONSUMER INFORMATION CENTER, 800-952-5210, FOR ASSISTANCE.

PRODUCT/MODEL/YEAR OF VEHICLE/ITEM OF CONCERN:

2001 Chrysler Voyager - Defective Fuel Tank Sender

BRIEFLY DESCRIBE YOUR COMPLAINT (BE SPECIFIC-WHO, WHAT, WHEN, WHERE, HOW): (Use additional paper if needed)

Attached please find a letter to the Chrysler Corp. & a list of dates that we had the same issue on the fuel tank sender unit, and the problems we have had.

WHAT DO YOU WANT THE PERSON OR COMPANY TO DO TO SATISFY YOUR COMPLAINT?

I want this part to be recalled & I want a new van or some sort of assurance that this won't happen again.

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM COPIES OF ANY PAPERS INVOLVED (CONTRACTS, BILLS RECEIVED, CORRESPONDENCE, INVOICES, ESTIMATES, ETC.). PAPERWORK RECEIVED WILL NOT BE COPIED AND/OR RETURNED.

I HEREBY CERTIFY UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT TO THE BEST OF MY KNOWLEDGE ALL OF THE ABOVE STATEMENTS ARE CORRECT.

SIGNATURE
DATE


11-15-04

JURISDICTION: The Program mediates complaints and has jurisdiction over:

November 22, 2004

To Whom It May Concern;

I am writing this letter in hopes that someone will be able to help us resolve an issue that we have with our 2001 Chrysler Voyager. We purchased the van new so we would have no worries as far as the van was concerned, but to our dismay we have had nothing but issues with the van since we bought it. A couple weeks after we bought it we were broke down on the side of the road with a defective fuel sender unit on the van. It was put in the shop on 8/13/02, 9/25/02, 10/17/02, 1/27/03 and 11/1/04 for the same problem and up to this point have not gotten a proper response as to why this problem cannot be fixed. I have contacted Chrysler several times about this issue and they pretty much feel that this is my problem not theirs. Which I don't agree with, I feel that this is an issue that should be looked at a little more carefully. I feel that this part may even be a recall issue, and at this point they are trying to tell me that if the part needs to be replaced again we have to pay \$100.00 dollars every time we have this problem. I feel that this issue has happened so many times that it is impossible for anyone to say that this is my problem. I have been fighting this issue for two years on my own with no help from Chrysler so I am forced to try and get help from another source. Any help that you may be able to provide me with would be very helpful. I have also enclosed all paper work that shows the dates that the van broke down and was in the shop since the day we bought it. If there is anything else you need to assist you with this matter please let me know.

Thank You; 

Seaside Ca,

November 3, 2004

To Whom It May Concern;

I am writing this letter because I am having an issue with the Chrysler Voyager we purchased. We bought the van new so we would not have to worry about any problems. A month after we bought the van it broke down on the side of the road with a defective fuel tank sender unit. It was in the shop for the same problem four times within the first six months of us having the vehicle. Once again we are having the same issue with the fuel tank sender unit. I feel that this is an issue Chrysler should look at and maybe think about recalling this part since it has broken so many times. I don't feel that we should have to pay \$100.00 to fix this part every time it breaks. This has been a problem since we bought the van and I feel that they should fix it so it wont happen again or replace my van. I did not buy a new car to be concerned with these issues every time I turn around. I also don't want anyone else at Chrysler telling me to keep track of my mileage every time I put gas in my car, that to me is not a proper response to my problem. I just want someone to help me take care of this issue in the correct manner so it does not occur again. Thank you very much for your time and any assistance you can provide for me in this matter would be greatly appreciated. You will also find enclosed a letter that I have sent to the CEO of the Chrysler Company.

Thank You



Urania L'Hommedieu

Urania L'Hommedieu
PO BOX 978
Seaside Ca, 93955
831-917-4558

3

October 17, 2002

To Whom It May Concern;

I am writing this letter because there is a serious issue with our 2001 Chrysler Voyager. We purchased a new vehicle so we would not have to worry about our car. Since we purchased the van there has been a problem with the fuel tank sender unit and I am not receiving the sort of help I thought I would from your company. I feel as though this should be some sort of recall part due to the fact that we are having so many issues with it. I don't feel that we should have to worry about how much gas is in our car when it is brand new. I also know that this part is on National back order, which leads me to believe that there are other Chrysler vehicles out there with the same issue. When I call your office all I get are people who are rude and telling me to keep track of my miles when I put gas in the car. That is not the sort of help that I am looking for. I hope that someone will be able to get back to me and help me resolve this issue.

Thank You



Urania L'Hommedieu

Urania L'Hommedieu
1172 B Trinity Ave
Seaside Ca 93955
831-583-9348

702/2004 KIM
100112

HISTORY LISTING

0551
PAGE 2

F TYPE : C TECHNICIAN NO(S). 6309
PLAINT : LOWER
SECTION : RENTAL CAR

INO. : 103690 R.O DATE : 08/13/2002 R.O TYPE : 8
MILEAGE : 3510 ADVISOR NO. : 9179

NUMBER : 1 OPERATION 02CHZ OP. DESC. DRIVEABILITY/MS PERF
F TYPE : # TECHNICIAN NO(S). 6309
PLAINT : CUST STATES CAR MAKE AND NOISES LIKE CHAINS AND DIND—NO
RESTART, OK AND ADVISE
SE : NO FUEL IN TANK—FUEL GAUGE READS TANK HAS 1/8 TANK
FUEL TANK SENDER DEFECTIVE
RECTION : ADDED 5 GAL GAS AND VEHICLE STARTED. REPLACED FUEL TANK
SENDER UNIT.

WANTY	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	103690	14500163	103690	14500162

NUMBER : 2 OPERATION 25CHZ-LOWER OP. DESC. LOWER
F TYPE : C TECHNICIAN NO(S). 6309
CLAIM : 86 BUICK CENTURY

EVENTS : CAR TOWED IN

02/2004 KTR
02112

HISTORY LISTING

0000
PAGE 1OWNER NAME : LYNALIA L THOMPSON
SERIAL NO. : 1046250818191338NO. : 106904 R.O DATE : 01/27/2003 R.O TYPE : S
MILEAGE : 11743 ADVISOR NO. : 9179

NUMBER : 2 OPERATION 11CHZ OP. DESC. ELECTRICAL
 E TYPE : I TECHNICIAN NO(S). 6309
 PLAIN : FUEL SYSTEMS FUEL GAUGE WAS ON 1/8 OF A TANK THEN ALL OF A
 SUDDEN JUMPED UP 1/4 TANK MORE—SENDER HAS BEEN REPLACED 3
 TIMES AND EACH TIME IT HAD SOME SYMPTOM PRIOR TO REPLACE
 MENT OF SENDER
 RECTION : WAS N/C TO SCAN CONTROLLER AND RUN GAUGE TEST. IT PASSED
 FINE. CHECKED ALL CALIBRATION—OK. CHECKED CONNECTIONS—OK.

NO. : 105070 R.O DATE : 10/17/2002 R.O TYPE : S
MILEAGE : 5652 ADVISOR NO. : 8366

NUMBER : 1 OPERATION 01CHZ-1 OP. DESC. MISC. MAINTENANCE
 E TYPE : W TECHNICIAN NO(S). 6066
 PLAIN : CUSTOMER REPORTS FUEL GAUGE READING INACCURATE
 RECTION : REMOVED FUEL TANK & REPLACED FUEL SENDING UNIT & REINSTALLED
 FUEL TANK ALL OK AT THIS TIME.

RANK	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	105070	14900165	105070	14900102

NUMBER : 2 OPERATION 01CHZ-1 OF OP. DESC. LUBE OIL & FILTER
 E TYPE : C TECHNICIAN NO(S). 6066
 PLAIN : PERFORM LUBE OIL AND FILTER CHANGE
 PERFORM VISUAL SAFETY INSPECTION.
 RECTION : PERFORMED LUBE OIL AND FILTER CHANGE AND 20PT
 INSPECTION

NO. : 104632 R.O DATE : 09/25/2002 R.O TYPE : S
MILEAGE : 5284 ADVISOR NO. : 8366

NUMBER : 1 OPERATION 11CHZ OP. DESC. ELECTRICAL
 E TYPE : W TECHNICIAN NO(S). 6309
 PLAIN : CUSTOMER REPORTS FUEL GAUGE INACCURATE, OK AND ADVISE
 RE : FAULTY TRACED TO FAULTY FUEL SENDER
 RECTION : SPECIAL ORDERED FUEL SENDER NATIONAL BACK ORDER OF 888,
 CUSTOMER REQUEST RENTAL CAR, COVERED BY EXTENDED WARRANTY,
 CASE #10484996

RANK	CLAIM NO.	OPERATION NO.	CLAIM NO.	OPERATION NO.
	104632	14900102	104632	95400041

NUMBER : 2 OPERATION 01CHZ OP. DESC. GENERAL MAINTENANCE

**THE ATTACHMENTS TO THIS
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).**