



State of Wisconsin
Jim Doyle, Governor

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

April 15, 2005

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2005 MAY 10 AM 3:25

DAIMLER-CHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

RE: File 450705 (Refer to this number when contacting our agency)

CLINTON WI

Dear Sir/Madam:

I received a complaint from Andrea S. Daniels concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Andrea S. Daniels and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

NAR
AAR
5/11/05

March 29, 2005

Department of Consumer Protection
2811 Agriculture Drive
P.O. Box 8911
Madison, WI 53708-8911

WDATCP

APR - 1 2005

Re: Daimler-Chrysler Cooperation

Division of Trade &
Consumer Protection

Dear Sir or Madam:

I would like to bring to your attention a consumer affair issue that is having a large financial burden on the citizens of your state and others. It concerns the Dodge Ram Pickup equipped with Cummins Diesel Engine of which I own a 2000 model with not even 74,000 miles.

I have been informed by Bryden Motors in Beloit, Wisconsin a Five Star Dodge dealer that the engine needs to be replaced because it has spun a lower end connecting rod bearing. The approximate cost of replacing this engine is \$14,000.00. I was also informed by this dealer that Chrysler says the vehicle is out of warranty and Chrysler will not cover it.

Upon reading the warranty information book (copies of pages enclosed) that is provided with the truck it states that the Cummins Diesel Engine Limited Warranty is an extended warranty that begins at the end of the 3/36 Basic Warranty period and runs for 5/100,000. This lead me to believe that once the 3/36 Basic Warranty was up then the Cummins Diesel Engine Limited warranty began, creating a total of 8 years warranty for the engine.

When I spoke to Daimler-Chrysler Customer Service Center they claimed that the warranties run concurrently not consecutively. However, the warranty book states that the Cummins Diesel Engine Warranty begins *after* the three year warranty. Chrysler does not claim the Cummins Diesel warranty is effective during the first three years, so this is not a concurrent warranty. I feel that this warranty provision is either mistakenly misleading or intentionally deceptive. I need your help to ensure Chrysler meets its obligations to me and does not do this to anyone else.

In addition, Chrysler did not provide me with any notification that the warranty was expiring.

I have tried to speak with Chrysler to remedy this problem but have not gotten a response from anyone with expertise in their warranty coverage. I have written to

Chrysler demanding an explanation of the denial of coverage, and received no response. The manufacturer is very arrogant and uncaring for their customers. Their attitude seems to be they have the money, next customer please. I know "let the buyer beware," but it is assumed that when a manufacturer sells a product, the product is designed safely and should last on the average of what similar products last. I have done some research on-line and found horror stories of other customers not being satisfied with the product in general. Further, a company should not be able to use a misleading warranty booklet to sell cars while denying coverage.

I am sending this letter to you to see if an inquiry by you would get Dodge and Chrysler to fix their mistakes, and to prevent them from misleading any future customers.

Thank you for your time and consideration.

Sincerely,

Clinton, WI

Enclosure

cc: DaimlerChrysler Cooperation
Bryden Motors



The New Dodge

2000 Ram Pickup

Warranty Information

2.6 Cummins Diesel Engine Limited Warranty

A. When It Begins

If your truck is equipped with a Cummins Diesel Engine, the Cummins Diesel Engine Limited Warranty begins at the end of the 3/36 Basic Warranty period, and covers the cost of repairing those parts of your truck engine listed that are defective in materials, workmanship, or factory preparation.

B. Parts Covered for 5 Years or 100,000 Miles

In trucks equipped with a Cummins Diesel Engine, **ONLY** the following engine parts and components are covered for 5 years or 100,000 miles, whichever occurs first:

- cylinder block and all internal parts
- cylinder head assemblies
- core plugs
- fuel injection pump & injectors
- gaskets and seals for listed components
- intake and exhaust manifold
- oil pan
- oil pump
- timing gear drive belts and/or chains and cover
- turbocharger housing and internal parts
- valve covers
- water pump and housing