



ATTORNEY GENERAL ELIOT SPITZER
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
144 Exchange Boulevard
Rochester, NY 14614-2176

Complaint Form
Consumer Hotline: (800) 771-7755
Local Office: (585) 327-3240
Fax: (585) 546-7514
Internet: <http://www.leg.state.ny.us>

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NOV 29 2006

NYS OFFICE OF THE ATTORNEY GENERAL
ROCHESTER REGIONAL OFFICE

CL-10181597-1477 2007 JAN 24 11 09:40

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

CONSUMER

NAME		BE	
STREET ADDRESS			
CITY/TOWN			
Rochester		COUNTY	monroe
STATE		New York	

COMPLAINT

NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
Chrysler Company		Chrysler Jeep	
STREET ADDRESS		STREET ADDRESS	
P.O. Box 218008		2111 Empire Blvd	
CITY/TOWN		CITY/TOWN	
Auburn Hills MI		Webster NY	
STATE		STATE	
ZIP		ZIP	
48321			
TELEPHONE NUMBER		TELEPHONE NUMBER	
1800-853-1403		585 671-1010	
DATE OF TRANSACTION		COST OF PRODUCT OR SERVICE	
10/06		\$ N/A	
HOW PAID (Check those which apply)			
☐ Cash ☐ Check ☐ Credit Card ☒ Other		Re-Calls	
DID YOU SIGN A CONTRACT?		WHERE DID YOU SIGN THE CONTRACT?	
☐ Yes ☒ No		N/A	
DATE SIGNED			
N/A			
WAS PRODUCT OR SERVICE ADVERTISED?		WHERE WAS IT ADVERTISED?	
☒ Yes ☐ No		Re-Call Letter	
DATE ADVERTISED			
10/06			
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)			
Re-Call Part Front End Could Cause accident w/o warning			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL		PERSON CONTACTED	
☐ By Mail ☒ By Telephone ☒ In Person		Linda	
JOB TITLE			
Rep for Company			
NATURE OF RESPONSE		DATE OF RESPONSE	
Re-Call Part Need fix ASAP		11/07/06	
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)			
☐ Yes ☒ No not yet			
IS COURT ACTION PENDING? (Please describe as necessary)			
☐ Yes ☒ No			

ADDITIONAL INFORMATION

MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER	
Chrysler Company		Year 2002 Jeep	
ADDRESS		WARRANTY EXPIRATION DATE	
		N/A	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)			
☐ Yes ☒ No N/A			

BRIEFLY DESCRIBE YOUR COMPLAINT

I Called Webster Chrysler Jeep. And asked when Can I bring my Jeep in to get the Recall part fix services, I was told we can put you on a list (11/2/06) the part are not coming in only 2 or 3 at a time, waited a few day, I went out to Webster Chrysler Jeep, (11/6/06) I was told by one of the dealer, that he would check into it and give me a call the next day, which would have been (11/7/06) He didn't call me, so on 11/7/06 evening I called Attorney General office and talk to your Rep. Jeff, told him what was going on he Send out the Complaint Sheet, my Jeep sounds terrible

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

Repair, ASAP
this is the only transportation that I have need it fix.

WHO REFERRED YOU TO THIS OFFICE?

Another Chrysler Jeep Customer who just happen to be there in Service Area.

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:

November 24, 06

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to:

Office of the Attorney General
Bureau of Consumer Frauds and Protection
144 Exchange Boulevard
Rochester, NY 14614-2176

Webster Chrysler Jeep
671-1010
DaimlerChrysler Corporation
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Address Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

#5

[REDACTED] F23

035765

[REDACTED]
[REDACTED]
[REDACTED]
ROCHESTER, NY [REDACTED]



035765/#22060 / F23/2002

HXHBZP1

14609



Called
10:30 AM 11/7/06
Talled to Linda
Rep: Linda
DAIMLERCHRYSLER

SAFETY RECALL F23 - LOWER BALL JOINTS

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Linda - From Daimler Chrysler
DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2002 through 2006 model year Jeep® Liberty vehicles.

NOTE: 2002 and 2003 model year vehicles involved in a previous ball joint recall must also have this recall performed.

The problem is... Water may enter into the front suspension lower ball joints on your Jeep (VIN: 1J4GL48K12W [REDACTED]). This can cause the ball joint to corrode and separate. Ball joint separation can result in a loss of steering control and could cause a crash without prior warning.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front lower ball joints. The work will take about 1 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code F23

*Buckle up
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.