



STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER  
Attorney General

845-485-3924

REGIONAL OFFICE DIVISION  
POUGHKEEPSIE REGIONAL OFFICE

July 17, 2006

[REDACTED]  
Poughkeepsie, NY [REDACTED]

Our File Number: [REDACTED]  
Company: 2004 Jeep Wrangler

Dear [REDACTED]

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

*Mark T. Hoops*

Mark T. Hoops  
Bureau of Consumer Frauds  
and Protection

cc: National Highway Traffic and Safety Administration  
400 7th Street SW  
Washington, DC 20590

2006 JUL 25 PM 5:06

*Peggy  
7/28/06*

R-451 001A/20 565770



ATTORNEY GENERAL ELIOT SPITZER  
STATE OF NEW YORK  
OFFICE OF THE ATTORNEY GENERAL  
BUREAU OF CONSUMER FRAUDS AND PROTECTION  
235 Main Street  
Poughkeepsie, NY 12601-3194  
Tel. (845) 485-3920 Fax (845) 452-3303

COMPLAINT FORM  
Consumer Hotline For Hearing Impaired  
1 (800) 771-7755 TDD (800) 788-9898  
<http://www.oag.state.ny.us>

**RECEIVED**  
NYS OFFICE OF THE ATTORNEY GENERAL

- PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
- PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
- YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
- MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

JUL 14 2006

CONSUMER FRAUDS

POUGHKEEPSIE DISTRICT

<b>CONSUMER</b>			
YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
POUGHKEEPSIE	DUTCHESS	N.Y.	
<b>COMPLAINT</b>			
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
STREET ADDRESS		STREET ADDRESS	
CITY/TOWN	STATE	CITY/TOWN	STATE
RHINEBECK	N.Y.		
TELEPHONE NUMBER	TELEPHONE NUMBER		
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)	
2/20/04	\$ 15,589.92	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Other <u>LOAN</u>	
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Buxeus Signature	2/20/04	
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)			
CAR			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE	
4/2/05 <input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person	Ron Lapierre	Service manager	
NATURE OF RESPONSE		DATE OF RESPONSE	
NORMAL condition		4/20/05	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
IS COURT ACTION PENDING? (Please describe as necessary)			
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
<b>ADDITIONAL INFORMATION</b>			
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER	
Daimler Chrysler Motors		Jeep Wrangler	
ADDRESS		WARRANTY EXPIRATION DATE	
Toledo, Ohio, Auburn Hills, MI		2/20/07	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)			
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No   Chrysler Financial, Morsham, Pennsylvania			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

motor burns oil 1/2 quart after only 6000 miles, has increased to 1 quart of oil since. Every oil change it burns 1 quart. Chrysler will not fix, says it's normal. I have been a mechanic for 30 years new vehicles don't burn oil. Chrysler is promoting fraud by not telling american public ~~they~~ their products burn oil at time of sale. They are also not honoring their 3yr. 36000 mile warranty bumper to bumper. If they intend on selling vehicles purchasers should be told about defects prior to sale. or fix them.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

money back or Repair vehicle under the terms of warranty 3yrs, 36,000 miles

WHO REFERRED YOU TO THIS OFFICE?

myself

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:

[Redacted Signature]

Date:

7/13/06

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General  
Bureau of Consumer Frauds and Protection  
235 Main Street  
Poughkeepsie, NY 12601-3194

## Solution Number 999926737

Vehicle Issue	Excessive engine oil consumption noted.
Year	2005, 2004, 2003, 2002, 2001, 2000, 1999, 1998, 1997, 1996, 1995, 1994, 1993, 1992, 1991, 1990
Model	A1 - (EXPORT) New Yorker, Spirit, A3 - (EXPORT) LeBaron, A4 - (EXPORT) Phantom, AA - Acclaim, LeBaron, LeBaron Landau, Spirit, AB - Ram Van/Wagon, AC - Dynasty, New Yorker Landau, New Yorker Salon, AD - Ram Pickup, Ramcharger, Ram Cab and Chassis, AG - Daytona, Pacifica, Shelby, IROC, Chrysler GS, Laser, AH - Lancer, LeBaron, GTS, AJ - LeBaron, AK - Aries, Reliant, AL - Omni, Charger, Horizon, Turismo, GLH, Shelby Charger, AM - Diplomat, Newport, Fifth Avenue, Gran Fury, AN - Dakota, AP - Shadow, Sundance, Shadow Convertible, AQ - Chrysler's Maserati Coupe, AS - Caravan, Voyager, Town and Country, AY - Imperial/New Yorker, AY - Fifth Avenue, Imperial, B2 - (IMPORT) Colt/Vista/Summit, B4 - Ram 50, B6 - Ram Raider, B7 - (IMPORT) Stealth, Stealth ES, Stealth R/T, B8 - (IMPORT) Colt/Vista/Summit-Wagon, B9 - (IMPORT) Colt/Summit, BB - Monaco, Premier, BC - Medallion, BD - (IMPORT) Laser, Talon, BE - Ram Pickup/Quad Cab, BR - Ram Pickup, CS - Pacifica, DH - Ram Pickup HD, DN - Durango, DR - Ram Pickup, FJ - Avenger, Sebring, FJ - (IMPORT) Talon, GS - (EXPORT) Voyager/Grand Voyager, HB - Durango, J2 - (EXPORT) Cirrus, Stratus, Stratus RT, JA - Breeze, JA - Cirrus, JA - Stratus, JR - Sebring/Stratus Sedan, JR - Sebring Convertible, JX - Sebring JX, Sebring JXi, KJ - Liberty, LH - New Yorker, LH - Vision, LH - LHS, LH - Intrepid, LH - Concorde, LH - 300M, LX - 300, LX - Magnum, MJ - Comanche, ND - Dakota, NS - Caravan, Voyager, Town and Country, P1 - (EXPORT) Neon, PL - Neon, PG - (EXPORT) Chrysler Cruiser, PR - Prowler, PT - Chrysler Cruiser, R1 - (EXPORT) Dakota, RG - (EXPORT) Caravan, Voyager, Town and Country, RS - Caravan, Voyager, Town and Country, SJ - Grand Wagoneer, SR - Viper Coupe/Roadster, ST - Sebring/Stratus Coupe, TJ - Wrangler, VA - Sprinter, WG - (EXPORT) Grand Cherokee, WH - (EXPORT) Grand Cherokee, WJ - Grand Cherokee, WK - Grand Cherokee, XJ - Cherokee, YJ - Wrangler, ZB - Viper Coupe/Roadster, ZG - (EXPORT) Grand Cherokee, ZH - Crossfire, ZJ - Grand Cherokee
Category	Customer Concern (No DTCs)
System or Component	Engine Oil
Symptom	Consumption / Oil Level Low But No Leak
Condition Verification	Yes - Intermittent, Yes - Continuously
Case Verification	Applies to most DaimlerChrysler models equipped with gasoline engine.
Recommendation	See recommended diagnosis / repair steps provided. Repair as required. STEP 1): NORMAL OIL CONSUMPTION: See industry standard engine oil consumption guidelines: {A}: Mileage below 50,000: Normal oil consumption is one quart for each 1,000 miles driven. {B}: Mileage above 50,000: Normal oil consumption is one quart for each 750 miles driven. No action recommended unless oil consumption is verified to exceed the industry standard.

	<p>STEP 2): PCV OR CCV SYSTEM: Check the crankcase ventilation system for proper operation. Oil may accumulate in the throttle body or intake manifold. IMPORTANT: Rocker arm lubrication oil flow returns to oil pan through drainback holes in top of cylinder head. Plugged or restricted oil drainback holes may contribute to excessive oil in crankcase ventilation system.</p> <p>STEP 3): SPARK PLUGS: Examine all spark plugs to identify the affected cylinder(s). Spark plug on the affected cylinder(s) will usually be fouled or wet with engine oil.</p> <p>STEP 4): VALVE GUIDES AND VALVE STEM SEALS: Inspect valve guides on the affected cylinder(s). Replace valve stem seals on the affected cylinder(s).</p> <p>STEP 5): PISTON RINGS: Check piston rings on the affected cylinder(s). Piston rings may be too tight / worn / broken / carbon build up in the oil control ring.</p> <p>STEP 6): CYLINDER WALL: Examine the cylinder wall on the affected cylinder(s). Cylinder wall may be severely scuffed. Perform hone procedure on the cylinder wall or replace cylinder block / short engine assembly as required.</p>
Modification Date	1/13/05 11:59 AM

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).