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Subject: SUBMISSION BY [REDACTED] IN REGARDS TO PROBLEMS EXPERIENCED WITH HER 2004 JEEP GRAND CHEROKEE AFTER A SAFETY RECALL SERVICE AT THE BAYSIDE CHRYSLER JEEP DODGE DEALERSHIP CERTIFIED MAIL 7006010000567476788.

Ack Date:
Sign Office: ENFORCEMENT
Cleared Date:
File Loc:
Added By: TMCKINNEY x

Ack By:
Signature: NRN
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Closed Date: 5/10/2006

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

JAMAICA, NY [REDACTED]

Fax: E-mail:

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Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	5/10/2006		5/10/2006

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Mania
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Jamaica, NY
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EXECUTIVE SECRETARIAT

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April 30, 2006

Dr. Dieter Zetsche
Chrysler Group
1000 Chrysler Drive
Ann Arbor, Michigan 48106-2766

Dear Dr. Zetsche,

am writing this letter in regard to the problems I've experienced with my 2004 Jeep Grand Cherokee after a safety recall service

On December 26, 2005 I brought my car to The Bayside Chrysler Jeep Dodge dealership to be serviced for the Crankshaft Position Sensor safety recall. I've been having problems starting the car ever since this service and have had to call for road assistance on several occasions.

January 8, 2006 I had to call for assistance and waited for over three hours for a service technician to arrive. I made several phone calls in the interim of waiting for assistance and was always advised that a technician would arrive within an estimated arrival time of 60 minutes by an automated system. Once the technician arrived from the Lightning Roadside Inc. he administered a jump start to the car and it was able to start immediately. He advised me that sometimes technicians forget to charge the battery after servicing a vehicle. I assumed that there would be no further incident.

On February 16, 2006 I had driven the car two hours prior to having problems starting it. I called for road side assistance. I waited for about 10-15 minutes and tried to start the car again. I didn't want a repeat episode of what happened on January 8, 2006. The car started and I cancelled the service call for assistance.

On April 16, 2006 the car wouldn't start again. I called for road side assistance and advised them that I wanted the vehicle to be towed because apparently there is a problem that needs to be looked into. The technician from A & B Towing arrived maybe 30-45 minutes after the call was made and once he loaded the vehicle onto the tow truck he was able to start it. I didn't want to take any chances so I had him store the vehicle so it could be taken back to the dealership in hopes of having the problem identified and resolved.

On April 17, 2006 I spoke with an advisor named Nat in reference to identifying what the problem was with the vehicle. His answer was "its hard to figure out why the car won't start if the car is starting as soon as it's taken off the tow truck", in a sarcastic tone. He further stated that they would look at the car and try to figure out what the problem was and would get back to me. I called later on that day and was told that they were still looking at the car and hadn't figured out what the problem was as of yet. I called the following morning and he stated that there might be a problem with the engine harness. They still weren't sure and would be back in contact if they identified anything further. Again not receiving any feedback from the dealership, on the morning of April 19, 2006 I called back. Nat mentioned that there might be a computer problem. During the conversation I mentioned that the rear bumper on the vehicle needed to be repaired also and I asked Nat if it would be possible for that to be done as well. He asked if I had an estimate of record for the repair and I told him that I did. He told me to fax it at the attention of him and he would put it in the body shop.

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On April 20, 2006 I called and spoke with Nat and was told there was an electrical short of some sort and the fuse was changed. I asked was he certain and he reassured me that there were no other problems that could be found. I asked, "Had anyone test driven the vehicle?" He stated that it hadn't been test driven but if I wanted that to be done that an overnight test drive would be administered and it would be monitored and scanned for any other problems. I left work early to go to the dealership to get a better understanding of what was happening with my vehicle. Having arrived with my God brother, Nat again reassured me that he could not find any problem other than the fuse needing to be changed and that the car was ready to go. I made a request for a hard copy of all work that had been done and was told by Nat that there wasn't anything to be printed out. When I questioned had the rear bumper been repaired, I was told that part had to be ordered and to give him a week that I would be able to leave the vehicle for the repairs.

On April 22, 2006 the vehicle is still having the same problem. I called the dealership and requested to speak with a manager and the call was transferred to someone named Chris. I explained the problems that I had been having and he advised me that the service area was closed and there would be no way for him to review the service history at this time. He suggested that I call back on Monday when he would be able to do so. Monday I called and requested to speak with Chris. I identified myself to him and without warning I was immediately transferred to Nat. I made an appointment for the car be serviced on April 25, 2006.

On April 28, 2006 I spoke with Nat and he advised me that the car was test driven on three separate occasions for over 20 miles and that there hadn't been any problems. I asked had anyone been trying to start the car periodically throughout the day? He stated "no but if I wanted them to do that they would." I went to pick up the car later on that day and requested to speak with a supervisor and was referred to Pat. Pat advised me that he was aware of the situation and stated that he physically started the vehicle himself and he didn't have any problems. I asked if I could have a printout of all the test and/or services administered and he replied that there wasn't anything loaded into the computer. He stated Nat had all the paperwork and I could call on Monday and request all of the information faxed to me once its been loaded into the system.

Dr. Zetsche, there is a problem with this vehicle. To give a customer an answer of "I believe that you're having a problem, but it's not happening for us." is unacceptable. Any and all alternative procedures should be administered to identify this on going problem. Prior to the recall I did not experience any problems. I'm very concerned about my safety when I'm driving this car. This safety recall was imposed to prevent the engine from stalling that can result in a crash without warning. Is it fair for me to pay a monthly car note for a vehicle where I have to practice restricted driving habits for safety related issues. It is not fair that I should be subjected to the idea of being stranded for hours at a time or the thought of possibly crashing into another vehicle unexpectedly. Since the problem can't be identified nor repaired then my vehicle should be replaced for the duration of the contract. I'm truly disappointed and displeased with the services rendered to me at the Bayside Chrysler Jeep Dodge Dealership.


cc: National Highway Traffic Safety Administration

Gunter Fleig
Dr. Rüdiger Grube
Thomas W. LaSorda
Andreas Renachler
Eric Ridenour
Thomas W. Sidlik
Bodo Uebber
Dr. Thomas Weber

cc. John Zarotti
Claude Zephis
Richard Regan
Evelyn Abreu

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THE FREEDOM OF INFORMATION
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