

Brooklyn NY

2007 OCT -3 AM 8:17

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

CL-10205008-1451

Re: Chrysler customer care # 16664840

September 22, 2007

Ladies and gentlemen:

I recently had an unpleasant experience involving my 2002 Jeep Grand Cherokee Laredo that I would like to relate to you. However, for you to get the full story, I must include some background information.

I bought the vehicle new from Westbury Jeep in Long Island, New York. Since purchasing it I have had no trouble with the car; it performed perfectly. Last August I received a recall notice for the electric cooling fan motor. I called Bay Ridge Jeep, my nearest dealership, and spoke to Marie in service, (as an aside, it appears no one I spoke to has a last name at this dealership). I asked for an appointment to get the recall satisfied. I was told *not* to bring the car in. She took my name and phone number and said she would call me when the part came in. In my naiveté I assumed she ordered the part. This turned out not to be the case. Subsequent phone calls were answered with the responses that the part was not in yet, I was still on the list, there were four people ahead of me, etc. I was told there was a national backorder for this part. The Jeep is my family car. Since I could not leave the car in a parking spot while waiting, I went about my normal routines, including vacations. This included a trip to California to pick up my 23 year old daughter and drive with her back to New York.

On August 23rd, while touring the Petrified National Monument in Arizona with my wife and daughter, I heard a loud bang. I stopped the car and found nothing after a visual inspection. As I started to drive I noticed the temperature needle steadily rising and that the "Coolant low" warning was lit. I pulled over into a parking area and found that I was leaking coolant. I called 911 and a park ranger arrived shortly. She informed me that AAA did service the area. I called them and they towed my car and pop-up camper some 30+ miles to Holbrook Arizona, to Tate's Auto Center. From the time I called 911 it took approximately 5 hours to arrive at Tate's, at a cost of [REDACTED]. They are an authorized Jeep sales and service center. I was informed that the recall part had broken and that it took the radiator and shroud with it. Parts would have to be ordered before the repair could take place. Now I must say that the service and parts people at Tate's are outstanding. They were concerned, helpful and went out of their way to assist in any way. They made sure that our camper got to the campground and that we were safely settled.

MC
10/2/07

Holbrook is in the Northeast corner of Arizona. The nearest rental car company was 30 miles away in Winslow. They had to come and get me to drive me back to Winslow to get the car. There is nothing within 100 miles of Holbrook. It is in a desert, with daily temperatures in the upper 90's. I tell you this because it took 7 DAYS for the parts to arrive and the repairs made. I called Chrysler customer care on the Friday after the breakdown and was told that there was still a national back order for the cooling fan motor, but that it would be shipped as quickly as possible. I was told it was a priority that I get the part and that the repairs would be made. The part was shipped the following Monday, August 27th at 9:32 pm, from Oregon by standard UPS delivery. It did not arrive at Tate's until Thursday August 30th at 11:28 am. As you can see by the enclosed UPS tacking detail page, the part made 5 stops along the way. So much for priority delivery service.

If you look at the number of calls I made to Chrysler customer care you can see this was not an issue easily resolved. I was told that Chrysler MAY pick up the cost of the repairs, but I would get no help from the Trip Interruption service since I *never bothered to answer the recall notice*. As of today's date I was assured of getting reimbursed for the repairs, that it is still being worked on. When I explained my dealings with the Brooklyn Jeep dealer, I was told that *there was no record I ever called*. I was told to take the matter up with the Brooklyn dealership. I called on Friday, August 24th and spoke to Marie. It was then that she told me that the part was never ordered, that they never order the parts, that they wait for deliveries, and that she had no record of me calling. After an argument I asked to speak to the service manager. I was told he was not available and that she would relay the message and that he would call. When he did not call me by TUESDAY, I called again and asked to speak to Mr. Guiffre, the owner of the dealership. I was told he was out of town. I asked to speak to his #2 person. I was connected to the SALES manager. He heard my story and said he would have the service manager call me. Mike, the service manager called, took some information and said he would look into it. He called back and said that the regional service manager said there was nothing to be done; it was all my fault for not getting the recall done. He got insulted that I said that evidently his service procedures are inadequate, at least in meeting my needs, and refused to talk to me. I asked to speak to the regional manager. *No one knew his name or how to reach him*. Another call to Chrysler customer care gave me the name John Cosha, and that he could be reached through the dealership. On August 30th I called, was told he was on the phone and that I could leave a message. Three hours later, I still did not get a call back so I tried again. This time I was told he was out of town. I asked if he just left because I was told a short while ago he was on the phone. The person apologized and said she thought I said Mr. Guiffre (like they sound alike!) Mary got on the phone and said that she was the one who handled complaints, not Mr. Cosha. I went through the whole story, and she said it needed to be investigated.

By now it was Thursday, August 30th, the part came in, repairs were made and I was ready to start the 2000+ mile drive home. I was told that Chrysler did not clarify what they would pay for and that I should pay the bill and I would be reimbursed. This I did. I arrived home Labor Day night. I waited until Wednesday before I called Mary back. She said it did not look good, that there was no proof I ever contacted them last August and that the general manager Vinny would call me. He called and was very short. There was no assistance to be granted, it was all my fault for not getting the recall done, that I should have gone to another dealership (even though there is a national backorder on the part), that they don't order parts they wait for them to be delivered.

This breakdown cost me approximately [REDACTED] in unexpected expenses. My wife, a New York City Department of Education High School principals' and payroll secretary, missed the first critical days of the school year. My daughter, an aspiring actress finishing an eight month acting internship in California, missed scheduled auditions and interviews. While I am retired, I did miss some days at my part time job. We were marooned in a desert, in a campground, having to drive a minimum of 100 miles to find things to do. Add to all of this the anger and frustration encountered in trying to get the repairs done and some assistance from Chrysler and/or the Brooklyn dealership.

I have a number of questions I would like answered, these are not simply rhetorical:

- How can a major car company issue a recall without having the parts on hand?
- After learning of a customers' distress, why was the part shipped UPS, not overnight?
- Is it common practice for a dealership to tell customers NOT to come in to register for a recall?
- Is it common practice for a dealership NOT to order necessary parts? Is there some system where these parts are automatically delivered?
- I was told by one of the staff at the Chrysler customer care number they would call me back. Later I was told it is a call in center only. How could she have called me back?
- During one of my many conversations with the staff at the Chrysler customer care center I asked to speak to a manager. I was told there was none. Is this possible? Can there be no else to talk to other than the phone staff?

I have been a loyal Chrysler customer since 1986. I have owned three Plymouth Voyagers. Now that the children are grown, we switched to a Jeep. My daughter owns a Jeep Liberty. As long as there were no complications things were fine. Now, in my hour of need, things were very difficult, to say the least. The staff at the customer care number were, for the most part, very sympathetic and sincere in their efforts to help. Some were brusque and had an attitude. At this point I have a great deal of lost confidence in my car and the established support group. All things considered, I may rethink my loyalties when it is time for a new car.

I can be reached by any of the methods listed above. I thank you for your time and any assistance you may provide.

Sincerely,

[REDACTED]

Cc: Carmello Guiffre, owner Bay Ridge Jeep, Brooklyn NY
Chrysler Recall Administration, Auburn Hills, MI
[REDACTED], National Highway Traffic Safety Administration, Washington DC



Tracking Detail

Your package has been delivered.

Tracking Number: 1Z 947 018 03 5486 143 8
 Type: Package
 Status: Delivered
 Delivered On: 08/30/2007 10:01 A.M.
 Signed By: DEWITT
 Location: RECEIVER
 Delivered To: HOLBROOK, AZ, US
 Shipped/Billed On: 08/27/2007
 Service: GROUND
 Weight: 7.00 Lbs

Location	Date	Local Time	Description
HOLBROOK, AZ, US	08/30/2007	11:28 A.M.	DESTINATION SCAN
	08/30/2007	11:27 A.M.	ARRIVAL SCAN
	08/30/2007	10:01 A.M.	DELIVERY
PHOENIX, AZ, US	08/30/2007	1:56 A.M.	DEPARTURE SCAN
PHOENIX, AZ, US	08/29/2007	7:54 P.M.	ARRIVAL SCAN
LAS VEGAS, NV, US	08/29/2007	9:33 A.M.	DEPARTURE SCAN
	08/29/2007	8:04 A.M.	ARRIVAL SCAN
SPARKS, NV, US	08/28/2007	10:15 P.M.	DEPARTURE SCAN
	08/28/2007	8:17 P.M.	ARRIVAL SCAN
ROSEBURG, OR, US	08/28/2007	4:20 A.M.	DEPARTURE SCAN
	08/28/2007	1:04 A.M.	ARRIVAL SCAN
TUALATIN, OR, US	08/27/2007	9:32 P.M.	DEPARTURE SCAN
	08/27/2007	8:38 P.M.	ORIGIN SCAN
US	08/27/2007	7:52 P.M.	BILLING INFORMATION RECEIVED

Tracking results provided by UPS: 09/04/2007 12:10 P.M. ET

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