CL: 10206081-2952 NVS-200

[redacted] 1 AM 9:04

Cedar Rapids, IA [redacted]
October 1, 2007

Randy Oakley, Vice-President
Cedar Rapids Dodge
1919 Dodge Road N.E.
Cedar Rapids, IA 52402

Dear Mr. Oakley:

This letter is in regards to my recent dealings with your company.

I brought my 2004 Dodge Durango in for the recall on the instrument cluster reprogram. The day after my appointment, my car would not start and I had to have it jumped. My CD player quit working and every time I opened the door, the CD player was making a noice. I called the service department and they scheduled me to come in. They stated that everything checked out and the mechanic stated they would order a new CD to be put in. Jeff Yeisley, however, stated he would not be putting in a new CD and that they were not responsible. The following day the car again would not start. I had it towed to your dealership and this time was told my problem was I needed a new battery. I had them put the battery in and pursued to find out what was happening with my vehicle.

I had the CD player pulled out which was still inoperable and making noice. It checked out but when it was put back in my vehicle it still did not work. I took it back to C.R. Dodge and they stated that there was corrosion in the junction box and it needed to be replaced. Your service department would not let me take my car without paying a diagnostic fee. Your service manager, Al Ackley, was rude, pointing his finger two inches from my face. I told them I would not pay a diagnostic fee and that I needed to get back to my home as an electrician was working there. After one hour, they finally gave me the keys and told me to never come back.

I took my vehicle to Junge Ford and it was determined that the junction box was fine and that the instrument cluster reprogram and was not done properly. They put in a new instrument cluster panel and now my CD player works just fine.

I am now seeking reimbursement for the [redacted] battery expense, the [redacted] expense to remove and look at my CD player. I was at your dealership for over an hour and voiced numerous times that I needed to get home as I had an electrician at the home. Hence, the electrician put it a two-way wire to the garage as I was not there to inform him I wanted a three-way wire to the garage. This cost me [redacted] to redo.

NM
10/11/07
KP

Please send me a check in the amount of [redacted] to cover my expenses to remedy this situation. Thank you.

Sincerely yours,

[redacted]

/jk

cc: Administrator
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, DC 20590