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STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

212-416-8294

May 11, 2005

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

[REDACTED]

Howard Beach, NY [REDACTED]

Our File Number: 2005-486210
Company: East Hills Chrysler Jeep

Dear [REDACTED]:

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/cl

Philip Gamma
Bureau of Consumer Frauds
And Protection

✓ cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Amman
6/1/05*

2005 MAY 25 AM 7:57



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0332
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-RECEIVED BY (800) 788-9698
CONSUMER FRAUDS BUREAU

MAY 10 2005

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO THE ATTORNEY GENERAL'S OFFICE NEW YORK CITY OFFICE
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
Y [REDACTED]		HOME TELEPHONE NUMBER [REDACTED]
STREET [REDACTED]		BUSINESS TELEPHONE NUMBER [REDACTED]
CITY/TOWN New York	COUNTY Queens	STATE NY
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES EAST Hills Chrysler Jeep		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS 2300 Northern Blvd		STREET ADDRESS
CITY/TOWN Green Vale	STATE N.Y.	ZIP 11548
TELEPHONE NUMBER 516 621-9191		TELEPHONE NUMBER
DATE OF TRANSACTION 5/29/03	COST OF PRODUCT OR SERVICE \$32733.41	HOW PAID (Check those which apply) ☐ Cash ☐ Check ☐ Credit Card ☐ Other
DID YOU SIGN A CONTRACT? ☒ Yes ☐ No	WHERE DID YOU SIGN THE CONTRACT? EAST Hills chrys 2300 NORTHERN BLVD Green Vale NY 11548	DATE SIGNED 5-29-03
WAS PRODUCT OR SERVICE ADVERTISED? ☐ Yes ☐ No	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details) 2004 CHRYSLER 300M		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL ☐ By Mail ☒ By Telephone ☐ In Person	PERSON CONTACTED Mr Whiffen	JOB TITLE Sales mGR
NATURE OF RESPONSE OFFERED to take my car back in Trade	DATE OF RESPONSE 5/5/05 TEL-	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address) ☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary) ☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT DAIMLER CHRYSLER mTrs COLLC	PRODUCT MODEL OR SERIAL NUMBER 2C3HE66G34H	
ADDRESS CUSTOMER CTR P.O. BOX 21-8004 AUBURN HILLS MICH 48321-8004	WARRANTY EXPIRATION DATE	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company) ☒ Yes ☐ No CHASE AUTO FIN. P.O. BOX 15700 WILMINGTON, DE 19886-5700		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

I purchased the 2005 Chrysler 300M on May 29 '03. I received a recall to replace Hood latch. 12-4-03
1) Subsequently the ENGINE light appeared on Dash, I brought it in for service 4-1-04. The light was removed, I was told because of faulty Gas Cap. I drove Home. The light reappeared and I brought it back to Chrysler 3-24-05. This time it was the EVAP Pump. It was replaced + I drove home. The ENG light reappeared I returned 3-31-05, waited 1 1/2 Hrs and told to come back because a certain mechanic wasn't available. I returned 4-07-05, I'm told the EVAP Pump is Defect again + has to be ordered. I returned 4-28-05, The EVAP Pump is replaced

Please Note that EACH TRIP (ROUND) is 40 miles

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Money Back

WHO REFERRED YOU TO THIS OFFICE?

I Read my booklet on Lemon Law

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature

Date:

5/5/05

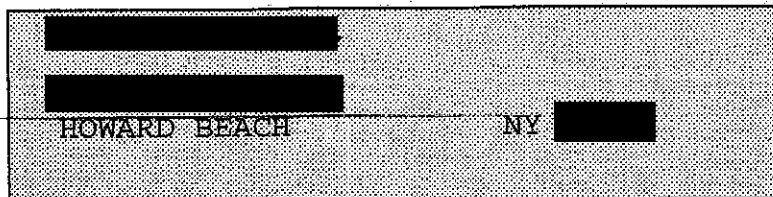
HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to:

Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332

EAST HILLS CHRYSLER JEEP DODGE
2300 NORTHERN BLVD
GREENVALE, NY 11548
(516) 621-9191
www.easthillschryslerjeep.com

STAMP HERE



PARTS SPECIAL ORDER NOTICE : 1248

.....FOLD HERE.....FOLD HERE.....

CUSTOMER HOME PH#: [REDACTED]

CUSTOMER WORK PH#: ()

DATE	SOR NO.	CUST NO.	ORDER#	SOLD BY	PAYTYP	INV. NO.	VEH. ID
4/ 8/2005	001248	3235182	DD0407	8		50874	4H [REDACTED]

QTY	PART NUMBER	DESCRIPTION	DATE ORDERED	DATE RECEIVED
1	4891386AD	CANISTER VAPOR	04/07/2005	04/08/2005

S O R

*** It was necessary for us to Special Order the above items for you ***

Thank You

Any warranties on the products sold hereby are those made by the manufacturer. The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of said products.

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).