



State of Wisconsin
Jim Doyle, Governor

10164798

Department of Agriculture, Trade and Consumer Protection

Rod Nilsestuen, Secretary

July 26, 2006

DAIMLER-CHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

RE: File 469823 (Refer to this number when contacting our agency)

[REDACTED]
MILWAUKEE WI [REDACTED]

2006 JUL 27 AM 8:41

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to Natasha Ely and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

COPY

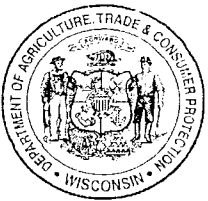
Austin Marie Palmer
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
Fax: 608 224-4939
E-mail: Austin.Palmer@datcp.state.wi.us

Cc: NHTSA

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

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8/3/06



Department of Agriculture, Trade and Consumer Protection

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

1. How do we contact you?

Name: (Mr. Mrs. Miss [redacted] (circle one) [redacted] (first) [redacted] (middle) [redacted] (last))

Home Phone [redacted] Work Phone: () _____ ext. _____ or () _____ ext. _____

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) Home Work Best time: any

Address: [redacted] PO Box: _____ Apt.# _____

City: Milwaukee State: WI Zip: [redacted] County: USA

2. What business is your complaint against?

Name of business: Daimler Chrysler Corporation

Address: 100 Chrysler Dr PO Box: _____ Apt.# _____

City: Auburn Hills State: MI Zip: 48326 County: USA

Phone: [redacted] Name of person you talked to: Jay Title: unknown

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | | |
|---|---|-----------------------------------|
| ☐ Person from business came to my home | ☐ I went to the business | ☐ Internet |
| ☐ Person from business called me | ☒ I telephoned the business | ☐ Email |
| ☐ Business sent me information in the mail | ☐ I responded to a radio or TV ad | |
| ☐ I attended a convention or trade show | ☐ I responded to a printed advertisement | |

4. When did the first contact occur? month: June day: _____ year: 2006

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) 2000 Dodge Intrepid

7. Was it advertised? (circle one) No Yes Date: _____ Where: _____

8. Did you sign a contract? (circle one) No Yes Date: _____ Number on contract, policy or receipt: _____

9. If yes, where were you when you signed the contract? Andrew Chery

10. Amount paid: \$ 13,595.20 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- | | | |
|--|--|-----------------------------------|
| ☐ At my home | ☒ At the company's place of business | ☐ Internet |
| ☐ Over the telephone by credit card | ☐ At a convention or trade show | |
| ☐ By mail | ☐ In someone else's home | |

12. Did you contact the business about your complaint? ☒ Yes When? June 19th 06 What happened? couldn't help me car was not under warranty

13. Have you filed this complaint with another agency? ☒ Yes Agency name? B.B.B. What happened? still in process

14. Have you contacted a private attorney? ☒ Yes Have you started court action? ☐ Yes ☐ No

IMPORTANT: More questions on the back page (over)

15. Describe your complaint in detail. On June 14th 2006 the entire 2000 Dodge Intrepid burned to the ground. Milw fire Dept came out & said fire started in the engine it was burned where the determination was unknown (meaning) how it started but the fire report states it was in the engine. I contacted Daimler Chrysler and they stated some one was going to come out and do an inspection but they never did. I spoke with a gentleman named Jay from the special investigation dept on 6/19/06 and said no inspection was needed. I then received a letter from Daimler Chrysler dated 6/19/06 saying they completed the investigation which is not the truth. Nobody came out and they did not have the fire report so how could you do an ->

16. How do you feel your complaint should be resolved? (please be specific) They should replace the vehicle.

This complaint and the information you provide will be used in efforts to resolve your problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature

Date:

6/29/06

Return this form and two copies of your papers to our office located nearest to the business:

NORTHWEST REGIONAL OFFICE	SOUTHEAST REGIONAL OFFICE	NORTHEAST REGIONAL OFFICE	CONSUMER INFORMATION CENTER
3610 Oakwood Hills Pkwy	10930 W Potter Rd Ste C	200 N Jefferson St Ste 146A	2811 Agriculture Dr PO Box 8911
Eau Claire WI 54701	Milwaukee WI 53226-3450	Green Bay WI 54301	Madison WI 53708-8911
FAX: (715) 839-1645	(414) 266-1231	(920) 448-5110	(608) 224-4976
	FAX: (414) 266-1235	FAX: (920) 448-5118	FAX: (608) 224-4939

If the business is located outside of Wisconsin return this form to our Consumer Information Center.

Toll free in WI: (800) 422-7128

FAX: (608) 224-4939
TDD: (608) 224-5058

EMAIL: datcpHotline@datcp.state.wi.us
WEBSITE: www.datcp.state.wi.us

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Complaint

So how could they have possibly of done an investigation on something they have not seen? Alternatively, denied a claim they did not even bother with. I have some very serious concerns about Daimler Chrysler and the safety of their vehicles. They have shown no concern for me as a consumer or human being. Alternatively, other consumers driving their vehicles. In addition, it seems to me their trying to sweep this under the table as though the fire did not happen, what if my children or I would have been seriously hurt or killed in the result of this fire. I contacted the dealership where I purchased the vehicle from and they could not help me because the vehicle was not under any factory warranty. This is a very serious situation and needs to be handled so others do not get hurt.

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).

ANDREW

1500 W. Silver Spring Dr.
MILWAUKEE, WI. 53209
(414) 228-6200
321 OBERDORF, KY

ORIGINAL BILL OF SALE - RETAIN FOR YOUR RECORDS

№ 61414

DATE 04 NOV 2003

INVOICE NO.

CUSTOMER NO.

NAME:

ADDRESS:

PHONE NO.

NATASHA ELY

7227 W MARINE DR

MILWAUKEE WI 53223

(414) 967-7804

IAN

CE

YEAR
2000

MODEL
INTR

BODY STYLE

NEW OR
USED
USED

STOCK #

CP4164

PRICE OF CAR

8607.00

MILEAGE

IDENTIFICATION NO.

2B3HD46R6YH438969

LICENSE NO.

SERVICES FEE

95.00

SALES TAX

487.31

LICENSE & TITLE FEES

111.50

TOTAL CASH PRICE

9300.81

INSURANCE

INSURANCE

INSURANCE

INSURANCE

FINANCE CHARGE

4294.39

TOTAL TIME PRICE

13595.20

SETTLEMENT

DEPOSIT

CASH ON DELIVERY

1900.00

FINANCING 48 @ 243.65

DUE BANK ONE NA

11695.20

USED CAR ALLOWANCE

YEAR

MAKE

LESS PAY OFF TO:

TOTAL

13595.20

BANK ONE NA 04 NOV 2003
PAYMENT DUE 19 DEC 2003

DESC	ACCT	SALE	COST
NEW CAR		-	
NEW TRUCK		-	
FLEET CAR	41900	-	
FLEET TRUCK	43700	-	
USED CAR	44600	-	
REGION	64700	+ XXXXX	
USED TRUCK	45000	-	
REGION	65100	+ XXXXX	
W/S CAR	44800	-	
W/S TRUCK	45200	-	
OVR	90308	-	
EXT. WARR	30002	-	
CL INS	30003	-	
A & H INS	30003	-	
SALES TAX	32400	-	
LICENSE FEE	30800	-	

DESC	AMOUNT
CASH DOWN	22001
EXT. WARR	30002
CONTRACT IN TRANSIT	20500
FINANCE RESERVE	2620
LIEN PAYOFF	30800
EXT. WARR COST	30001
FINANCE COMM - NEW	80600
FINANCE COMM - USED	80600

CK#	AMOUNT
CL INS COMM	30003
A & H INS COMM	30003
INS COMM	
INS COMM	
EXT. WARR - SALE	
COST	
SALES TAX - WARR	32400
TRADE IN CAR	24000
STOCK #	
DESC	
TRADE IN TRUCK	24100
STOCK #	
DESC	
INCENTIVE	20104
	1101M
	1102M