



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2007 DEC 27 AM 10: 27

ANDREW M. CUOMO
ATTORNEY GENERAL

212-416-8294

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

December 17, 2007

[REDACTED]

Watertown, NY [REDACTED]

CL-10213864-7396

Our File Number: 2007-670356
Company: Dealmaker Auto Group

Dear [REDACTED]:

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/d

Philip Gamma
Bureau of Consumer Frauds
And Protection

/cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

12/27/07
K5



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
120 Broadway, 3rd Floor
New York, NY 10271-0532
Tel. (212) 416-8345 Fax (212) 416-8787

COMPLAINT FORM

Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898
<http://www.oag.state.ny.us>

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER		
YOUR NAME		HOME TELEPHONE NUMBER
STREET ADDRESS		BUSINESS TELEPHONE NUMBER
CITY/TOWN	COUNTY	STATE ZIP
WATERTOWN	JEFFERSON	NY
COMPLAINT		
NAME OF SELLER OR PROVIDER OF SERVICE		NAME OF OTHER SELLER OR PROVIDER OF SERVICES
DEALMAKER Auto Group (CHRYSLER)		CHRYSLER CUSTOMER RELATIONS
STREET ADDRESS		STREET ADDRESS
137 MAIN AVE		
CITY/TOWN	STATE	ZIP
WATERTOWN	NY	13601
TELEPHONE NUMBER		TELEPHONE NUMBER
(315) 779-5725		1-800-992-1997
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)
3 DEC 2007	\$ UNK	☐ Cash ☐ Check ☐ Credit Card ☒ Other SAFETY RECALL
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED
☐ Yes ☒ No	N/A	N/A
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED
☐ Yes ☒ No	N/A	N/A
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)		
TRUCK		
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE
3 DEC 07 ☐ By Mail ☒ By Telephone ☒ In Person	MARK	CUSTOMER SERVICE REP
NATURE OF RESPONSE		DATE OF RESPONSE
Due to District MGR He was not able to help me		3 DEC 07
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)		
☐ Yes ☒ No		
IS COURT ACTION PENDING? (Please describe as necessary)		
☐ Yes ☒ No		
ADDITIONAL INFORMATION		
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER
1998 Dodge RAM 1500 4X4		3B7HF12Z3WG
ADDRESS		WARRANTY EXPIRATION DATE
N/A		SAFETY RECALL
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)		
☐ Yes ☒ No N/A		

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

ON 1 DEC 2007 while on my way to Syracuse NY in the vicinity of Central Square on I-815 my windshield open while driving 65 mph. I could not see but somehow managed to avoid any collisions and make it to the end of the road. the grill, hood, hinges and insulation are destroyed.

Upon getting the hood strapped down and returning home I got on the internet and went to www.slogarom.com website and discovered several other people have had the same problem. All of them had their damages repaired at no cost. The safety recall was issued in 1999-2001, I purchased this vehicle in 2006 and was totally unaware of said recall until Dec 3 2007.

The Watertown Service Manager called a Mr. David Littlejohn the District Manager who would not authorize the repair of the damage.

The computer system also said the recall was never performed.

The service dept said they would show me a written statement that they are not responsible for inherent damages caused by the Safety Recall. However they were unable to show me such statement.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

I am trying to get my hood and grill damage fixed by the dealership since I was never notified of the recall.

WHO REFERRED YOU TO THIS OFFICE? Internet / self

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing 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 person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature:

Date: 3 DEC 2007

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
120 Broadway, 3rd Floor
New York, NY 10271-0332