



State of Wisconsin
Jim Doyle, Governor

CL-10193178-8271

Department of Agriculture, Trade and Consumer Protection
Rod Nilsestuen, Secretary

May 15, 2007

DAIMLERCHRYSLER MOTORS CO
PO BOX 21-8004
AUBURN HILLS MI 48231-8004

DON MILLER DODGE INC
PO BOX 2097
MADISON WI 53703

RE: File [REDACTED] (Refer to this number when contacting our agency)

DEFOREST WI [REDACTED]

Dear Sir/Madam:

I received a complaint from [REDACTED] concerning an unsatisfactory transaction with your business.

I am providing you with an opportunity to review and comment on this matter before we investigate further. After reviewing the complaint, please send your written response to [REDACTED] and to our office within two weeks.

In your response, please include a statement as to your position regarding resolution of this complaint. Your written response is important so your position can be included in the Department's permanent record.

Thank you for your cooperation and prompt response.

Sincerely,

Amanda R. Busse
Consumer Specialist
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Amanda.Busse@datcp.state.wi.us

Enc.:

C: National Highway Traffic Safety Administration, 400 7th St SW, Washington DC, 20590 ✓
Center for Auto Safety, 1825 Connecticut Ave Ste 300, Washington DC, 20009

Agriculture generates \$51.5 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • 608-224-5012 • Wisconsin.gov

NM
6/6/07
CC

[REDACTED]

From: [REDACTED]
Sent: Tuesday, May 08, 2007 8:12 PM
To: DATCP Hotline
Subject: DATCP Hotline E-mail

Complaint or inquiry received via email, internet by the Wisconsin Department of Agriculture, Trade, and Consumer Protection. This complaint and the information provided will be used in efforts to resolve the problem and will typically be shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open Records Law, Wis. Stats. § 19.31, this complaint will be available for public review upon request, after this department's action is completed.

Date Sent: 5-8-2007

Your Information

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
P.O. Box: [REDACTED]
City/State: DeForest, WI
Zip Code: [REDACTED]
County: Dane
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Phone me between 8:00 a.m. and 4:00 p.m. at: Work
Best time to call:

Information about the business your complaint is against:

Business Name: Don Miller Dodge
Business Address:
Address Line 2:
City/State: Madison, WI
Zip Code:
County: Dane
Phone:
Name of the person you talked to: null
Title of the person you talked to:
What product or service did you buy?: Rims for 2001 Dodge Ram

Information About Your Complaint:

Which of the following best describes your first contact with the business?: I went to the business

When did contact first occur?: 2-13-2007
How old is the person who had contact with the business?: 18-64
Was the item advertised?: Not Advertised
When:
Where: Weber Tires
Contract Number:
Amount paid: 140.00
Amount paid by: Check
Where did you pay the business?: At the place of business
Did you contact the business about your complaint?: no

Please describe your complaint:

The complaint I have is with my 2001 Dodge Ram Pick-up against Don Miller Dodge. All four mag wheel rims have major cracks which could have resulted in major failure if my mechanic had not noticed the problem. I took it to Don Miller Dodge where I purchased it. They would not do anything about it - except to give me a 800 number to call at Chrysler

which got no response except that they would not do anything. I did end up buying cheaper rims for the truck, not the \$1,500.00 that it would have been to replace the rims like the original ones I did take the bad rims to the dealership to show them. I bought the cheaper rims from Weber Tires, who are not at fault.

How do you feel this complaint should be resolved?

I think I should be reimbursed for the cost of the original tire rims. They had to be defects.

By submitting this form, I state that the information contained is true and accurate to the best of my knowledge.