



CALIFORNIA DEPARTMENT OF CONSUMER AFFAIRS
1625 N. MARKET BLVD. SUITE N112
SACRAMENTO, CA 95834-1924
INTERNET: www.dca.ca.gov



April 19, 2006

CU Number. [REDACTED]

[REDACTED]
Hemet, CA [REDACTED]

Dear [REDACTED]

Thank you for contacting the Department of Consumer Affairs (Department) regarding Chrysler.

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 agencies indicated for possible action. If you have further questions or concerns regarding this matter, please contact them directly.

☐ **California Department of Corporations**
1515 K Street, Suite 200
Sacramento, California 95814
Telephone: (916) 445-7205
Toll-Free: (866) ASK-CORP
Web site: www.corp.ca.gov

☐ **California Department of Financial Institutions**
1810 13th Street
Sacramento, California 95814-8900
Telephone: (916) 322-0622
Toll-Free: (800) 622-0620
Web site: www.dfi.ca.gov

☐ **California Department of Insurance**
300 Capitol Mall, 17th Floor
Sacramento, California 95814
Telephone: (213) 897-8821
Toll-Free: (800) 927-4357
Web site: www.insurance.ca.gov

☐ **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.csaq.state.ca.us

☐ **PayPal, Inc.**
2211 North First Street
San Jose, CA 95131

☐ **Internet Crime Complaint Center**
You may file a complaint with the Internet Crime Complaint Center. The Internet Crime Complaint Center (IC3) is a partnership between the Federal Bureau of Investigation (FBI) and the National White Collar Crime Center (NW3C).

Web site: <http://www.ic3.gov/complaint/>*Amamari
5/4/06*

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Federal Trade Commission
Consumer Response Center
6th and Pennsylvania Avenue, NW
Washington, DC 20580
Toll-Free: (877) 385-4357
Web site: www.ftc.gov

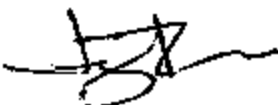


United States Government
National Highway Traffic Safety
Administration
400 Seventh Street, SW
Washington, DC 20590
Toll Free: (800) 424-9393
www.nhtsa.dot.gov

The Department of Consumer Affairs (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 so they are capable of making informed decisions in a complex and changing marketplace.

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

Sincerely,



Jenny Turner
Correspondence Unit

Enclosures

cc: **Attorney General**



DEPARTMENT OF CONSUMER AFFAIRS
P.O. Box 942507, SACRAMENTO, CA
94258-0507
1-800-952-5210

UT 500115
- product defect
- ABS system



COMPLAINT FORM

PLEASE USE SEPARATE FORM FOR EACH COMPLAINT

PERSON FILING COMPLAINT (COMPLAINANT):

COMPLAINT FILED AGAINST (RESPONDENT):

LICENSE REG. NO. IF KNOWN

ADDRESS (NUMBER) (STREET)

ADDRESS (NUMBER) (STREET)

(CITY) (STATE) (ZIP CODE)

(CITY) (STATE) (ZIP CODE)

PHONE WHERE YOU CAN BE REACHED: Day & Night

PHONE NUMBER

(AREA CODE)

(AREA CODE)

HOME PHONE

PERSON DEALY WRITE

(AREA CODE)

PLEASE SPECIFY TYPE OF COMPLAINT:

- | | | |
|---|---|---|
| ☒ Automotive Repair | ☐ Cemetery | ☐ Home Furnishings or Thermal Insulation |
| ☐ Private Investigator | ☐ Funeral | ☐ Burglar Alarm Company |
| ☐ Repossession Agency | ☐ Security Guard/Firearm | ☐ Firearm/Baton Training Facility/Instructor |
| ☐ Smog Check | ☐ Hearing Aid Dispenser | ☐ 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:

DATE OF REPAIR/SERVICE:

CHRYSLER NEW YORKER 1990 VIN# 1C3XY66RXL0

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

SEE DESCRIPTION and SEQUENCE of HAPPENINGS
(ATTACHED)

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

SEE COMPLAINT (ATTACHED)

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
(BY Rev. 01/04)

DATE

03/21/06

Description and Sequence of Happenings
(From October 29, 1996)

The 1990 Chrysler New Yorker was purchased from Lilly Fairbanks approximately October 12, 2003. With windows and air conditioning inoperative. Drove the car to Perris Valley Auto Center where a relay was replaced. (Invoice #CHC45331). They noted air bag and ABS light comes on and appeared to need ABS pump assembly. I asked if the brakes would function with the ABS light on. The answer was yes.

While at DMV registering the car, the A/C and windows became inoperative. Drove again to Perris Auto Center. Engine over heated during the drive. Replacement of the blower motor seemed to solve the problem. In talking with a friend who was interested in researching the internet for vehicle recall information, he related that the 1990 Chrysler had an electrical recall and he thought it was related to the key. His search came up with NHTSA Campaign #91V00400 water leaking under windshield in area above heater blower motor resistor block. He also came up with NHTSA campaign 96V099000: The ABS Hydraulic control unit experiencing excessive brake deterioration. There was a possibility that the electrical problem related to the leak in the couling but did not relate to the ABS light being on.

On October 5, 2003 my wife lost complete breaking, went up over an island curbing and almost hit a parked car. She stopped by putting the transmission in park. On October 6, 2003 the car was towed to Hemet Chrysler Center as Sears would neither work on the car or release because of possible liability.

On October 6, 2003 mileage 125455 (invoice #R095730) Chrysler was towed to Hemet Chrysler, tested and replaced ABS accumulator (CHCS95730) This is the same ABS accumulator that was replaced on October 31, 1996, warning light still on. Also during circuit testing intermittent fault found in circuit of right rear wheel sensor. Did not investigate.

On November 28, 2003 Power window and A/C inoperative and warning light still on. Tech tested restraint system and advised air bag warning light is on. Power window and A/C circuits tested and found 50 AMP fuse blown. Replaced fuse. I did not check operation of A/C and windows upon leaving Hemet Chrysler but checked as soon as arrived home. A/C and windows inoperative.

On December 1, 2003. Returned car to Hemet Chrysler (CHCS97358, 125514 miles) Went to pick up car December 3, 2003. The tech drove the car to front where I tried A/C and power windows still not operative. Put car back in shop. Explanation Intermittent short!!! An intermittent short blowing 2-50 amp fuses??? At this point went to Bobby Calloway (manager and owner) to see if he would help resolve the problem. He called in Dan Akerman (advisor #81) and he related the problem would be fixed. Picked up car on December 5, 2003 checked A/C and windows now operative. Gave the car to my

daughter in La Quinta California, within the next couple of days prior to December 10, 2004. Complete brake failure again December 20, 2004. Car taken to Dodge City Chrysler in La Quinta California. (Invoice #112560, mileage 137066) Failed ABS pump. Replaced and picked up December 23, 2004. Within a few days ABS light again came on and stayed on constantly. Took car back to La Quinta and an analysis showed need for another accumulator. Did not replace accumulator at this time.

On June 20, 2005 car wouldn't start. Daughter took to La Quinta Pep Boys (w/o [REDACTED]) and replaced computer. Being that last straw and expensive. My daughter bought a new car and returned the Chrysler to me. Upon picking up the car I had to replace the rear right tire. A few miles into the journey the ABS light went out and stayed out for about 20 to 30 miles then came back on for the remainder of the trip.

Upon driving around Hemet on starting the Chrysler the ABS light would come on momentarily, go out and stay out when the car was stationary and backing up. Only on a forward movement did the ABS light come on and stay on. This indicated to me that the problem was associated with the forward motion of the car. In reviewing the invoices (CHCS95730 done by Hemet Chrysler) indicating fault in the right rear wheel sensor, stating "unable to diagnosis at this time". As I was reluctant to continue with Chrysler dealers I tried to find a repair shop that had a specialist on ABS units. None would work on the ABS units. I again took the car to Perris Chrysler. I talked to the service manager and related that when the Chrysler started, the ABS light came on and went out and then came on again and stayed on with the car driving forward.

The service manager of Perris Chrysler called the service writer and I asked him if he felt the problem could be solved. He related that an electronic diagnostic had to be run. Knowing that numerous diagnostic tests had been performed on the car without finding the fault, I declined to leave the Chrysler.

In desperation I went to a small independent shop and related what my problem was. The technician went to the computer and came up with a diagram of the Bosch ABS unit that is in the Chrysler (see included diagram). Immediately it was seen that the ABS unit has 4 wheel sensors. We surmised however that a diagnostic test method without moving the wheels in the forward direction during the test would not test the function of the wheel sensors. But raising the car and running it in drive or moving the back wheels in the forward direction, the sensors could be monitored by a simple Ohm meter. Testing, three sensors were functioning but the right rear sensor sent no signals. A new sensor was needed.

Chrysler parts department was called to order the sensor but, Chrysler no longer supplies the sensor. They were obsolete and sold to an obsolete parts supply house. We got our right rear sensory from them. I can't believe that only Chrysler can service the ABS units then makes the parts obsolete and sells the part to an obsolete warehouse. Near the beginning of my problem there was mention of a few independent shops that had certified technicians that could service the ABS units. As of this date none were located.

The new sensor was installed; the ABS comes on for a short time, goes out, and stays out during driving. The light is functioning as it should have functioned and it should have functioned if the sensor had been replaced prior to replacing two accumulators and possibly a third unit. First accumulator installed on October 31, 1996.

There is still doubt that remains on the problem of complete brake failure. According to related information, if the ABS unit completely fails, the electronic unit switches to manual brake or it is only a supplemental system and a complete failure should never occur. Let's hope that switch over will occur now that the car's computer has been replaced.

It is my feeling that the diagnostic tests of the automobile will show very few if any ABS problems. The electrical problem I'm sure was analyzed by point to point testing. The accumulator failure appeared to be a malfunction of the right rear wheel sensor. The ABS unit sees no wheel movement therefore, why build up any stopping pressure. Electrical diagnostic test does not appear to detect a mechanical function. In addition there appears to be very little control on recall information that is released to the public. Also, lack of service, investigation and control of NHTSA Recall 96-28.

The most important problem is the complete failure of the breaking system. Yet during all the diagnosis testing no mention was made of detection of the fault or impounding the car if the ABS light stayed on. There may be a possibility that the mass deterioration of the electronic components, wire and blowing the fuses, effected portions of the computer functions such as a switching circuit. There is a possibility without a firm knowing fix another complete failure can occur.

Complaint

I can't imagine that a car company and service facilities could, after many tries not find and fix faults in my ABS system. It appears that the diagnostic testing does not present the proper failure modes. It indicates a failure of the accumulator when the problem was in the wheel sensor. I feel the sensor was bad October 31, 1996 and when another accumulator was replaced on October 6, 2005. It seems that the ABS Hydraulic Control unit is tested by the sound of pumping as no pressure reading were recorded to determine the exact value of the deterioration of the activator piston seal as described in recall NHTSA Campaign #96V09900. Point to point electrical testing was used to determine electrical faults. Here there a possibility that blowing 50 AMP fuses could have damaged circuits in the computer. This shorting and deteriorating of the wires and components might have been caused by the couling leak described in NHTSA Campaign #91V004000.

So the search went on. I heard numerous stories as to the resolution of my problem only after taking the car to an independent shop was the problem fixed on the first try. In one case the fix was not directly related to the ABS system but the Electrical Control Unit.

Please examine my complaint for validity. I feel that the problems encountered have been resolved except for the complete failure of the brakes. Hopefully the changing of the computer fixed this problem. As of yet the couling leaking problem has not been addressed but will be protected by car cover until a patch is applied.

I am sending a copy of the complaint together with the description and sequence of happenings to:

1. The Department of Consumer Affairs Automotive Repairs. Because it is doubtful that repairs were made after many tries (maybe the electrical shorting) after more then 3 tries.
2. National Highway Traffic Safety Administration. Because publishing of NHTSA Campaign information without specific auto VIN numbers is confusing. The diagnostic test does very little in solving the ABS problem except cost about \$85.00 and should be investigated for validity. The most important problem complete failure of the brakes without an indicator or a positive known fix should be investigated.

I will be driving this car for at least two more years so, If there need be the car can be used for testing for improving this and other systems, procedures, test equipment and software.

Thank you in advance for your cooperation,



Public Service Agency

ODOMETER DISCLOSURE STATEMENT

LICENSE PLATE NO.

VEHICLE NO. (1) ENGINE NO. (MOTORCYCLES ONLY) MAKE BODY TYPE YEAR MODEL DATE OF SALE

13894660RX2 [redacted] Chevy 4D 90 [redacted]
Federal and State law requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

The odometer now reads 1107024 (no tenths), miles and to the best of my knowledge reflects the actual mileage unless one of the following statements is checked.

WARNING—Odometer Discrepancy: ☐ Odometer reading is not the actual mileage. ☐ Mileage exceeds the odometer mechanical limits.

TRANSFEROR/SELLER TRUE NAME(S) (PLEASE PRINT): [redacted]
ADDRESS: [redacted]
CITY: MENIFEE, CA STATE: CA
TRANSFEREE/BUYER TRUE NAME(S) (PLEASE PRINT): [redacted]
ADDRESS: [redacted]
CITY: Hemet, CA STATE: CA

I certify under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

TRANSFEROR/SELLER SIGNATURE(S): [redacted] DATE: 7-22-96
TRANSFEREE/BUYER SIGNATURE(S): [redacted] DATE: 7-22-96
PRINTED NAME OF AGENT WORKING FOR A COMPANY: [redacted]

REG 230 (REV. 8/94) ORIGINAL - DMV and Registration COPY 4 - Buyer COPY 2 - Seller

July 11, 1996

TO WHOM IT MAY CONCERN

re: 1990 Chrysler 26AL071

I sold the above named vehicle to [REDACTED]

She has informed me that she is being asked to submit a smog certificate.

On December 16, 1993, the license for this automobile was renewed and a smog certification certificate was required. However, I neglected to submit it but she planned to submit one later which I did.

On January 3, 1994, the UNOCAL Service Station located at 27160 McCall Blvd., Sun City, CA 92586, performed the required service and the certificate was mailed to me.

Thank you for your consideration.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Auto Recall Search

Recall notices for 1990, Chrysler New Yorker

Year: 1990

Vehicle Make: CHRYSLER

Vehicle Model: NEW YORKER

NHTSA Campaign Number : 91V004000

Summary:

WATER LEAKING UNDER WINDSHIELD COWL IN AREA ABOVE HEATER BLOWER MOTOR RESISTOR BLOCK RESULTS IN CORROSION OF THE RESISTOR TERMINALS.

Possible Consequences:

CORROSION OF THE RESISTOR TERMINALS INCREASES ELECTRICAL RESISTANCE, LEADING TO OVERHEATING AND POSSIBLE IGNITION OF THE WIRING CONNECTORS AND INSULATION, CAUSING A FIRE IN THE COWL AREA.

Corrective Action:

THE BLOWER MOTOR RESISTOR BLOCK WILL BE REPLACED, AND A MASTIC PATCH APPLIED TO SEAL THE COWL AGAINST WATER ENTRY. DAMAGED WIRE CONNECTORS WILL BE REPLACED.

NHTSA Campaign Number : 96V099000

Summary:

THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.

Possible Consequences:

IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Corrective Action:

DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLES IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES (EXCEPT FOR THE BRAKE ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE). OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLES IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES (EXCEPT FOR THE BRAKE ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE). OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

(800) 992 1997

VIP Summary Report

Dealer: 68385 - HEMET CHRYSLER CENTER

Date: April 5, 2004 Time: 18:01:54

VIN: 1C3XY86RXLD

Odometer: 130,000 Miles

Currency: USD

Vehicle Information

Year/Model:	1990 CHRYSLER NEW YORKER 5TH AVE FOUR-DR 8				
In Service Date:	December 15, 1989	Warranty Coverage Code:	116		
Body Style:	AYCS41	Build Date:	September 11, 1989	Hour:	14
Book:	F	Certific:	Y		
Color 1:	PW7 - Bright White Clear Coat	Color 2:	QW7 - Bright White Clear Coat		
Engine:	E2A - Engine - 3.0L V6 OHV	Transmission:	D38 - Transmission - 4-Spd. Automatic		
Sale Type:	1 - DIRECT RETAIL	Last Odometer:	62,813 Miles on September 4, 1992		

Warning Message

1: OWNERS LAST NAME DOES NOT MATCH WHAT YOU ENTERED ROSC.

Vehicle Restriction - No Vehicle Restriction

Owner Information

Name:				Preferred Name:	
Address:					
City:	MISSION VIEJO	State/Province:	CA	Postal Code:	
Country:	USA	Language Preferred:	English		
Telephone-House:		Fax:		Business:	
Original Owner:					

Warranty Coverage Summary

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC:	60 Month or 50,000 Miles	0	December 15, 1994	Expired (Time)
POWERTRAIN:	64 Month or 70,000 Miles	100	December 15, 1995	Expired (Time)
PERFORATION:	64 Month or 100,000 Miles	0	December 15, 1995	Expired (Time)
EMISSIONS:	60 Month or 50,000 Miles	0	December 15, 1994	Expired (Time)
ADJUSTMENT:	12 Month or 12,000 Miles	0	December 15, 1990	Expired (Time)
AIR CONDITIONING:	60 Month or 50,000 Miles	0	December 15, 1994	Expired (Time)

1: REFER TO SPECIFIC LOSP FOR ADDITIONAL COVERAGE AND LIMITS

In Service Odometer:	0 Miles	Roadside Assistance:	No	Towing Assistance:	NA
Master Shield:	NA	Transferable Service Contract:	No	Transferable Powertrain Warranty:	No

Recall Information - No Recall Information Available

Service History - No Service History Available

Service Contract(s) - No Service Contracts Available

Current Vehicle Transfer Information

Warranty Coverage Code	Model Year	Basic Coverage	Powertrain	Deductible	Rust Protection
116	1990-1999	\$50	7/70	\$100	7/100
CRYSTAL KEY - TOTAL CAR (NO DEDUCTIBLE) 12/12 ON ADJUSTMENTS WEAR ITEMS. 1990 MODEL YEAR VEHICLES: CRYSTAL KEY TRANSFERABLE-\$400 FEE (WCC BECOMES 117).					

VIP Summary Report

Dealer: 58385 - HEMET CHRYSLER CENTER

Date: April 5, 2004 Time: 18:01:54

VIN: 1C3XY86RXLD

Odometer: 130,000 Miles

Currency: USD

POWERTRAIN ONLY TRANSFERABLE-\$100 FEE (WCC BECOMES 119)
1991 - 19 MODEL YEAR VEHICLES
CRYSTAL KEY TRANSFERABLE-\$450 FEE (WCC BECOMES 125)
POWERTRAIN ONLY TRANSFERABLE-\$100 FEE (WCC BECOMES 123)

This Vehicle "NOT" eligible for Service Contract Transfer

Selling Dealer Information

Name: 51180 - SANTA ANA CHRYSLER JEEP

Telephone: (714)541-4471

City: SANTA ANA

State/Province: CA

Open CAIR Summary - No Open CAIR Information Available

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).