



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

120 Broadway, New York, NY 10271

ELIOT SPITZER
Attorney General

THOMAS G. CONWAY
Assistant Attorney General In Charge
Consumer Frauds and Protection Bureau

212-416-8294

October 23, 2006

[REDACTED]
Jackson Hts., NY [REDACTED]

Our File Number: 2006-584054
Company: Major World

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 contacting us.

Very truly yours,

Philip Gamma/d

Philip Gamma
Bureau of Consumer Frauds
And Protection

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

Maria
11/3/06



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
163 West 125th Street
New York, NY 10027-8201
Tel. (212) 961-4475 Fax (212) 961-4003

COMPLAINT FORM

Consumer Hotline (800) 771-7755
For Hearing Impaired TDD (800) 788-9898
http://www.nys.gov/attorney-us
RECEIVED
NYS OFFICE OF THE ATTORNEY GENERAL
BROOKLYN REGIONAL OFFICE
2006 OCT 16 PM 3:40

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

CONSUMER		
YOUR NAME		HOME TELEPHONE NUMBER
STREET ADDRESS		BUSINESS TELEPHONE NUMBER
CITY/TOWN	COUNTY	STATE ZIP
Jackson Heights	(Queens)	NEW YORK
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
STREET ADDRESS		STREET ADDRESS
CITY/TOWN	STATE	TOWN STATE ZIP
LONG ISLAND CITY N.Y.		Auburn Hills MI USA 48326
TELEPHONE NUMBER	TELEPHONE NUMBER	
	1-866-432-1329	
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)
July 11, 2006	\$ PART of Recall	☐ Cash ☐ Check ☐ Credit Card ☒ Other
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
☐ Yes ☒ No	Invoice only	July 11, 2006
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
☒ Yes ☐ No	SAFETY Emergency Notice Received Around MAY 2006	Recall 1/04/06 - Began Recall April 10, 2006
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)		
2000 DODGE (white) STRATUS PASSENGER CAR "SAFETY RECALL"		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE
☐ By Mail ☐ By Telephone ☒ In Person	MR. Bill Contralle	Service Manager
NATURE OF RESPONSE		DATE OF RESPONSE
NATIONAL SAFETY Emergency Recall came in for service, under hood fire vehicle was totaled by major insurance they offer only below book value, no other restitution or reparation on the part		negative response last call 9/13/06
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)		
☒ Yes ☐ No NATIONAL Highway Traffic Safety Administration		
IS COURT ACTION PENDING? (Please describe as necessary)		
☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER
DAIMLER CHRYSLER CORP. (Dodge)		Line power hose, power steering CBATE231, cleaner 4897151
ADDRESS		WARRANTY EXPIRATION DATE
1000 CHRYSLER Drive Cms 485-1330 Auburn Hills MI, U.S.A 48326		Yes
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)		
☐ Yes ☒ No N/A		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

On November 23, 2005, I purchased a 2000 Dodge (white) Stratus (100,000 miles) with 2.4 liter engine in excellent condition. Safety Recall by Manufacture (Chrysler E23) Notification Campaigns January 4, 2006 and Safety Recall began April 10, 2006. Once I received my notice (May 2006) and made agreed schedule appointment with Authorized Service Center "Major for July" 2006, after checking in (8am) my vehicle for service (in excellent working condition) due to the potential risk of underhood fire vehicle was to be serviced. Mr. Verasino (Cruise and Manager) Statement of Safety assurance (Release) of vehicle. My wife and I drove off around 3:35 PM. While driving home on the road smoke started coming from underhood of vehicle and fire and explosion heard. Towed vehicle next day 7/12/06. After Major Insurance claim total vehicle body inspection my complaint. Chokebin working car ended up with total out vehicle due to fire.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.) Indemnification and Restitution, Lost of Upgraded Vehicle due to car being totaled.

WHO REFERRED YOU TO THIS OFFICE? MAYOR'S OFFICE N.Y.C. 311 Service N.Y.C. BAR LAWYER Referral Services, NEW YORK CITY CONSUMERS AFFAIRS DEPT, GEICO AUTO INSURANCE COMPANY, my Policy, N.Y.S. DM.V. Division of Vehicle Safety.

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  Date Sept 28, 2006

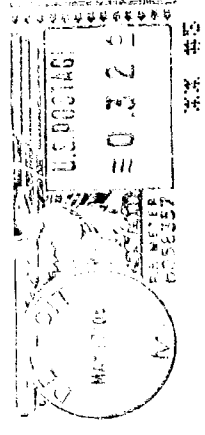
HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
163 West 125th Street
New York, NY 10027-8201

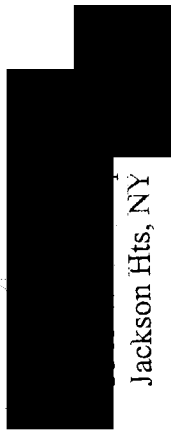
DaimlerChrysler Corporation
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008

Address Service Requested

PRESORTED
FIRST CLASS



IMPORTANT!
SAFETY RECALL NOTICE



Jackson Hts, NY

DZHEZNN 11372



Office of Defects Investigation

2

Complaints

Defect Investigations

Recalls

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Navigate: ODI Home » Recalls » Search » Results List

Complaints

- » Search
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EWR Information

- » Account Management
- » Equipment Manufacturer
- » Low Volume Manufacturer

Sitemap

Contact

1-888-327-4236

TTY

- 1-800-424-9153 or
- 1-202-484-5238

[Help](#)

Search Results

Report Date : **August 2, 2006 at 06:03 PM**[New Search](#)SEARCH VEHICLE
TYPE :YEAR : **2000**Make : **DODGE**Model : **STRATUS**Type : **PASSENGER CAR**[Print Version](#)Results : **1** | All records displayed**Make :** DODGE**Model :**
STRATUS**Year :** 2000**Manufacturer :** DAIMLERCHRYSLER CORPORATION**NHTSA CAMPAIGN ID Number :** 06V001000**Recall Date :**
JAN 04, 2006**Component:** STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS**Potential Number Of Units Affected :** 216299**Summary:**

ON CERTAIN PASSENGER VEHICLES EQUIPPED WITH 2.4 LITER ENGINES, THE HIGH PRESSURE POWER STEERING HOSE MAY PREMATURELY HEAT AGE AND DEVELOP A LEAK.

Consequence:

POWER STEERING FLUID LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE MAY RESULT IN AN UNDERHOOD FIRE.

Remedy:

DEALERS WILL REPLACE THE HIGH PRESSURE POWER STEERING HOSE FREE OF CHARGE. THE THE RECALL BEGAN ON APRIL 10, 2006. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Notes:DAIMLERCHRYSLER RECALL NO. E23. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).



Fire Department of New York

Incident Report

Report Date: Aug 10 2006 11:53AM

RESPONSE

Incident Number 5-0270
Incident Date 07/11/2006
Incident Type 131 - Passenger vehicle fire
Alarm Date/Time 07/11/2006 16:17:53
Cleared Date/Time 07/11/2006 16:36:15
Report Closed Date/Time Jul 11 2006 5:04PM
BFI Case # N/A
Box # 7884
Administrative Company E307
Community Board 03
Initial Alarm Level 1 - Box (street or class 3)
Highest Alarm Level 1 - Initial alarm, less than 10-75
Precinct 115
Reported By Phone
Left In Charge OWNER
Hazmat Released N1 - Smoke / fumes

LOCATION

Location Type 2 - Intersection
Address 78 ST
Borough Queens
State NY
Property Use 962 - Residential street, road or residential driveway

FIRE

PROPERTY & IGNITION:
Referred for Investigation No
Juvenile Involvement No
Cause of Ignition 3 - Accidental - Equipment or heat source failure
Area of Origin 83 - Engine area, running gear, wheel area
Heat Source UU - Undetermined
Condition on Arrival 3 - Flame and smoke showing
Factors Contributing to Ignition 20 - Mechanical failure, malfunction, other

EQUIPMENT INVOLVED IN IGNITION:

Equipment Involved No Equipment Involved in Ignition

MOBILE PROPERTY INVOLVED IN IGNITION:

Ignition	3 - Involved in ignition and burned
Type	11 - Passenger car.
Make	DO - Dodge
Plate Number	DMC 9926

BUILDING

DESCRIPTION & DAMAGE:

DETECTORS:

AUTOMATIC EXTINGUISHMENT SYSTEM:

STANDPIPE

UNIT INFORMATION

UNIT RESPONSIBLE FOR REPORT:

Member Making Report	909316 PETER J CONELLI
Unit	E307

UNIT NARRATIVE

No Report .

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

August 7, 2006

[REDACTED]
Jackson Hts, NY [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation regarding your 2000 DODGE STRATUS 1B3EJ46X [REDACTED]. We are currently in the process of reviewing your file. As we proceed, one of our representatives may need to contact you for additional information about your vehicle.

For information, we expect to complete our review and inform you of our decision within the next 12 business days. If you do not hear from us by then, please call the following toll free number: 1-866-432-1329.

Note: If you have already settled with your insurance company, please contact us immediately at 1-866-432-1329 (toll free).

Thank you for your cooperation.

Customer Claims Resolution Group

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

August 22, 2006

Via U.S. Mail

[REDACTED]
JACKSON HTS, NY [REDACTED]

Re: 2000 Dodge Stratus, VIN 1B3EJ46X [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Corporation conducted an investigation into the incident and inspected the vehicle. The inspector found no indication of a manufacturing defect that caused or contributed to the incident of July, 2006.

Based on our review of this matter, DaimlerChrysler Corporation is denying your claim. Thank you again for raising your concerns with DaimlerChrysler Corporation. We suggest further inquiries be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group

Loan	Retail	Trade-In	BODY TYPE	Model No.	Loan	Retail
8750	11875	100	Add Alum/Alloy Wheels		100	125
275	325	50	Add CD Player		50	75
100	125	75	Add Cruise Control		75	100
250	300	300	Add Power Sunroof		300	350
425	475	50	Add Pwr Locks (Std. ES)		50	75
500	575	75	Add Pwr Wind (Std. ES)		75	100
75	100	350	Deduct W/out Air Cond		350	350
175	175	300	Deduct W/out AT		300	300
175	175					
2000 AVENGER-V6						
				MC: II		
		4250	Coupe 2D	U42	3825	5725
		5075	Coupe 2D ES	U52	4575	6675
3650	5400	125	Add A/A Wheels (Std. ES)		125	150
4000	5825	50	Add CD (Std. ES)		50	75
4600	6575	350	Add Power Sunroof		350	400
2000 STRATUS-V6						
				MC: II		
150	175	4050	Sedan 4D SE 4 Cyl.	U46	3650	5525
50	75	5125	Sedan 4D ES	U56	4625	6750
100	125	125	Add A/A Wheels (Std. ES)		125	150
200	225	50	Add CD Player		50	75
350	400	350	Add Power Sunroof		350	400
75	100	375	Deduct W/out AT		375	375
100	125	375	Deduct W/out Cruise		375	375
50	75	100	Deduct W/out Leather (ES)		100	100
400	400	250	Deduct W/out Pwr Locks		250	250
325	325	75	Deduct W/out Pwr Wind		75	75
100	100	100	Deduct W/out Pwr Wind		100	100
2000 INTREPID-V6						
				MC: II		
446	5675	8025	Sedan 4D	D46	3750	5775
5000	7200	4150	Sedan 4D ES	D56	4725	7000
552	7800	6300	Sedan 4D RT	D76	5675	8175
5850	7600	200	Add 3.2L V6 Engine (ES)		200	225
6200	8650	175	Add A/A Wheels (Base)		175	200
175	200	75	Add CD (Std. R/T)		75	100
50	75	150	Add Infinity Stereo		150	175
300	350	325	Add Leather Seats		325	375
400	450	400	Add Power Sunroof		400	450
125	150	125	Deduct W/out Pwr Seat		125	125
50	75					
425	425					
DODGE						
				MC: I		
446	4875	7175	1999 NEON-4 Cyl.		2250	3650
506	6075	8650	2475 Coupe 2D Highline	S42	2800	4325
552	7050	9825	3100 Coupe 2D R/T (5 Spd)	S47	2250	3650
			2475 Sedan 4D Highline	S47	2800	4325
			3100 Sedan 4D R/T (5 Spd)	S47	2800	4325
			175 Add A/A Wheels (Std. R/T)		175	200
			50 Add CD (Std. R/T)		50	75
			50 Add Cruise Control		50	75
			250 Add Power Sunroof		250	300
			50 Add Pwr Windows		50	75
			300 Deduct W/out Air Cond		300	300
			250 Deduct W/out AT (Ex. R/T)		250	250
				MC: II		
			1999 AVENGER-4 Cyl.		3075	4800
			3400 Coupe 2D	U42	3375	5150
			3675 Coupe 2D V6	U42	3325	5100

JUST FOR MILEAGE - ADJUST FOR CONDITION
EASTERN EDITION - NOVEMBER 2005

Trade-In	BODY TYPE	Model No.	Loan	Retail	Trade-In	BODY TYPE	Model No.	Loan	Retail
4000	Coupe 2D ES (V6)	U52	3600	5450	2525	Sedan 4D ES (4 Cyl.)	J56	2275	3800
75	Add A/A Wheels (Std. ES)		75	100	2750	Sedan 4D ES	J56	2475	4050
225	Add Leather Seats		225	250	50	Add A/A Wheels (Std. ES)		50	75
75	Add Power Seat		75	100	175	Add Leather Seats		175	200
300	Add Power Sunroof		300	350	50	Add Power Seat		50	75
425	Deduct W/out Air Cond		425	425	250	Add Power Sunroof		250	300
325	Deduct W/out AT		325	325	275	Deduct W/out AT		275	275
75	Deduct W/out Cruise		75	75	50	Deduct W/out Cruise		50	50
50	Deduct W/out Pwr Locks		50	50	50	Deduct W/out Pwr Wind		50	50
75	Deduct W/out Pwr Wind		75	75					
1999 STRATUS-V6									
3125	Sedan 4D (4 Cyl.)	J46	2825	4475	2825	Sedan 4D	D46	2550	4225
3780	Sedan 4D ES	J56	3350	5125	3425	Sedan 4D ES	D56	3100	4950
75	Add A/A Wheels (Std. ES)		75	100	100	Add A/A Wheels (Std. ES)		100	125
225	Add Leather Seats		225	250	75	Add Infinity Stereo		75	100
75	Add Power Seat		75	100	225	Add Leather Seats		225	250
300	Add Power Sunroof		300	350	300	Add Power Sunroof		300	350
325	Deduct W/out AT		325	325	75	Deduct W/out Pwr Seat		75	75
75	Deduct W/out Cruise		75	75					
50	Deduct W/out Pwr Locks		50	50					
75	Deduct W/out Pwr Wind		75	75					
1999 INTREPID-V6									
3400	Sedan 4D	D46	3075	4900	EAGLE				
4225	Sedan 4D ES	D56	3825	5875	1998 TALON-4 Cyl.				
125	Add A/A Wheels (Std. ES)		125	150					
100	Add Infinity Stereo		100	125	3175	Hatchback 2D	K24	2875	4550
275	Add Leather Seats		275	325	3475	Hatchback 2D ES	K44	3150	4875
350	Add Power Sunroof		350	400	4625	Hatchback TSI Turbo	K54	4175	6150
100	Deduct W/out Pwr Seat		100	100	5100	Hatchback TSI Turbo (AWD)	L54	4600	6700
DODGE									
1975	Coupe 2D Highline	S42	1800	3075					
1975	Sedan 4D Highline	S47	1800	3075					
125	Add Sport Pkg		125	150					
50	Add Cruise Control		50	75					
200	Add Power Sunroof		200	225					
50	Add Power Windows		50	75					
250	Deduct W/out Air Cond		250	250					
200	Deduct W/out AT		200	200					
1998 AVENGER-4 Cyl.									
2900	Coupe 2D	U42	2625	4200	FORD				
3175	Coupe 2D ES	U42	2875	4550	2005 FOCUS-4 Cyl.				
3125	Coupe 2D (V6)	U42	2825	4475					
3400	Coupe 2D ES (V6)	U52	3075	4800	9550	Hback 3D ZX3 S (5 Spd)	31	8750	11500
50	Add A/A Wheels (Std. ES)		50	75	10575	Hatchback 3D ZX3 SE	31	9525	11625
175	Add Leather Seats		175	200	11400	Hatchback 3D ZX3 SES	31	11275	13000
250	Add Power Sunroof		250	300	10975	Hatchback 3D ZX3 S	37	9300	13050
375	Deduct W/out Air Cond		375	375	11775	Hatchback 3D ZX3 SES	37	10500	13050
275	Deduct W/out AT		275	275	12300	Hatchback 3D ZX3 SES	37	11175	14450
50	Deduct W/out Cruise		50	50	10175	Sedan 4D ZX4 S	34	1175	12200
50	Deduct W/out Pwr Wind		50	50	10675	Sedan 4D ZX4 SES	34	1175	12200
1999 STRATUS-V6									
2275	Sedan 4D (4 Cyl.)	J46	2050	3500	11500	Sedan 4D ZX4 SES	34	1175	12200
					11575	Wagon 4D ZX4 SES	36	1175	12200
					11575	Wagon 4D ZX4 SES	36	1175	12200
					12400	Wagon 4D ZX4 SES	36	1175	12200

ADJUST FOR MILEAGE - ADJUST FOR CONDITION
EASTERN EDITION - NOVEMBER 2005

Fully Equip, no sun roof only

FIRE DEPARTMENT • CITY OF NEW YORK
REVENUE MANAGEMENT
9 METROTECH CENTER, BROOKLYN, N.Y. 11201-3857

21108

DATE 8/10/06

RECEIVED FROM: [REDACTED]

ADDRESS: [REDACTED]

☒ CASH

☐ CHECK

In the sum of \$ 1,000 for a search request.

Other

Via.

Fire Records

Premises

SIGNED [Signature]



RECEIVED
NYS OFFICE OF THE
ATTORNEY GENERAL

2006 OCT 16 PM 3:40

BROOKLYN REGIONAL OFFICE

attorney General Eliot Spitzer
State of New York
office of Attorney General
Bureau of Consumer Frauds and Protection
Brooklyn Regional office
55 HANSEN PLACE SUIT 732
Brooklyn, N.Y. 11214




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INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).