

10165 839

August 2, 2006

Daimler Chrysler
1000 Chrysler Drive.
Auburn Hills, MI 48326-2766

Attention: Management/Complaints Dept.

To Whom It May Concern:

I am very saddened and disappointed as I write this letter. I purchased my Dodge Durango in 2002. I have always been a strong believer that Dodge is the maker of the most reliable vehicles. That is until I started going through this terrible experience with my vehicle and ultimately the dealership, which has left me nothing but disappointed.

On 5/02/06 the "check engine" light came on in my vehicle. I took it to the Orange Coast Dodge dealer located at 2929 Harbor Blvd. Costa Mesa, CA 92626 on 5/05/06 to get that checked. I talked to George Ramirez in the servicing department. He asked I leave it overnight and they would give me a call when it was ready. I requested to get an oil change as well. The following day I received a phone call from him. He informed me my vehicle was ready. He stated that nothing was found wrong however sensor was changed. I paid the \$100 warranty deductible and drove my vehicle home. Two days went by when the "check engine" light came on again.

On 5/16/06 I took my car back to the dealership. Before I brought it in I noticed a lot of black smoke coming out of the tail pipe. I figured it might be burnt gas since my vehicle was burning a lot more gas than usual. I also noticed the interior and exterior of my vehicle smelled very strong like gasoline. When I took it back to the dealer I asked George what type of work had been done to my vehicle the previous visit. I did not understand why now my vehicle was burning black smoke. He asked I leave my truck so they could check it out. When I came back to pick it up later on that day he mentioned that apparently the sensor that was put in was telling the internal vehicle computer the vehicle was not getting enough gas, therefore, feeding more gas than needed into the system; apparently, that was reason for excessive black smoke. I was relieved that this was fixed. I drove my vehicle home and to my surprise, the following day the "check engine" light came on again! I called George and again he asked me to drop off my vehicle the following day.

On 5/24/06 I was driving when a car driving next to me told me there was so much smoke coming out of the tail pipe, I immediately pulled over and I had to get towed to Orange Coast Dodge in Costa Mesa. George said he would check out my vehicle again and try to see what the problem might be although he stated that everything looked fine and they had not found anything wrong. I left it for a couple days and when he called me he stated that nothing looked wrong with my vehicle. Invoice for that visit states

NMM
aa
8/14/06

“FOUND NO PROBLEMS AT THIS TIME, BLACK SMOKE CAUSED BY EXCESSIVE CARBON IN EXHAUST SYSTEM FROM LAST REPAIR, REPAIR BEEN CORRECTED ALREADY. NEED TO DRIVE VEHICLE FOR OFTEN”. He also said they had again replaced sensor and said not to worry, that excessive smoke was probably just old smoke that needed to be cleaned out and driving car would do that. I was not too satisfied nor convinced with that answer but I left with my truck.

On 6/3/06 “check engine” light came on again. By this time, I am so up and my patience is running thin. I have been borrowing family members’ cars since I can’t even depend on my car for which I have been paying almost \$500 per month since 2002. A vehicle I can not rely on. I finally bring it in to dealership on 6/15/06 again. George asks I leave truck. I tell him steering wheel has been making clunking & whining noise when wheel is turned in addition to black smoke. When I pick up my car on 6/20/06, he again said he could not find anything wrong with my truck. The only thing he could recommend was a procedure to decarb engine and clean out fuel injection system. He said that would not be covered by insurance. Dissatisfied with his answer I asked to speak to service manager. I could not believe I had to pay out of my pocket and I had no guarantee if this procedure would repair my vehicle or not. I spoke to Roy Wells (Manager). He brought in the head mechanic that had been working on my truck to explain in detail on procedure. He recommended the same procedure, getting fuel injection system cleaned, etc. I asked what guarantee I had. I was told they could not guarantee anything but they were almost sure this would resolve the problem. Having no other alternative and hoping this would be it I agreed to proceed with procedure. A couple days later I picked up my vehicle.

On 7/01/06 “check engine” light came on again. I called George and he asked I drop off my truck. I took it in and the next day he called and advised changing catalytic converter since most likely it was clogged due to all excessive smoke. He also recommended changing muffler for same reason. They stated this would cost me \$1,100 since warranty was not covering. I immediately took my vehicle home. I took it to get diagnosed to another mechanic. He told me replacing the muffler and the catalytic converter would not fix the problem. He felt this had absolutely nothing to do with root of the problem.

On 7/28/06, my vehicle was dropped off at Orange Coast Jeep for a diagnostic. They asked to keep my vehicle for a couple days. On Tuesday, 8/01/06 I was informed on some very interesting news. After 4 hours of research on the internet the night before they had finally found the problem. I was advised computer had broken down because of steering wheel fluid leaking. I asked on price for repair and I was advised by Eric Westphal that I might not have warranty coverage any longer. After almost 4 months of diagnostics, time, and money wasted I am informed of this. Not only do I not understand how I had to get so many different repair procedures but the most interesting thing is that they had absolutely nothing to do with the problem. I am told this will cost me almost \$3,000 I decide to pick up my vehicle as I do not have the funds to pay for this.

Bottom line, my car has been in and out of the service department for over 3 months. This is completely unacceptable. I have been very patient and cooperative. However, I

am losing a lot of time and money. I have always managed to borrow a vehicle from a family member or friend. Never have I incurred additional costs on Dodge or my warranty. Like I mentioned in the beginning I always thought the best of Dodge. I never ever thought my experience would be so distasteful.

I purchased what I thought was a 2001 Dodge Durango on January 22, 2002. At least that is what the purchase contract and vehicle temporary identification states. However, I just realized DMV registration states my vehicle is a 2000.

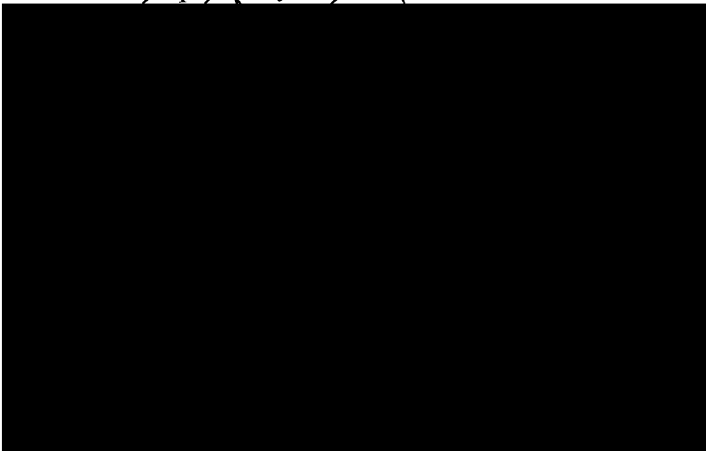
In addition, my warranty is not up until January 2007 or 100,000 miles (none are up) and I am being told I have no warranty since 2003 by Joseph at your Orange Coast Jeep dealership in Costa Mesa.

Lastly, I was told by an attorney that there was a recall on 2000-2003 Dakota and Durango models. Never have I received notification.

I have decided I have no other option but to seek legal representation. I feel I have been taken for granted as a loyal customer and this is unfair and ridiculous. It is unbelievable that after so many visits and waste of my time and money, Orange Coast Dodge could not figure out what was wrong with my vehicle. I need a response within 10 business days.

You can contact me via mail, [REDACTED] Costa Mesa CA [REDACTED]; via email ([REDACTED]) or via telephone [REDACTED]

Respectfully,



* Attached please find copies of purchase contract and all invoices

Cc: Orange Coast Dodge 2929 Harbor Blvd Costa Mesa CA 92626
Orange Coast Jeep 2524 Harbor Blvd Costa Mesa CA 92626
National Highway Traffic Safety Administration 400 Seventh St, SW, Washington DC 20590
Law Offices of James A. Davidson Newport Beach CA