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Department of Motor Vehicles
Dealers and Repairs Division
60 State Street
Wethersfield, CT 06161-2010

2005 SEP -9 AM 5:19

August 12, 2005

To whom it may concern:

I had a problem with the transmission on my 2001 Dodge Durango. I first took it to New England Transmission on August 9, 2004. They put it on the computer and scan for a code. The code came up showing that the governor switch and solenoid were bad, they both were replaced. I had taken it to Capitol Garage that same day but they couldn't get to it for a few days and it needed to be done ASAP.

On June 8, 2005 I started having the same problem with transmission so I took it to Capitol Garage they replaced the same parts again. On July 11, 2005 I started having the same problem again so I took it back to Capitol Garage at that time they replaced the valve body harness, valve clip, and solenoid in the transmission.

On August 1, 2005 I had the same shifting problem. I took it back to Capitol Garage again, I asked the service manager why I was having the same problem with the transmission over and over again. The service manager stated he didn't know! But the only way to solve the problem was to have the transmission rebuilt and that it wouldn't be any warranty and the only way I could get a warranty on the transmission was to order a rebuilt one from Chrysler. I told him either way something needed to be done.

On August 3, 2005 I left my Dodge Durango at Capitol Garage to be fixed. When I got home I called the Chrysler Factory in Michigan to see if they could help me with the transmission problems I was having with my Durango. The Chrysler Factory told me they didn't have enough complaints on that model to do any recall.

I called the owner of Capitol Garage to see if he could call the Chrysler Factory to try and help me out. The next day I received a call from the service representative at Capitol Garage stating that the owner would take \$200.00 off the amount of the repairs. At this point I was stressed and told him to go ahead and do what ever needed to be done to correct all the transmission problems and to make my Durango run right again.

In the past three months I have spent \$5114.25, I feel that I have spent a lot of money on trying to fix a transmission problem that Capitol Garage could not fix and something needs to be done to make things right.

Sincerely



NAR
GAF
9/15/05

**COMPLAINT AGAINST MOTOR VEHICLE
SALES OR SERVICE BUSINESS FIRM**
K-35 REV. 9-2001

STATE OF CONNECTICUT
DEPARTMENT OF MOTOR VEHICLES
DEALERS AND REPAIRERS DIVISION
On The Web At <http://dmvct.org>

CASE NUMBER

DMV OFFICE
USE ONLY

DEALER LICENSE NUMBER

DEALER LOCATION NUMBER

COMPLETE BELOW AND SEND THE SECOND COPY TO THE REPAIR SHOP OR DEALERSHIP WHICH IS THE OBJECT OF YOUR COMPLAINT.
SEND THE TOP COPY, PLUS COPIES OF ALL PAPERS RELATED TO YOUR COMPLAINT, TO THE DMV AT ADDRESS BELOW.

TO: Department of Motor Vehicles, Dealers and Repairers Division, 80 State Street, Wethersfield, CT 06181-2010.

REPAIR SHOP OR DEALERSHIP INFORMATION	BUSINESS NAME (As Shown on Invoice)		PERIOD VEHICLE IN CUSTODY OF BUSINESS	
	BUSINESS ADDRESS (Number and Street)		BUSINESS PHONE NUMBER	
	(City or Town) (State) (Zip Code)		PERSON DEALT WITH	
COMPLAINANT INFORMATION	YOUR ADDRESS (Number and Street) (City or Town) (State) (Zip Code)			DATE OF SERVICE/SALE
				PHONE NUMBER WHERE YOU CAN BE REACHED
VEHICLE INFORMATION	NAME	MODEL	YEAR	MAKER PLATE NUMBER
	VEHICLE IDENTIFICATION NUMBER	CURRENT ODOMETER READING	ODOMETER READING AT TIME OF REPAIR OR SALE	
IF REPAIR, WAS A WRITTEN OR ORAL ESTIMATE GIVEN TO YOU PRIOR TO THE WORK BEING DONE?		HAS THE DEALER OR REPAIRER BEEN NOTIFIED OF THE COMPLAINT?		THE DEALER/REPAIRER SHOULD BE GIVEN THE OPPORTUNITY TO RESOLVE ANY COMPLAINT YOU MAY HAVE WITH THEM PRIOR TO ANY ACTION BY THE STATE.
☐ YES ☒ NO		☐ YES ☒ NO		
IF REPAIR, WERE ANY REPLACED PART(S) RETURNED TO YOU?		WERE ANY REPLACED PARTS REQUESTED BY YOU?		IF YES, WHEN WERE REPLACED PART(S) REQUESTED?
☐ YES ☒ NO		☐ YES ☒ NO		☐ BEFORE REPAIR ☐ WHEN VEHICLE WAS RETURNED ☐ AFTER VEHICLE WAS RETURNED

PLEASE READ BACK OF FORM BEFORE COMPLETING BELOW

SECTION A - GENERAL REPAIRS

CHECK APPROPRIATE BOX(ES) FOR COMPLAINTS REGARDING CUSTOMER PAID REPAIRS

- | | |
|---|--|
| ☐ A1 Repair did not correct the problem vehicle brought in for | ☐ A8 Repair bill exceeded the estimate provided as to the cost of repairs |
| ☒ A2 Repair caused additional problems with vehicle | ☐ A9 Repairer never completed repairs (vehicle is still in the shop) |
| ☐ A3 Repairer refuses to cover a previous repair under warranty | ☐ A10 Repairer charged for repairs that were never done |
| ☒ A4 Additional trips to the repairer are required for the same problem | ☐ A11 Emissions related complaint |
| ☐ A5 Repairer overcharged for repairs | ☐ A12 Unlicensed sales or repair activity |
| ☐ A6 Repairer did not provide an estimate prior to performing repair | ☐ A13 Overcharge for towing & storage |
| ☐ A7 Repairer did not obtain authorization to perform repairs to vehicle | ☐ A14 OTHER: |

SECTION B - VEHICLE SALES

CHECK APPROPRIATE BOX(ES) FOR COMPLAINTS REGARDING VEHICLE PURCHASES

- | | |
|--|--|
| ☐ B1 Dealer misrepresented sale in a written contract | ☐ B6 Reported trips to the dealer are required for same warranty repair |
| ☐ B2 Dealer failed to provide Sales Invoice and/or a Purchase Order | ☐ B7 Permanent registration was never received |
| ☐ B3 Dealer did not specify the terms of warranty | ☐ B8 Dealer refuses to refund the deposit made on a vehicle purchase |
| ☐ B4 Warranty provided does not meet the state required standards | ☐ B9 Odometer complaint |
| ☐ B5 Dealer refused to repair vehicle under warranty | ☐ B10 OTHER: |



DID YOU REMEMBER TO:

- Attach a clear explanation of your problem
- Include readable copies of ALL sale or repair documents
- Include copies of ALL letters to and from the Dealer/Repairer
- Send the yellow copy of this form to the Dealer/Repairer

I am filing a complaint against the business named above. I am requesting that the Department of Motor Vehicles assist me in resolving my problem to the extent provided by law. I have sent the second copy to the Dealer/Repairer.

SIGNATURE OF COMPLAINANT

DATE SIGNED

ANY ALLEGATION MADE MUST BE ACCOMPANIED BY DOCUMENTATION, WHICH MAY BE IN THE FORM OF SALES PURCHASE ORDERS, INVOICES, FEDERAL ODOMETER STATEMENTS, REPAIR ORDERS, ESTIMATES, AUTHORIZATIONS, STATEMENTS FROM REPAIR SHOPS/DEALERSHIPS, ETC.

DISTRIBUTION: White Copy - CT DMV Yellow Copy - Dealer or Repairer

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).