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OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

November 19, 2007

National Highway Traffic & Safety Administration
400 7th Street, SW Room 5232
Washington, DC 20590

Re: Metro Chrysler Centre / Royal Gate Dodge
File No: [REDACTED]

Dear Sir/Madam:

This office has contacted the person/company named above regarding a complaint filed with us. Our mediation efforts in this matter have been unsuccessful.

Because this file appears to fall within your jurisdiction, we are referring it to your agency for your information and possible action. By copy of this letter, we are informing the complainant of this referral.

Sincerely,

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243

enclosure

cc: [REDACTED]



LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090

1-800-243-0618 (Toll free in IL)

TTY: 1-877-844-5461

www.IllinoisAttorneyGeneral.gov

Office Use Only

CLMS: _____

AG: _____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION:

NAME OF SELLER OR PROVIDER OF SERVICE:

Name: Mr., Mrs., Ms. (circle one) [REDACTED]	Name: Metro chrysler / Royal gate dodge
Address: [REDACTED]	Address: 500 Admiral weinel BLVD
City: Redbud State: IL Zip code: [REDACTED] County: Monroe	City: Columbia State: IL Zip code: 62236
Your Telephone Number: Daytime [REDACTED] Evening [REDACTED]	Telephone (618) 281-3000 Website:
Your e-mail address (optional):	Additional seller or provider of service involved in transaction: Name:
Are you a senior citizen? Yes ☐ No ☒	Address:
Who referred you to this office?	City: State: Zip code:
	Telephone () Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes ☐ No ☒

If yes, please give name, address, telephone number #.

Is court action pending? Yes ☐ No ☒

INFORMATION ABOUT THE TRANSACTION

Date of Transaction: 11/2006	Did you sign a contract? Yes ☐ No ☒ (If yes, please attach a copy)	Date contract was signed:
Was the product or service advertised? Yes ☐ No ☒ When? (Please attach a copy of the advertisement, if available)		

How was the service advertised?

- Newspaper/magazine
- Radio advertisement
- Television advertisement
- Internet advertisement
- E-mail solicitation
- Direct mail solicitation
- Telephone solicitation
- Yellow pages of the telephone book
- Facsimile solicitation
- Door-to-door solicitation
- ✓ • Display at merchant's place of business
- Display at a trade show/convention, etc.
- Other _____

Total Cost of product/service: \$ 39.000

Amount paid to date/down payment: \$ 3000

Method of payment (check one) (Please attach a copy)

Cash ☐ Check ☒ Money Order ☐ Credit Card ☐ Debit Card ☐ Bank Draft ☐
Wire Transfer ☐ Automatic Debit ☐ Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes ☐ No ☐

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- At my home
- Over the telephone
- By mail
- Over the Internet
- Trade show/convention/home show
- ✓ • At the firm's place of business
- By facsimile
- Other (please specify) _____
- There was no transaction

Have you complained to the company or individual?

Yes ☒ No ☐

If yes, provide name and phone number of the individual(s):

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make: DODGE

Model: 3500 dually

Year: 2006

New: Yes ☒ No ☐As-Is: Yes ☐ No ☒Warranty: Yes ☒ No ☐

Expiration Date:

3 year 35000on body 1000

Name of Extended Warranty:

Purchase Date:

11/2006

Current Mileage:

6000

Mileage at Purchase:

215

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. **Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.**

The day I took the truck in my possession I drove it 2 miles and took it back to dealer and told them it had a shutter launch they said that was normal for a new truck . A week later it got worse I took it back they changed the angel on the drive shaft and at this time I told them about the paint job on rear left fender and when you start it the TURBO charger was making a loud noise I have another dodge with same motor and trans. IT DOES NOT DO any of these things and they did not fix fender or turbo and the move the shutter launch or VIBRATION from when truck is empty to when it has a load on it. It Shook so bad when pulling a horse trailer I am afriad a U JOINT my brake and loose control of truck .SO I took it back they moved angel again on drive shaft it shook all the time this try THEN METRO CHRYSLER WENT OUT OF BUSINESS AT this time royal gate dodge took over the business and I took the truck to them they move the angel of drive shaft and the shake is no longer all the time now it is when loaded again and they said did not hear noise in turbo I hear it every time I start it and paint job has yet to be repaired so I told them I wanted out of the truck so they wanted me to trade it in and only wanted to give me 29000 for the truck so at this time I am asking for some help from you to resolve this matter with CHRYSLER.

PS. THIS TRUCK IS A LEMON ALWAYS IN THE SHOP NEVER ON THE ROAD .

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.)

I want A new truck or my money back plus I put lots of Extras on the truck.

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature: _____

Date: 8-21-07

- • Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please print and send the completed form to the address at the top of this complaint form.
Incomplete forms may be returned.



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

September 11, 2007

Metro Chrysler Centre
c/o Brian Lord
1412 W. Hamptonview Lane
Wildwood, MO 63005

*Metro Chrysler Centre
Closed thier doors + went
out of Business on 5-4-07.
This would be a Factory
Warranty Issue.*

Re: [REDACTED]

File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243

enclosure

500 South Second Street, Springfield, Illinois 62706 • (217) 782-1090 • TTY: (217) 785-2771 • Fax: (217) 782-7046
100 West Randolph Street, Chicago, Illinois 60601 • (312) 814-3000 • TTY: (312) 814-3374 • Fax: (312) 814-3806
1001 East Main, Carbondale, Illinois 62901 • (618) 529-6400 • TTY: (618) 529-6403 • Fax: (618) 529-6416

DAIMLERCHRYSLER

October 23, 2007

DaimlerChrysler
Motors Company LLC
Midwest Business Center

Ms. Sally Boyle
Citizens Advocate
Consumer Protection Division
Office of Attorney General
500 South Second Street
Springfield, IL 62706

Re: Your File No. [REDACTED]
[REDACTED]

Dear Ms. Boyle:

Chrysler Motors LLC is in receipt of your correspondence, dated September 27, 2007, related to the subject party identified above. We have reviewed the documentation submitted, as well as our files.

In speaking with the Service Manager at Royal Gate Dodge Chrysler Jeep of Columbia, Inc., it was determined that the paint concern with the vehicle has been addressed and the work was completed on or about August 29, 2007. In regards to the owner's concern relative to a vibration in the vehicle, the local District Manager has been involved with the Dealer in working to address this issue.

Both the Dealership and the District Manager have test driven the owner's vehicle, after which it was determined that the owner's vehicle operates similarly to comparably equipped models. Due to the involvement of the District Manager in this case, it is requested that the owner work directly with the District Manager to resolve any further concerns relative to the vehicle and its operation.

We appreciate your cooperation in this matter.

Sincerely,

Matt Maertens
Matt Maertens
Customer Relations Manager
Chrysler Motors LLC
Midwest Business Center

[REDACTED]
Red Bud, il. [REDACTED]

File # [REDACTED]

Dear Ms. Boyle

I'm not sure why the office of Chrysler Motors that this claim has been satisfied. It is far from that. They have tried to adjust a shim that they weld on to a piece of the truck to help the launch but it's worse every time they try to repair it. Daimler Chrysler is aware that there are several hundred Trucks out on the road with the same problem. My research on this Lemon law constitutes a recall. I feel that this truck is dangerous to drive. I bought this truck specifically to pull my horse trailer. It's awful sad when you have a \$48,000.00 Truck that you do not trust to pull your horse trailer because you feel it is too dangerous. Who's to say that if I Load my trailer with horses and take off to go ride that this truck will be safe? The vibration of the shutter launch, and the fix they so call used to adjust the defect will sooner or later break, and maybe kill us or someone else. Do you really think I will take that kind of chance with my family and someone else's family? I don't think so. Will Daimler Chrysler take this responsibility on their shoulders? I doubt it. Daimler Chrysler is not standing behind their product, and is not doing anything further to fix the defect. And I'm sure with all of the vibration and angles of each shim will sooner or later cause other defects down the line. Considering the shim repair is just putting more strain on other parts of the truck. Since the repair is changing the original design of the Truck. So that means danger. Would you put your family in jeopardy? I wouldn't. So to sum it up, I spent \$48,000.00 on a new truck to pull my horse trailer and I'm just watching it collect dust in the driveway. WOW!. Daimler Chrysler sold us a fraudulent defective truck and is getting away with it. WOW! As a consumer it looks to me like product safety is not important to anyone. Especially Daimler Chrysler. Also the District manager has not yet contacted me regarding this problem. If he says he drove the truck wouldn't you think he would have called me to discuss the problem. I have not even received one courtesy call from him. I'm so frustrated with these people. It is ridiculous! Well I hope their happy. They screwed over more person and got away with it.

Sincerely,

[REDACTED]