





# STATE OF CONNECTICUT

## DEPARTMENT OF CONSUMER PROTECTION

May 15, 2006

[REDACTED]  
MANCHESTER, CT [REDACTED]

File #: 2006-2738  
Re: DAIMLER CHRYSLER  
CORPORATION

Dear [REDACTED]

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

**National Highway Traffic Safety Administration  
Office of Public Affairs and Consumer Services  
400 Seventh Street, S.W.  
Washington, DC 20590  
(800) 424-9393**

Please send your complaint directly to that agency and contact them if you have any questions or concerns regarding your complaint.

Sincerely,

Sonia Stewart  
Consumer Information Representative  
Trade Practices Division

CC: Ref.  
File

165 Capitol Avenue, Hartford, Connecticut 06106-1630  
TDD (Telecommunications Device for the Deaf): (860) 713-7240  
Internet Web Site: <http://www.ct.gov/dcp>  
*An Affirmative Action / Equal Opportunity Employer*

Manchester, CT  
April 12, 2006  
Case #14689271

DaimlerChrysler Corporation  
1000 Chrysler Drive  
CIMIS 485-13-30  
Auburn Hills, MI 48326-2766

To Whom it may concern:

In regards to the attached letter from Daimler Chrysler, dated March 20, 2006, I strongly disagree.

I am convinced that all the problems with my vehicle began in July 2006. Three-hundred miles from home, during one of the hottest days of the year, the electronics stopped working. Four Jeep dealers in a 50 mile radius could not look at it for weeks. It finally was dropped off at Newcastle Chrysler Jeep on July 27<sup>th</sup>. They finally got around to checking it out, and determined it was a faulty BCM. They had to order this part from Puerto Rico because none was available in the United States. The car was picked up on August 11<sup>th</sup> (invoice#20584).

The following week, when driving from Maine to Connecticut during 100 degree weather, and about 100 miles into the trip, the car again lost all electrical functions except for the engine capabilities. This was a danger for two elderly passengers - one woman in her 80's, and one in her late 50's. For the second time they were trapped in the car with no air conditioning and no use of the power windows, instruments, and lights. I called Gengras Chrysler Jeep where I had purchased the vehicle and was told by the service manager that it would be two weeks before the car could be looked at. That was totally unacceptable and I told them I would bring it over in the morning, August 19<sup>th</sup>, 2005 because it was not safe to drive. When I told him about the previous nightmare in Maine, he indicated that the Maine dealer did not know what he was doing. On August, 23, 2005, the vehicle was reset and tested, but as usual they could not say what had caused the problems or if it was sufficiently repaired (invoice # CHCS172840).

About four weeks later, in a Funeral procession, during an extremely hot day, with four elderly passengers, the previous problems with the vehicle reoccurred. I then called Gengras and I was asked if I had unhooked or changed the batteries in the vehicle. I was told they could work on it in about a week. I again brought the vehicle over immediately the next morning. On October 6<sup>th</sup>, 2005, the dealership called me and they told me that they had tested all the grounds and even removed the center console under the supervision of Chrysler and retightened the grounds, but just as previously, they could not tell me that they really fixed the ongoing problem. The only consolation was that Chrysler was now aware of the problem. This was as per invoice marked 4(CHC 174850) dated October 6<sup>th</sup>, 2005 at the mileage of 21,649.


Then on October 15<sup>th</sup>, 2005 at the mileage of 21,775, the vehicle over accelerated when driving into the garage. The vehicle pushed the Lincoln Town Car that was parked in front of the Jeep into the back wall of the garage breaking some of the wall studs and moving them about 4" off the footing. I called Gengras and told them that I was not going to move either vehicle until someone looked at the situation. They for the first time said they would check the car out if I brought the vehicle right over to them. I then told them I would not drive the vehicle and they told me to call the Chrysler hotline for a wrecker. I would not move the vehicles until someone from Chrysler or Travelers Insurance Company came to evaluate the situation. The vehicle was towed to Gengras Jeep on 10/19/05 and on 10/22/05 I was told as usual that they couldn't find anything wrong (invoice # CHCS175632). I left Gengras a very upset and nervous person. I felt that I was driving in a vehicle that had a mind of its own and I knew it would again endanger life and property. Then engine check light would occasionally come on then go off. Then, on a trip out of state, it started to do it very frequently. I called a local dealer and was told to check gas cap and make sure the gas was okay. The engine light stopped coming on, but the rear hatch light would start coming on for no apparent reason. Also the tire warning light and the security system ceased functioning. Then the sentry key indicator light started coming on and going back off. The engine would surge when on the highway. These annoyances wouldn't continue long enough to return it to the dealership. Then on the 26<sup>th</sup> of March, the engine check light and sentry key indicator light both were on at the same time and didn't go right off as previously, and the engine surged on the on-ramp of the highway. I called Gengras Motors. I made arrangements to bring the vehicle in the next day.

That day, as I started to accelerate as a traffic light turned green, it felt like someone hit me from behind at high speed, and the vehicle shot forward. I then turn into a mini-mall in an attempt to get off the main road when the same thing reoccurred. I almost hit another car that was leaving the mall. Both warning lights came on at this time. I brought the vehicle to Gengras 2/28/06 with both warning lights still on. They called and left a message that they found a problem with the module that was sending the WRONG signal to the transmission. It would take a couple of days to get a new module. On 3/6/06 the vehicle was ready after they replaced the module, but it still wasn't right. They found a **BROKEN GROUND WIRE** in the engine harness and repaired it (they should have changed the harness) (invoice # CHCS181789).

I, after almost 9 months, was finally feeling good about the vehicle that I special-ordered from the factory. I did not pursue action under the CT lemon law back in early Oct. because I really wanted this vehicle. When I picked up the vehicle at Gengras I told them that I firmly believed that the broken wire was the problem from July. I believe that this was the cause of all of the car's problems, including the damage to both vehicles in my garage. I really can't understand why it wasn't found, when supposedly all the grounds were tested and tightened under CHRYSLERS supervision back on 10/06/05. I told Gengras as far as I am concerned, the cause of the vehicle to surge forward was the broken ground wire, and Chrysler, not Traveler's Insurance Co. should repair both vehicles. They indicated that I should have gotten a case number originally from Chrysler. I called Chrysler and was given a case number 14689271 and was told that even though the broken wire had been fixed they wanted someone to check both vehicles. I

hadn't got the body work done on either vehicle because I believed there was something still wrong with the Jeep at that time. Then, after a third party inspector from Service Solutions inspected the vehicle and had me make copies of all the paperwork, CHRYSLER sent me a letter stating no indication of design defects nor manufacturing defects. I would hope you didn't find defects after fixing the BROKEN WIRE that was the problem all along. The letter also mentioned compensation. I'd like to make it perfectly clear that I wasn't expecting compensation, but that I wanted both vehicles repaired by Chrysler at their body shops and not local body shops paid for by Travelers Insurance. This is definitely a Chrysler problem and not Travelers insurance company. I am confident that you will do this now that you are aware of all the facts of this case.

Very truly yours,

  
Copies to;  
Travelers Casualty Company of Connecticut  
Lane Malatesta  
Po Box 2954  
Hartford, Ct.06143

Department of Consumer Protection  
165 Capital Ave.  
Hartford, CT 06106

Attachments

- 1) Newcastle Jeep #20584 dated July 27/05
- 2) Newcastle Jeep #20584 dated Aug.10/05
- 3) Gengras Jeep #chcs172840 dated 8/19/05
- 4) Gengras Jeep CHCS174850 dated 10/03/05
- 5) Gengras Jeep CHCS175632 dated 10/19/05
- 6) Gengras Jeep CHCS181789 dated 2/28/06
- 7) Gengras Jeep CHCS181789 dated 2/28/05
- 8) Daimler Chrysler unsigned letter dated 3/ 20/06
- 9) Travelers 4 page estimate for Jeep Grand Cherokee Overland dated 10/18/05
- 10) Travelers 4 page estimate for Lincoln Town Car executive dated 10/18/05
- 11) Travelers Letter regarding claims.

# DAIMLERCHRYSLER



DaimlerChrysler Corporation  
Customer Claims Resolution Group

March 20, 2006

**Via U.S. Mail**

[REDACTED]

Manchester, CT [REDACTED]

**Re: 2004 Jeep Grand Cherokee  
1J8GW68J54 [REDACTED]**

Dear Mr. Frallicciardi:

Thank you for contacting DaimlerChrysler Corporation regarding your 2004 Jeep Grand Cherokee. DaimlerChrysler Corporation conducted an investigation into the incident of October 16, 2005 and inspected the vehicle on March 16, 2006. The inspector found no indication of either a design defect nor a manufacturing defect in the vehicle's engine, accelerator system, throttle linkage or braking system.

Based on the above, DaimlerChrysler Corporation respectfully denies your claim. Further inquiries concerning compensation for the incident should be directed to your insurance carrier.

Thank you again for contacting DaimlerChrysler Corporation.

Very truly yours,

Customer Claims Resolution Group

**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).**