

FROM :

FAX NO. :

10173253

p. 08 2003 02:52PM P2

JG

State of California Arnold Schwarzenegger, Governor

Business, Transportation and Housing Agency Sunne Wright McPeak, Secretary

NEW MOTOR VEHICLE BOARD
Consumer Mediation Services Program1507 - 21st Street, Suite 330
Sacramento, California 95814
(916) 445-1888 (916) 323-1631 Fax
E-Mail: nmvb@pacbell.net
Website: nmvb.ca.gov

916 323-1631

MEDIATION REQUEST FORM

COMPLAINANT NAME

CASE NO.

C-0131-2007

FIRST

MI

LAST

ADDRESS

CITY

STATE

ZIP CODE

C/O

ANAHEIM HILLS,

CA.

TELEPHONE # (Home)

TELEPHONE # (Business)

E-Mail

Also
Complainant

Complaint is against: (Check box and fill out all sections completely)

☐ Selling Dealer☒ Servicing Dealer☒ Manufacturer/Distributor

NAME

NAME

NAME

Corley Chrysler-Dodge Dealer

DAIMLER CHRYSLER MOTORS INC.

ADDRESS

ADDRESS

ADDRESS

605 E. Santa Fe Ave.

P.O. BOX 21-8004

P.O. Box 786

Auburn Hills, MI 48321-8004

Grants, New Mexico 87920

TELEPHONE #

TELEPHONE #

TELEPHONE #

505 285-3525

VEHICLE (Make)

(Model)

(Year)

Dodge Ram [Quad Cab V-8]

SLT 1500

2003

DATE OF PURCHASE / LEASE

VEHICLE LICENSE NO.

CURRENT MILEAGE

March 11, 2003

29,839 at low & current 4005 #2 - 30,764

☒ Purchase☐ Lease

MILEAGE AT PURCHASE / LEASE

VEHICLE I.D. NO.

NEW -0-

1D7HA18NX35

☒ New☐ Used

TYPE OF WARRANTY ON VEHICLE

☒ Manufacturer's☒ Extended Warranty☐ No Warranty

Have you given written notice of defects to manufacturer?

☒ Yes☐ No

Has manufacturer (or designated agent) attempted repairs?

☒ Yes☐ No

If yes, list repair dates: July 16, 2006 - Tow to Corley Dodge (engine melt) at Highway speed - Sept. 6, 2006 as of [55 days] dealer has possession still promises repair via new engine.

continuous 7-16-06 to 9-18-06 @ Corleys N. Mexico

COMPLAINT Tow 9-20-06 & still out @ McPeak, CA

Please explain the details of your complaint and the action you are seeking on the reverse side of this form, or attach a typed 1-2 page letter.

IMPORTANT NOTICE: I understand a copy of this complaint may be sent to the dealer(s), manufacturer or distributor.

Sections 20 and 3000 of the California Vehicle Code make it unlawful to use a false or fictitious name or knowingly make false statement or knowingly conceal any material fact in any document filed with the New Motor Vehicle Board.

Signature

Reset

Print

9/20/06
WAB
aet
10/30/06

BASIS OF COMPLAINT

Mechanical Defects:

- ☐ Frame and Body
- ☒ Engine *Melt @ 70 mph*
- ☐ Transmission & drive shaft
- ☐ Brake system
- ☐ Steering *Piston & Spark Plug @ 70 mph*
- ☐ Fuel system *Engine H.C. 30 seconds*
- ☐ Suspension system
- ☐ Tires
- ☐ Wheels
- ☐ Exhaust system
- ☐ Inoperable accessories
- ☐ Cooling system
- ☐ Electrical system

Sales:

- ☐ Contract
- ☐ Financing
- ☐ Fraud
- ☐ Advertising
- ☐ Damage by dealer during servicing
- ☐ Extended service contract

COMPLAINT- Explain the details of this complaint.

Safety Concern plus;
 COMPLAINT; 10 OUT OF SERVICE CONTINUALLY SINCE 7/16/06 to pres.
 PRELIMINARY
 Purchase New Dodge Ram 3/11/03 Huntington Bch Dodge, California
 Normal household use, ship to Washington DC for job in IAD 2005
 Relocate to Alaska for new job, intended drive through California

7/11/06 On July 11, 06 truck serviced for cross country trip.
 On July 12 commence drive IAD intended through Calif for Alaska
 Loaded in truck household belongings, mattress, sofa, clothes,
 covered with a tarp to protect from dirt & sun. Mileage 27,710
 Parent, mother left in Albuquerque due to leg swelling, fly Calif.

7/16/06 On 7/16/2006 outside "ALB" almost to Grants New Mexico, and after
 nearly hour of lunchbreak at roadside rest, truck proceeding only
 few minutes at highway speed had complete engine failure, melted
 at 70mph, complete loss steering at 70mph, complete loss brakes
 at 70mph. ENGINE LIGHT illuminated only 30 seconds before system fail
 completely among big rigs on highway. No loss of life luckily.
 Towed to Conleys Grants Dodge Dealer, New Mexico mileage 29,939

Conleys, Svc Mgr Dan said, piston melt inside engine,
 spark plugs melted, coolant in engine. Needs New Engine.
 Cost hotel, cost fly to California. (Daimler denies help
 in rental car.)

Conleys Grants had truck from 7/16/06, promising to keep truck
 inside and to protect contents of truck & bed from elements
 and to take care of contents.

JULY & month of AUG. July and month of August; many calls Calif to New Mexico, Conleys
 Dodge; many excuses why not ready, including didn't open box so
 didn't know all parts not in box, sat outside first week, many
 different reasons why truck not ready though told needed truck
 for new job in Alaska, and needed clothes and must have very soon.
 Promise dates came and went. Concern expressed about contents to Dan.

AGAIN
 Daimler Chrysler refused to assist to cost to get home after being
 dumped in desert due to engine failure. Daimler refused rental car
 and no assistance whatsoever; truck not fixed after 6 weeks.

9/1/06 September 1, 2006 CALL General Manager Conleys, Faye Geten, who
 reiterates Dan promise of truck Sept 5th, and she personally
 guaranteed & warranted it would be ready in response to stating

9/5

imperative truck be ready 5th of September as had to be in Alaska September 13th, need drive time, need winter clothes. Dan also on speaker in conference call promising Sept. 5th.

Daimler-Chrysler had for 2nd time denied any assistance or rental car.

9/5/06 Make travel plans to fly in for pick up of truck Sept 5th, 2006, and call & told "not running" not started up".

9/8/06 - Cancel air travel listing await t/c. *Certified Complaint to Daimler* ^{"F" 1-2}
 5pm Friday Sept 8th, message left that truck ready. *HO.*
 Call am Sat. "nobody in" and closed Sunday. (by receiptment)

Certified Post Card Notice to Daimler Chrysler ^{"F"}
 Sept. 13, 2006 leave for Alaska, no truck, no winter clothes and too late when dealer opened 11th to drive and be Alaska by 13th due to not ready as promised, after weeks and weeks and promises.

Parent mother, flew to Dallas, Fri. 15th, and 16th fly to Albuquerque and picked up and taken to Conley Dodge for truck pick up Sept. 16th

SAT. Sept 16, truck picked up, unable to know condition as tarped, but when Dan asked, said had been in rain couple days while painting, at dealership. Expected damage as tarp not a rain tarp and didn't know dealer would leave in rain adverse to promises. Comp of \$100 ded. ^{"G" 1-2}
but not in remedy of contract

9/16/06 Drive Grants NM Sat 16th arriving California pm Sunday 17th. ENGINE LIGHT came on before reaching Anaheim, engine ran rough most of trip shaking like jalopy at stop, and accelerated 8mph uphill w/o pushing on gas pedal, then light came on at end.

Daimler Chrysler calls in response only to certified complaint whereas all telephone calls for assistance had been denied til written complain

9/18/06 Ms Dietrich, Daimler Chrysler on Sept 17th, was told ENGINE LITE on again and just pick up Sept 15th, after dealer having since 7/16/06 for repairs. She directed I call DAIM CRYSL 800 # for tow to dealer of her choice Mc Peeks, Anaheim whereas I wanted to have tow to where purchased Huntington Beach Dodge. I had to pay for tow via my CC

Ms Dietrich said may reimburse TOW, and expense to pick up auto from New Mexico, and costs to return after break down and dump in desert including hotel. *AFER DENY 2 MONTH UNTIL CERTIC COMPLAINT.*

Said not responsible for items in truck damaged at dealer including moldy, rusty and wet damaged items discovered. No good faith although product failed and cause of damages. After 67 days of loss of use auto, would not give rental and said I would have to find own way to get to dealer, take taxi or bus and would not cover, basically I could walk to pick up RAM if it ever gets fixed.

9/19/06 TOW #2 "ENGINE LIGHT" Mileage 30,764 Truck out of service at Dealer Mc. Peek from Sept 19th to, unknown. *OVER 68 DAYS NOW.*

" " D. Truck out of service at dealers 7/16 through present less 2 days driving when didn't run well NM to CALI 67 days loss Use Plus

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JULY & month of AUG. July and month of August; many calls Calif to New Mexico, Corleys Dodge; many excuses why not ready, including didn't open box so didn't know all parts not in box, sat outside first week, many different reasons why truck not ready though told needed truck for new job in Alaska, and needed clothes and must have very soon. Promise dates came and went. Concern expressed about contents to Dan.

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7/1/06 September 1, 2006 CALL General Manager Corleys, Faye Geten, who reiterates Dan promise of truck Sept 5th, and she personally guaranteed & warranted it would be ready in response to stating "E" 9/5

NOAH

"I"

REMEDY REQUESTED

Prelim Statement

No confidence in truck safety due to Engine Light on only 30 seconds then complete engine melt failure, at 70 mph, and total loss of steering and brakes while at 70mph.

No time to react, and life threatening condition;

Had to drive back to Calif from NM and engine light again came on at end of trip.. Fearful experience and engine is now NEW and has some failure.

No confidence in repairs because new, didn't run right after replacement, AND out of service for repair now over 67 DAYS and not diagnosed for new engine Engine Light, re TOW 9/20/06

No product confidence, or confidence in ability to repair after months out at dealer for repair where it again sits.

Loss of use for months without any reimbursement from Daimler
Loss of content of truck bed ruined due to engine failure & time to repair and left in rain.

REMEDY REQUESTED

*

1. BUYBACK BY DAIMLER CRYSLER

2. Reimburse 2 plus months insurance lost and 2 plus payments of auto loan put on parent credit card.

Re continuous out of service for repair since 7/16/2006 and is at dealer awaiting diagnosis of same problems that auto won't run right and firstly engine burn melt.

3. Reimburse cost of Christin hotel at engine failure and get dumped in desert and costs to get to California.
Refused by Daimler, request at incident.

4. A Cost of towing #1 paid by State Farm, owners ins.

B. Cost of towing #2 paid by parent CC, B of A.

C. Cost pay driver to drive truck ALB to Anaheim & cost of hotel & expenses

5. Cost to fly to get truck from desert LA, DFW, ALB and hotel and costs

Repair Delay caused owner not to be able to drive truck thru Calif & to new job Alaska

6. Ship auto to Alaska or deliver a replacement to Alaska at Daimler Chrysler cost. BUYOUT REMEDY IS REQUESTED FIRST OPTION. + COSTS.

7. A Long distance calls to New Mexico and assoc w extended repairs and assistance. B Cost of Diagnosis fee charged by Mc Peek stated at recent TOW #2 re Engine Light again, and not running right after New Engine after 1st failed.

8. Reimbursement for moldy rusty and wet personal belongings and dry clean crumpled damp salvageable coats due to long repair time and truck left in rain after promise to care and keep inside. Dry clean as nec. salvageable items.

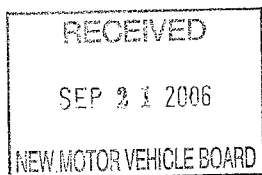
9. REPLACEMENT VEHICLE OF BUYOUT VALUE SUITABLE FOR ALASKA + SHIP TO ALASKA.

PHOTOS TAKEN!

9/21/06

916 323-1631

NMVB

(2 engine fails)
D3 RAM

Re; [REDACTED] Complaint

of today submission
by Fax

Pls ADD:

IN ADDITION TO engine
that melt @ 70 mph on 7/16/06
& picked up Friday After
SAT. 9/16/06New Engine, the New engine BRAND
has Cracked cylinder diagnosis
at apx 755 miles per McPeck Dodge.

NMVB

To:
FAX

9/21/06

916 323-1631

Please find this cover pg plus
15 pages inclusive of Supp. doc
re CALIF. new Ram purchased

Re 7/16/06 engine (piston melt +
spark plug melt) at 70 mph
Complete loss steering 70 mph
" " Brakes 70 mph

Out at dealers (2) first was
67 days ^{continuous} + 2nd Tow in 9/20
^{to 9/18 pickup}
+ undiagnosed "Engine" like
2 days of pk auto up w new
engine after it melt in New Mex

The out service over 67 days Daimler
Crysler no give rental car so cant
get to Post office, thus the FAX.

Thank you

Photos
TAKEN!

- and not running right after New Engine after 1st failed.
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 9. REPLACEMENT VEHICLE OF BUYOUT VALUE SUITABLE FOR ALASKA

FROM :

FAX NO. :

sp. 08 2003 03:15PM P4

10

11
F-2

City, State, ZIP

Street Address

Name

DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

F-2

Sent by
certified mail
mailing in envelope

PLACE
STAMP
HERE

BY FAX 9/9/06 ✓
505 285-5973

Sept. 9, 2006

11 E

Corley's Grants Chrysler Dodge Dealership
605 E. Santa Fe Ave.
Grants, New Mexico 87020
Attn: Fay Geter, General Manager

Dodge Ram SLT Quad Cab-
re; Tow In to Corley's July 16, 2006 repairs - 55 days plus

Dear Ms. Geter;

Relative to your dealerships having possession for warranty repairs of the above Dodge Ram since July 16, 2006, I have been in communication with your service department many times; as my daughter was away at training. Each time I spoke to Dan over weeks, the truck was not ready with many reasons cited, then it was promised for several weeks but each time I would call, the truck would not be ready.

After explanations and promises passing, and contacting Daimler Chrysler some times, & them offering no assistance and refusing rental car even with extended time truck out of service, and hardship suffered due to lack of truck in household, Dan, your Service Manager whom I always dealt with, set firm date truck would be ready as Tuesday Sept. 5th.

Due to importance of needing truck by that date. I affirmed with Dan & with you that imperative it be ready 5th as promised as promises had come and gone and my daughters having to leave for Alaska, with you by separate telephone call Friday of the Labor Day Weekend relating importance of her getting truck & her winter clothes inside truck home for Alaska and imperative it be ready. You confirmed and promised & guaranteed it would be ready the 5th, where Dan and you were on speaker phone.

We relied on your promises, made air travel arrangements only to call before going to fly out for 5th pick up and Dan telling me truck was not running not started up yet- but all pieces were there, when I called about pickup of truck as promised. I was not about to pay the cost of kennel and to fly out when truck was not running or started up and ready as related by Dan

I since have received no telephone calls about truck from you or dealership though you have my phone. I called today Sat. 10th of Sept. and was told you or Dan in Service Dept. not in today and closed tomorrow. The last ditch effort to get truck to no avail.

It has been 55 days and we have been more than patient. JUST AS I HAD WARNED THAT TIME IS ESSENCE, DAUGHTER HAS NOW TO REPORT FOR HER NEW JOB IN ALASKA - HAS NOT HER WINTER CLOTHES and it will now be too late, as I warned, for her to fly in, drive couple days & then get to Alaska by Tues, & replace her clothes. PLEASE CALL AND ADVISE.

Yours truly



VIP Summary Report

Dealer: 68711 - ED CORLEY CHRYSLER

VIN: 1D7HA18NX3

Odometer: 29,939 Miles

Date: July 17, 2006 Time: 15:56:22

Currency: USD

Current Vehicle Transfer Information

Warranty Coverage Code	Model Year	Basic Coverage	Powertrain	Deductible	Rust Protection
770	2003/04**	3/36	7/70	100\$*	5/100
* \$100 DEDUCTIBLE BEYOND 3/36 BASIC TRANSFERS: ALL OWNERS NO CHARGE					
**2004 MY VEHICLES BUILT PRIOR TO 10/1/03(EXCLUDES DURANGO)					

Selling Dealer Information

Name:	44088 - HUNTINGTON BEACH DODGE INC	Telephone:	(714) 847-5575
City:	HUNTINGTON BEACH	State/Province:	CA

Open CAIR Summary - No Open CAIR Information Available

FROM :

FAX NO. :

ep. 08 2003 03:19PM P13

Re ^u 

Complaint

resend

Tow bill / Remedy
Reg.
Purch. invoice



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).