



NEW MOTOR VEHICLE BOARD

1507 21ST Street, Suite 330, Sacramento, California 95814

(916) 445-1888 (916) 323-1631 Fax nmvb@pacbell.net

Arnold Schwarzenegger, Governor
State of California

^{205 NOV 9 AM 9:21}
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Business, Transportation & Housing Agency

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October 21, 2005

10143217

National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20590

Enclosed please find a copy of the complaint we received from [REDACTED]
concerning his 2003 Dodge Intrepid.

We are referring the complaint to you since the facts appear to raise a matter within
your jurisdiction. We are continuing our efforts on behalf of the complainant and have
suggested that the complainant contact you for additional assistance.

Sincerely,


Katee James
Mediation Services Representative

K:jg

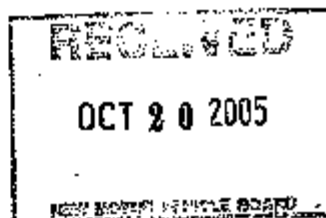
Enclosure

cc: [REDACTED]

Margaret
11/15/05



NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program
1507 - 21st Street, Suite 330
Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax
E-Mail: nmvb@pacbell.net
Website: nmvb.ca.gov



MEDIATION REQUEST FORM

CASE NO. C-0139-2006

COMPLAINANT NAME

FIRST [REDACTED] MI [REDACTED] LAST [REDACTED]
ADDRESS [REDACTED] CITY San Diego STATE CALIFORNIA ZIP CODE [REDACTED]
TELEPHONE # (Home) [REDACTED] TELEPHONE # (Office) [REDACTED] E-Mail [REDACTED]

Please fill out all sections completely. If address is unknown, leave blank.

Selling Dealer	Servicing Dealer	Manufacturer/Distributor
NAME <u>JACK POWELL</u> <u>Chrysler - Dodge</u>	NAME <u>Hine Auto + Truck Center</u>	NAME <u>DaimlerChrysler</u> <u>Motor Company LLC</u>
ADDRESS <u>1625 Auto Parkway South</u> <u>Escondido, CA 92029-2003</u>	ADDRESS <u>1545 Camino Del Rio South</u> <u>San Diego</u>	ADDRESS <u>PO Box 21-8004</u> <u>Auburn Hills</u>
TELEPHONE # <u>(660) 745-2886</u>	TELEPHONE # <u>(619) 291-3244</u>	TELEPHONE # <u>(800) 992-1997</u>

VEHICLE (Make) <u>Dodge</u>	(Model) <u>Intrepid</u>	(Year) <u>2003</u>
DATE OF PURCHASE / LEASE <u>April 26, 2003</u>	VEHICLE LICENSE NO. <u>[REDACTED]</u>	CURRENT MILEAGE <u>36366</u>
☒ Purchase ☐ Lease	MILEAGE AT PURCHASE / LEASE <u>126</u>	VEHICLE ID. NO. <u>2B3HD5 [REDACTED]</u>
☒ New ☐ Used	TYPE OF WARRANTY ON VEHICLE ☒ Manufacturer's ☒ Extended Warranty ☐ No Warranty	

Have you given written notice of defects to manufacturer? ☐ Yes ☐ No
Has manufacturer (or designated agent) attempted repairs? ☐ Yes ☐ No
If yes, list repair dates: _____

COMPLAINT

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor. Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature [REDACTED] Date Sept 26, 2005

BASIS OF COMPLAINT**Mechanical Defects:**

- | | |
|---|---|
| ☒ Frame and Body | ☐ Suspension system |
| ☐ Engine | ☐ Tires |
| ☐ Transmission & drive shaft | ☐ Wheels |
| ☒ Brake system | ☐ Exhaust system |
| ☐ Steering | ☐ Inoperable accessories |
| ☐ Fuel system | ☐ Cooling system |
| ☒ <u>Radio</u> | ☐ Electrical system |
| ☐ Other | |

Sales:

- | |
|--|
| ☐ Contract |
| ☐ Financing |
| ☐ Fraud |
| ☐ Advertising |
| ☐ Damage by dealer during servicing |
| ☐ Extended service contract |

COMPLAINT-Explain the details of this complaint.

Please see attached letter

[REDACTED]
San Diego
California, [REDACTED]

New Motor Vehicle Board
Consumer Mediation Services Program
1507 - 21st Street
Sacramento
California, 95814

October 17, 2005

Dear sir or madam:

I am writing the Consumer Mediation Services Program to request intervention concerning the 2003 Dodge Intrepid my wife and I purchased on April 26, 2003. We have had considerable problems with both this car and the dealership since the car was purchased.

When we first purchased the 2003 Dodge Intrepid, we were told that the vehicle was new, and had not been used as either a "loaner" or "demo" vehicle. We doubted the veracity of this statement (as shown on the copy of the Retail Installment Sales Contract) because the vehicle had one hundred twenty-six (126) miles on the odometer.

Within the first week, we brought the vehicle back to Jack Powell Chrysler Dodge because both the windshield and side mirrors were pitted. Also, there was a dent in the upper side trim on both front doors. It took three weeks to replace the windshield and mirrors, along with numerous trips back and forth to the dealership prior to the windshield and mirrors being repaired. It also took another week to have the rusty area of the trunk painted (all this on a "new" car). The dents in both front doors never have been repaired.

At this time we were disgusted with both the dealership and our involvement in the whole purchase process. Unfortunately though, things began to get worse. The brakes seemed to not operate quite right and the radio was far worse than any other car we have ever purchased. We went back to Jack Powell and were told that there was nothing wrong with either the brakes or the radio. Finally we decided that driving thirty-three (33) miles each way to an unsupportive dealership was ludicrous. We chose a different repair facility, John Line, which also was a Dodge dealership (we wanted to make sure we kept with authorized repair facilities).

Since that time we have had two brake replacements, including turning the rotors once and replacing them once, and a total of four new radios. The current "new" radio still will not play a compact disk. We do believe that brakes should last more than 14,000 miles though. We also own a 1997 Toyota Avalon, and a 2004 Ford Focus. Neither of these vehicles has ever experienced any of the trouble we continue to have with the Dodge Intrepid.

We would like Jack Powell to take back the 2003 Dodge Intrepid and return our 1999 Ford Econoline I used for trade-in. We realize this is impossible, but as we have already paid over \$16,250.00 on this vehicle we would appreciate at least half of this amount returned to us, as we never care to do business with Jack Powell Chrysler Dodge again.

Yours truly,
[REDACTED]

**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).**