

CL-10186314-5819

National Highway and Transportation Safety Administration 2007 APR 12 AM 7:41
Office of Defects Investigation
400 Seventh Street SW
Washington D.C. 20590 REF#10186314

Cc: Office of Attorney General Consumer Complaints
Cc:Daimler Chrysler/Jeep
Cc: Cars Plus

23 March 2007

Dear Sir/Ma'am,

This letter is regarding my 1992 Jeep Wrangler.

I had submitted an inquiry regarding a few recalls on my vehicle and was told to take the vehicle to the dealership here on Guam, which is Cars Plus.

I had taken my vehicle there to correct the recalls and one in particular, the defect on my gas tank. The first couple of times I brought the vehicle to Cars Plus, I still smelled heavy fumes of gasoline and called back the shop. I was told to "air it out" because residue might still have been left sitting on the tank.

After bringing it back three times, the tank ended up being broken by the technician, and as a result, the problem worsen, resulting in gas spilling out of the tank while I was traveling on the highway

I again, brought the Jeep back a fourth time to Cars Plus, this time I had to have it towed. I went down to the shop and looked at the gas tank lying on the ground and saw the crack of about three inches on the inside flange part of the valve on top of the tank.

These are the dates I had to bring my Jeep to CarsPlus:

July 5,2006-Smell fumes recall on fuel sending/ gasket on tank replaced

July 7,2006-Still smell gasoline from tank area/ gasket on tank replaced

August 26,2006-Still smell gasoline from tank/ gasket on tank replaced (was told to continue driving to "air it out" it might be residue on tank.

November 20, 2006-Still smell gasoline-tank is gushing out with gas on highway.

Vehicle towed to Cars Plus/gas tank is cracked to be replaced.

I was told that the Jeep could not be worked on unless I placed a \$500.00 deposit to order a replacement gas tank, and was told that the job would cost *about* \$1500 to fix. I did not receive a breakdown of what the estimate entailed, nor did I receive an invoice itemizing the parts and labor.

I paid the \$500.00 deposit because I was told the jeep would not be worked on otherwise, and this is my only form of transportation.

mc
4/12/07
cc

I had to repeatedly call the servicing department, to find out the status of my vehicle and finally after almost two weeks of being alienated by the department, was able to get my jeep back after an appointment with Mr. Joey Crisostomo, President of Cars Plus. When I went over to get my key from the servicing manager Mr. Rick Appleton, he sneered and scuffed at me, game me the key without a word, and walked off. I felt I was more victimized at this point, than a satisfied customer.

If the crack was not caused by the technician, (The company disclaims any responsibility) I think an investigation should be conducted to see if the tank was defective. In addition, Cars Plus was the only shop to have removed/touched the tank of my vehicle.

The gas tank is still leaking at this point. I constantly smell gas fumes which give me and my family a headache, and I am forced to drive with the windows rolled down. I have not taken it back to Cars Plus because of their poor customer and technical service and because they don't have a competent mechanic certified to fix the tank that they broke. I'm very concerned about the safety issue with the obvious gasoline coming out of the tank and am very limited with resources.

I need to know if you can refer me to another shop (a reputable one) where the job performed will be done correctly and would be covered by the warranty under the recall or by manufacturer's servicing agent. If it is acceptable, I will take my Jeep to a local reliable, automotive repair shop and send you the bill.

I am also seeking reimbursement for the \$500.00 deposit to Cars Plus.

I have spoken to at least a couple dozen people here on the island who are Jeep owners and have had negative experiences with Cars Plus. Unfortunately, they are the only Jeep dealership with a service department here. It is very important that their service department is aware of how serious their work should be taken. My safety and the safety of my family was and still is compromised with this leaking tank.

I had to struggle with making transportation arrangements every time my Jeep went down to their shop. For every time I brought it down, the vehicle was kept for the entire day. (With an appointment). When I inquired for a courtesy vehicle, I was told to take the shuttle, which could not drop me in the military base where I work.

I am enclosing all previous communications and documentation regarding this matter.

I look forward to your further guidance on this matter.

Sincerely,

A black rectangular redaction box covering the signature of the sender.

Police Captain, Guam Police Dept. (Ret)

Oliva, Joanne MST3

From: svcmgr@carsplusguam.com on behalf of Rick Appleton [svcmgr@carsplusguam.com]
Sent: Tuesday, November 28, 2006 3:19 PM
To: Oliva, Joanne MST3; joeyc@carsplusguam.com
Cc: Flores, William MST3; Del Gaudio, Jon Paul LTJG; joliva66@yahoo.com; ljgoliath@yahoo.com; jacob@carsplusguam.com; 'Joey Crisostomo'
Subject: RE: 92 Jeep wrangler recall

Follow Up Flag: Follow up
Flag Status: Red

Thank you for your email Joanne, and I received notice today from Daimler Chrysler that you had contacted them as well. I apologize if you have not received timely information regarding this matter. I spoke with Jacob (Service Advisor) this afternoon, examined the jeep myself and checked with our Parts Department as well.

The crack in your tank has apparently been there for some time, per Jacob you seldom fill the tank to the top and would not have noticed the leak as it is at the vent valve areas and the very neck of the tank. The recall was for a seal replacement on the sending unit and is not related to the problem with your tank. Also in any instance, the recall does not allow for the tank to be replaced.

Jacob showed you the tank, quoted \$1183.16 for the repair, received your OK. We ordered the parts and received the last component this morning. The Jeep should be ready for pickup late this afternoon or tomorrow morning (Wed) at the latest. I'm not quite sure why there would be any confusion on the repairs or the price, as we would not have done any work without your express approval beforehand.

I understand the inconvenience of being without your vehicle and as a goodwill gesture will discount the bill 15%. Please contact me directly if you have any additional concerns or questions on this matter, and we will call you as soon as the Jeep is finished, test driven and ready for pick-up.

Thank you'

Rick Appleton
Director of Fixed Operations
CarPlus LLC
Phones; 477-7807, 688-6105, FAX 477-7752

-----Original Message-----

From: Joanne.B.Oliva@uscg.mil [mailto:Joanne.B.Oliva@uscg.mil]
Sent: Tuesday, November 28, 2006 2:48 PM
To: joeyc@carsplusguam.com; svcmgr@carsplusguam.com
Cc: Flores, William MST3; Del Gaudio, Jon Paul LTJG; joliva66@yahoo.com; ljgoliath@yahoo.com
Subject: 92 Jeep wrangler recall

Dear Sir,

My name is Joanne B. Oliva and I am writing you regarding my 1992 Jeep wrangler in hope you can assist me.

I had brought my vehicle to your shop three times due to a recall affecting the gas tank. I had to take time off from work, not to mention coordinate with friends or family for other transportation.

Each time I had brought it to the shop, it was looked at, I was told the seal was replaced, and the vehicle given back to me. Each time, I had still smelled fuel leaking and advised your servicing agent.

The fourth time I had brought the vehicle in, I had to have it towed to your shop because the gas was leaking profusely from the tank.

This all took place within a few months.

I had called several times to find out the status of my vehicle and was not given feedback

right away. I then went down to the service department in Agana to find out what exactly was the problem. I inspected the tank and was shown a hairline crack around the valve and a leaking seal. I inquired if by chance when the tank was removed three times previously by your technician, perhaps the damage was caused then. Since there was no impact to cause such damage, and no one else had inspected or touched the tank.

I was then told it would require a new tank and hoses which would amount to about \$1,180.00. My Jeep has been at your shop for almost two weeks and I have yet to see a quote or an invoice for the \$500.00 I had already paid as a deposit. I have called several times on Friday Nov 24th, Monday 27th and today, leaving messages for your service representative handling my vehicle. I have had no response. This vehicle is my only transportation. Prior to bringing it to your shop for the recall on the fuel sending unit gasket, I have had no problems with it and am a proud owner of a Jeep.

Can you please help me get this fixed and investigate if I am being billed correctly. I would also appreciate a job order or itemization of what I am being charged for.

Sir, I am not a mechanic by trade. However, my common sense tells me that if I had a recurring problem with my vehicle's tank that was a defect, and that same tank is now damaged. I would assume that the damage is related to or was affected by, the recurring problem.

I appreciate your attention to this matter.

Sincerely,
Joanne B. Oliva
Joliva66@yahoo.com
Joanne.b.oliva@uscg.mil
h) 789-8156
m) 7778156
o) 355-4884
fax: 355-4888

Oliva, Joanne MST3

From: svcmgr@carsplusguam.com on behalf of Rick Appleton [svcmgr@carsplusguam.com]
Sent: Wednesday, November 29, 2006 9:52 AM
To: Oliva, Joanne MST3
Subject: RE: 92 Jeep wrangler recall

Follow Up Flag: Follow up
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Cars Plus is a menu price shop, in that we quote a total price for repair work; we do not quote hours or labor rates on estimates; but usually just give a total of what the repair would cost. The customer then either agrees to the repair and we proceed, or they do not and neither do we.

I will fax a copy of the completed invoice, showing the discount offered. As I mentioned on the phone yesterday, the vehicle is ready now and may be picked up at any time. Please contact me personally if you have any additional questions;

Rick Appleton
Director of Fixed Operations
CarPlus LLC
Phones; 477-7807, 688-6105, FAX 477-7752

-----Original Message-----

From: Joanne.B.Oliva@uscg.mil [mailto:Joanne.B.Oliva@uscg.mil]
Sent: Wednesday, November 29, 2006 9:09 AM
To: svcmgr@carsplusguam.com; joeyc@carsplusguam.com
Cc: jroden67@yahoo.com; joliva66@yahoo.com; ljgollith@yahoo.com
Subject: RE: 92 Jeep wrangler recall

Dear Sir,

Thank you for your response. I do have a few more concerns about my vehicle. If the crack was there for some time and your technician was the only person to remove the tank to repair the recall, wouldn't he have detected that crack? I had brought my Jeep into your garage three times before I was informed of a crack.

And you have been misinformed by your advisor about my fueling habits. I normally do not let my gas level fall beyond half. It was under the advice of your service agent that I NOT fill-up my tank to allow the residual gas surrounding the seal to dry, and to allow the seal to adhere to the tank. This notice came after the second trip to your shop.

As per the misunderstanding of the price, I was quoted the figure you mentioned. However, I was not given a breakdown of prices, or an invoice itemizing the cost. This prevented me from fully evaluating the price and making a more informed decision.

Could you please provide the name of your technician that worked on my vehicle for my reports?
I would also appreciate it if you would please fax me a copy of the work order or invoice that itemizes the job performed and parts ordered.

Thank you again for your assistance

Sincerely,

Joanne B. Oliva
Joanne.B.Oliva@uscg.mil
Joliva66@yahoo.com

h) 789-8156
o) 355-4835
m) 777-8156
fax-355-4888

-----Original Message-----our advisor-

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Sincerely,

Joanne B. Oliva

Joliva66@yahoo.com

Joanne.b.oliva@uscg.mil

h) 789-8156

m) 7778156

o) 355-4884

fax: 355-4888

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).