

THOMAS J. MILLER
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION



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Department of Justice

May 3, 2007

[REDACTED]
[REDACTED]
[REDACTED]
Davenport, IA [REDACTED]

CL-10192132-4744

Re: Computer Problems Resolved, Inc. vs DaimlerChrysler Corp
File #2007-77254
(Please refer to this file number when communicating with our office)

Dear [REDACTED]:

Thank you for writing to us about your complaint. Consumer complaints are generally the best way for us to learn about what Iowa consumers experience every day, and they help us decide which problems to pursue. For that reason, thank you very much for writing to us.

We do not give legal advice and representation to citizens the way a private attorney does, but we try to help each citizen who files a complaint. Sometimes we help by giving information to citizens to help them settle their complaints on their own or to avoid similar problems in the future. Sometimes we help a citizen by trying to get a refund. In addition, information from consumers may lead to legal action to correct the problem.

When we decide how to handle a consumer complaint, we look at many factors, including the alleged actions of the business, whether we have a prior settlement or order against that business which is being violated, whether it appears especially vulnerable consumers are being targeted for fraud, and other factors.

After reviewing your complaint we have decided to assist you by offering ideas that may help you settle the matter on your own. First, if you have not already done so, you should make every effort to settle your dispute directly with the business. If early efforts do not settle your complaint, consider contacting supervisors or owners of the business. Be sure to keep a record of all calls and letters by keeping notes and copies. This will help you with possible future action that you may take.

If the business does not satisfy your complaint, you may want to contact a private attorney for advice and assistance. To select an attorney, you may wish to ask friends for suggestions. In addition, the Iowa State Bar Association operates a Lawyer Referral Service. You may call that service at 800-532-1108 for more information. As another option, the yellow pages have listings for lawyers. Finally, consider filing a claim in Small Claims Court at your

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local courthouse. Small claims may be filed with or without an attorney's help. In Iowa, small claims suits may seek up to \$5,000 from the other party. The county Clerk of Court can usually answer questions about procedures.

Although at this time we are not going to be looking further into your complaint, it is helpful to receive and review complaints like yours, and we will keep it on file for future reference. It may help other consumers avoid the problems you encountered. Thank you for contacting this office.

Sincerely,



STEPHEN SWITZER
Investigator

cc: National Highway Traffic Safety Administration
Department of Transportation
✓ 400 7th Street, SW, Room 2318
Washington, DC 20590

AG CONSUMER

Sent: Saturday, March 24, 2007 12:48 PM
To: AG CONSUMER
Subject: AG Office Consumer Complaint Form

Below is the result of your feedback form. It was submitted by
[REDACTED] on Saturday, March 24, 2007 at 13:48:00

name: [REDACTED]
address: [REDACTED]
city: Davenport
state: IA
zipcode: [REDACTED]
homephone: [REDACTED]
workphone: [REDACTED]
age: 42
respname: Chrysler Motor Corporation
respaddr: P.O. Box 21-8004
respcity: Auburn Hills
respstate: MI
respzip: 48321
vin: 1D4HS58N83F [REDACTED]
newused: New
datepurch: 09/18/2002
amtpurch: 32,000
amtpaid: 32,000
howpay: Chase Financial Financing
contbus: Yes
contatty: No

resolvefair: Chrysler Corporation should buy back the vehicle since they have not complied with Iowa law. They do not participate in arbitration, nor have they contacted me about the vehicle in question after receiving a certified letter claiming the Lemon Law statute. They have refused to send me any information on how to resolve this dispute and are violating Iowa's lemon law statutes which means they should not be allowed to sell their product in Iowa according to the lemon law statute.

comments: Since we purchased this 2003 Durango it has shifted into 4 wheel drive low WHILE DRIVING 4 times. It has been, under warranty, taken back to the dealer 4 times. Each time they tell us there is nothing wrong with the vehicle and cannot find a problem. After talking to their service department the last time they charged us a diagnostic fee and still did not fix the problem. Chrysler is not responding to any certified letters,

correspondence, or inquiries at all. They are violating Iowa's Lemon Law statute and will not offer any information to arbitrate, or direct us to any program they may have to resolve this type of dispute. They are the only major vehicle manufacture that does not participate, nor promote any type of program to resolve this type of issue. Which, according to Iowa law, prevents them from being able to sell their vehicles in the state of Iowa without such a program.

submit: Send in the complaint

HTTP_USER_AGENT: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4322; InfoPath.1)