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3 August, 2006

Daimler Chrysler Customer Assistance Center
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To Whom It May Concern:

I own a 1993 Plymouth Voyager and am proud of it. This is my second Voyager. We also owned a Dodge Ram pick-up for years and are thinking of replacing our current pick-up. I have put over 200,000 miles on my current van. It uses no oil and gets 21 mpg city and 25 mpg highway.

On November 7, 2005 I drove to the Grand Canyon and was returning home to Flagstaff. About 5 miles away from my house all of a sudden it felt like the brakes were on. I had to really push the accelerator to get it home. When we got out it smelled like burning brakes and all 4 wheels were hot - so hot that my husband blistered his hand touching one of the front ones.

November 8, I took my van to my mechanic - R&R Automotive. They have been our mechanic for years. Very trustworthy and reliable. They kept the van for 4 days. They had diagnosed a bad master brake cylinder and could not get one to replace it because the part was on recall and could only be replaced by a dealer.

November 17, 2005 I took the van to Diamond Dodge in Flagstaff, AZ. The man who wrote the order said that there was a recall on the pressure piston but not the master cylinder. We would have to pay for any other parts damaged by the recalled part. Since I could not drive it without safely working brakes, we agreed.

November 28, 2005 We picked up my van and paid the \$450.12 repair ticket. The receipt listed other recall work they did - Lift gate support washers, Left wiper pivot, and steering wheel anti separation plate - but no recall brake parts. The brake receipt said they replaced boost pressure transducer or actuator, but there was no mention for replacing the master cylinder. After their fancy testing I guessed that it did not need a whole new master cylinder. I was happy to have my van back.

I noticed on the way home that it was not driving as smoothly as it had before and it was making a sucking/whistly noise. I also noticed that I was only getting 16 to 17 MPG.

I called Diamond Dodge to ask about these and was told that perhaps it was a vacuum hose that was dislodged during their repairs. Bring it in and it should take only a couple of minutes to fix it. When I did, they told me they found nothing wrong after my waiting for almost 2 hours, but I noticed that the noise wasn't so bad when I drove back to my work. During the next several days I noticed that the MPG was still not where it was before. Then I noticed that the brake quit having the depression it did after the repair was

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done. There was no give when I pushed the brake pedal. And it started getting hot again on the front wheels.

December 8, 2005 I took it back in. They said it was the calipers. Since my husband had recently replaced them, we did not agree that was the problem. We also thought it was not right that they had not found that to be a problem before and said something about it when they did the repairs in November. They conferred with the mechanic and assured us that really was the problem. They again stated that the calipers would definitely fix the brakes and even though we did not agree, we allowed them to replace the calipers. It was not ready for another week and cost another \$472.44. I picked it up on December 15, 2005.

My van had spent 21 days of the last 4 weeks supposedly having its brakes repaired.

December 23, 2005 I noticed no brake pedal depression on my way into work. When I got there I felt the wheels and they were hot – again. I let it cool down and drove 5 miles more into town to have smoke billowing from both front brakes. Both of the brake lights came back on. I took it back into Diamond Dodge. They said they ordered a part for it on Monday the 26th. It should have been in on Wednesday, but as of Friday the 30th there had been no call to let me know what was going on and my van was not fixed yet.

January 3, 2006 Mike called to tell me that the part did not get in last week like they thought it would. It is back ordered and will not even be here until the 20th of January. He will put in the order again saying the vehicle is “off road” and maybe it will get here sooner. He said he will let me know as soon as he knows anything.

January 23, 2006 I still have heard nothing from Diamond Dodge.

January 26, 2006 I went in to my regular mechanic and told him what was going on and asked who do I write to to complain about my service. He called Diamond Dodge and they said they were working on it as he spoke with them and I could come in and pick it up. This time there was no charge. They said they had gotten a bad master cylinder the first time and had to replace it. It seemed to work fine. But I was Angry.

After we got it home it was rattling and my husband found that the windshield washer fluid tank had not been re attached and we had to take it back in for them to put in a new bolt where they had left one out when they did the repair. We also noticed a crack in the grill above the hood that my husband also had to fix himself. This is not what we expect of quality repair work.

Why did they have to take 3 months and \$1000 from me before they did what my mechanic said it needed in the first place? I was very unhappy with the service I received at Diamond Dodge. I question their ability, integrity and ethics. I could not drive my van with no working brakes or ones that only work for a few days at a time.

February 2006. I met with the manager of the service department and told her of my dissatisfaction. She was very pleasant and said she would review our situation. She called a

week or two later and told me that she did a review and saw that the mechanics and technicians did what they should have and she was sorry but they were right in what they did and what they charged.

Then I was more than Angry. I vowed to NEVER do business with them again. And, in that I work with the public, I let them know of my bad experience with Diamond Dodge also.

July 30 2006 I went into town and on the way home the brake lights came on again. Half way home there was no depression in the brake pedal and I had to stand on the brakes to get off Interstate 40 and creep my way back home with no brakes – again. There is no reason on God's Green Earth that I should have problems with my brakes 6 months after they were supposed to be fixed. I really have no desire to spend another 3 months hassling with Diamond Dodge to fix what I asked them to last November. I had to buy another vehicle for transportation. This time it is a Toyota. When we decide to get a new truck to pull our 5th Wheel, it will not be the 4 door Ram my husband has been eying.

And I want to let people know what Diamond Dodge has done with us and ask what can be done about the brakes on my van? Since they won't fix it for me, will they fix it for the main Chrysler management? I can't even sell it without working brakes. And it is such a good vehicle I would hate to junk it just because the dealer won't fix it.

Is there anything that can be done?

Sincerely from one unhappy customer,

[REDACTED]
[REDACTED]
[REDACTED]
Flagstaff, AZ [REDACTED]

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