



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10224094

2008 MAY -6 AM 7:46
10-APR-2008

OWNER INFORMATION (Type or Print)

Name

Address

City

WESTON

State

WV

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide a copy of this report to the vehicle manufacturer.
Signature of Owner _____ Date 04/22/2008

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1J4GL48K8

Make

JEEP

Model

LIBERTY

Model Year

2003

Date Purchased

07-APR-03

Dealer's Name and Telephone Number

Waterfront Jeep

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Morgantown

State

WV

Zip Code

Transmission Type:

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

010000 STEERING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
29-MAY-2007

Failure Mileage
61000

Failure Speed
55

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure; (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2003 JEEP LIBERTY. WHILE DRIVING APPROXIMATELY 55 MPH, THE CONTACT HEARD A LOUD BREAKING NOISE AND THE STEERING IMMEDIATELY LOCKED, CAUSING HIM TO LOSE CONTROL OF THE VEHICLE. THE REAR PASSENGER SIDE TIRE DETACHED FROM THE VEHICLE; HOWEVER, HE WAS ABLE TO AVOID A CRASH AND SUCCESSFULLY STOP THE VEHICLE. THE VEHICLE WAS TOWED TO A LOCAL GARAGE. A POLICE REPORT WAS FILED. A PROFESSIONAL TECHNICIAN INSPECTED THE VEHICLE AND NOTICED THAT THE FRONT AND REAR AXLES WERE CORRODED FOR A VERY LONG TIME, WHICH CAUSED THEM TO FAIL. THE INSURANCE COMPANY STATED THAT THE VEHICLE WAS COMPLETELY DESTROYED. THE DEALER DID NOT PROVIDE ANY ASSISTANCE. THE MANUFACTURER STATED THAT THE VIN WAS INCLUDED IN NHTSA CAMPAIGN ID NUMBER 06V288000 (SUSPENSION:FRONT:CONTROL ARM:LOWER BALL JOINT), BUT THE CONTACT NEVER RECEIVED A RECALL NOTICE. THE MANUFACTURER SENT AN INVESTIGATOR TO INSPECT THE VEHICLE AND IT WAS DISCOVERED THAT THERE WAS NO CORRELATION BETWEEN THE FAILURE AND THE RECALL. THE MANUFACTURER IS REFUSING TO ASSUME ANY LIABILITY FOR ANY OF THE DAMAGED COMPONENTS CAUSED BY THE FAILURE. THE VEHICLE HAS NOT BEEN REPAIRED AND THE CONTACT HAS PICTURES OF THE FAILED COMPONENT. THE FAILURE AND CURRENT MILEAGES WERE 61,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

We believe the axle was defective. It broke & the rear wheel went flying off. Just trying to keep vehicle under control until it stopped was a major effort. Everyone that has looked at vehicle said it was the axle & it had been rusted & cracked for a long time except Chrysler. Pictures are enclosed. I have sent info to Att. General & there is an issue with Geico so every thing was sent to Geico. This also but main issue is we feel the axle was defective - causing the accident. I may contact Att General again.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

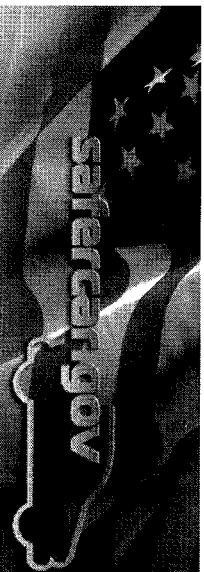
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



[REDACTED]
Weston, WV [REDACTED]
April 22, 2008

NHTSA,

Enclosed is the information on the accident that happened on May 29, 2007. My grandson [REDACTED] with me as co-owner, bought the Jeep Liberty in April of 2003, new, at Waterfront Jeep Dealers in Morgantown, WV. The jeep has been well taken care of but of the date listed above, while [REDACTED] was driving to work in Summersville, WV, he said something just broke. He said he heard a sound and then the vehicle veered to the right. He was headed for a bank and he managed to somewhat control the vehicle, it crossed 2 lanes of traffic, crossed the median and took all the strength he could to keep vehicle under control. He looked out his rear view mirror in time to see the right rear wheel rolling to the side of the road. No one was hurt but [REDACTED] had marks from the seat belt on his left shoulder and was sore for several weeks. He did not require going to hospital.

A police report was filed. Geico was contacted as was the Chrysler Corporation. We did not receive a notice of the recall on ball joints until August or Sept of 2007 but after checking we were told we should have received it in April. We have been told the axel was the cause of the accident but after many calls to Chrysler, they told us there was no defect in the Jeep. [REDACTED] and I have sent pictures to the Attorney General's Office but the only reply I received was they were sending the complaint on to Geico Ins. Geico said [REDACTED] did not have full coverage although [REDACTED] thought he did. In April 2007, [REDACTED] had contacted Geico to up coverage on liability and asked them to make his deductibles higher to keep somewhat same cost to him. He said at no time did he give them permission to drop any coverage as he also knows you have to have full coverage with a loan. But that is not the complaint of this letter. We feel the Jeep was defective. [REDACTED] has been to a lawyer but because no one was hurt, he was told it would cost us more in the long run. A lot of things have happened since the accident happened. We have been told by Chrysler the accident was not even reported until I contacted them again in Sept to find out why we had not heard from them. This is not so because they hired an independent company in June to check vehicle. Of course they will not give me a copy of report except to say there was no defect in anything.

[REDACTED] has been working on Jeep to fix it since I have to pay for vehicle anyway. The insurance company would not even give us an estimate as they said it was not covered. Chrysler has just been nasty and given us the run a round.

Enclosed are pictures that were taken right after the wreck and show the rusted and cracked axel. We just want the company to recognize there is a problem with the Liberty Jeeps and to make it right with us. It was a miracle no one was hurt or killed. Do we have to wait until someone is?

I have tried to get this matter solved in the right manner. If I have not provided enough information, let me know. Any help would be appreciated.

Thank you

A large black rectangular redaction box covers the signature area.

DARRELL V. McGRAW, JR.
ATTORNEY GENERAL

PHYSICAL ADDRESS:
812 Quarrier St.
Charleston, WV 25301

MAILING ADDRESS:
P. O. Box 1789
Charleston, WV 25326-1789

E-Mail: consumer@wvago.gov
<http://www.wvago.gov>



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL

December 7, 2007

Consumer Protection
and Antitrust Division
(304) 558-8986

Preneed Funeral Services
(304) 558-8986

Consumer Hotline
1-800-368-8808

FAX: (304) 558-0184

[REDACTED]
Weston, WV [REDACTED]

Re: Geico

Dear [REDACTED]

The Attorney General's Consumer Protection Division has received your complaint against the above-named business. The role of our division is to enforce the State's consumer protection laws and to assist consumers who believe a company has engaged in unfair acts or practices.

Your problem does not appear to be one where our office can be of assistance. We feel, however, that your problem may be handled by the agency named below. Accordingly, we have taken the liberty of forwarding a copy of your complaint to that agency.

Thank you for bringing this matter to our attention. If we can be of further assistance please contact us at (304) 558-8986 or (800) 368-8808.

Very truly yours,

Julie A. Boggess
Julie A. Boggess

Mediator
Consumer Protection and
Antitrust Division

dmm

Agency referred to: Insurance Commission
State Capitol Complex
P.O. Box 50540
Charleston, WV 25305-0540



STATE OF WEST VIRGINIA
OFFICE OF THE ATTORNEY GENERAL
DARRELL V. MCGRAW, JR.
CONSUMER PROTECTION DIVISION
1-800-368-8808 or 304-558-8986



<http://www.wvago.gov>

E-Mail: consumer@wvago.gov

CONSUMER COMPLAINT

1. PARTY COMPLAINING

☒ Mr. ☐ Mrs. ☐ Ms.

Name

Mailing Address:

City: Morgantown State: WV

County: Morgan Zip Code: 26501

Home Telephone: [REDACTED]

Work Telephone: [REDACTED]

Cell Telephone: [REDACTED]

Email: [REDACTED]

Best time to contact me: [REDACTED]

2. COMPLAINT AGAINST

Business Name: Chrysler

Address: P.O. Box 55000

City: Detroit, MI

County: [REDACTED]

Telephone: [REDACTED]

Name of person you dealt with: [REDACTED]

Title: [REDACTED]

Geico Ins

1 Geico Blvd

Fredericksburg,

State: Va 22412

Zip Code: [REDACTED]

3. Date of purchase or transaction: 2003 Refinanced in April 2007 - Purchased new from
4. Product or service involved: Jeep Liberty
5. Price and terms of payment: 244.52

6. Type of payment: ☐ Cash ☒ Loan ☐ Credit Card ☐ Wire Transfer
- Please check ☒ Check ☐ Installment ☐ Debit Card ☐ Western Union
- all that apply ☐ Other ☐ PayPal

7. A. If your purchase was **financed**, please provide the name, address, and telephone number of the **finance company**:

Chrysler Daniler

P.O. Box 55000 Dept 27001 Detroit, MI 48255

- B. If your complaint concerns **product defects or repairs**, please provide the name, address, and telephone number of the **manufacturer**:

Chrysler - defective axle

- C. If your complaint is against a **debt collector**, please provide the name, address, and telephone number of the **original creditor**:

8. First contact between you and individual/business:

- | | |
|--|---|
| ☐ Person came to my home | ☐ Telephoned the business/individual |
| ☒ Went to place of business | ☐ Received telephone call from business/individual |
| ☐ Received information in the mail | ☐ Email |
| ☐ Responded to a radio – TV – printed advertisement | ☐ Internet |

Name and address of publication – TV – radio station where offer was advertised: _____

Have you contacted the publication, TV or radio station? ☐ Yes ☐ No

9. Where did the purchase/transaction take place?

- | | |
|---|--|
| ☐ At my home | ☒ At the place of business |
| ☐ Over the telephone | ☐ By mail |
| ☐ There was no transaction | ☐ Internet |
| ☐ Wire Transfer | ☐ Other _____ |

10. Have you contacted the business about your complaint? ☒ Yes ☐ No

11. Have you filed this complaint with any other agency or organization? ... ☒ Yes ☐ No

If Yes - Identify organization:

Chrysler - Geico

What action was taken?

Chrysler
They sent someone in to take pics of wrecked vehicle

12. Describe any legal action you have taken: Talked w/ lawyer - was told T. was doing what could be done

13. Did you sign a contract? ☒ Yes ☐ No

14. Did you receive a copy of the contract? ☒ Yes ☐ No

15. Did you receive a 3-Day Right to Cancel? ☒ Yes ☐ No

16. Is there a warranty involved? ☒ Yes ☐ No

Attach copies of all documents – front and back – related to the transaction.

If statements or promises were not in writing, describe them in Question 17.

**If you need additional space to tell what happened,
please continue on a separate page and attach it to your complaint.**

17. Please describe your complaint in detail: I am not sure who to
file the complaint against. Geico Ins which
is in [redacted] name & where they took
it upon themselves to drop some coverage. They
did not contact the finance comp, they dropped most
of ins - [redacted] thought he still had full coverage
on Chrysler. They are of course saying now it
is not up to them to do what they said they were to
do - File a Lien Holders [redacted] - or admit the axle
on vehicle was defective. They have police report &
investigators report (latter - they will not share w/me) I co-
signed for loan & I have been trying to do all
the right things. Not that it matters but I am a Senior
& battling cancer. Do not need this added stress

18. How do you want your complaint resolved? I want the Geico Ins to pay
for vehicle or Damiler Chrysler to do their Lien Holders
Claim against Geico or I am told they have to ^{have} Gap
Ins to cover problems such as this. I was told by
Chrysler I would get reimbursed for the months payment from May until
The information you provide will be used in efforts to resolve your problem and may be shared with the party
complained against. It may also be used to enforce applicable state laws. ^{Case is settled. I would}
like that reimbursed also.

I hereby authorize any party to whom the Attorney General directs this complaint to release any and all information about this matter, including account information, to the Attorney General's Office.

I certify that all information on this form is true and accurate to the best of my knowledge and belief, and that I have the legal authority to submit this claim.

SIGNATURE (Required)

DATE

12/4/07

Optional:

AGE:

☐ Male ☒ Female

MARITAL STATUS:

☐ Married ☐ Single
☐ Divorced ☒ Widowed
Since 1992

RACE:

☒ Caucasian ☐ African American
☐ Hispanic ☐ Other: _____

Return this form and copies of your papers to:

Office of the Attorney General
Consumer Protection Division
PO Box 1789
Charleston, WV 25326-1789

DAIMLERCHRYSLER

Received in
Oct 07

SAFETY RECALL F23 - LOWER BALL JOINTS

Copy

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some **2002 through 2006 model year Jeep® Liberty vehicles.**

NOTE: 2002 and 2003 model year vehicles involved in a previous ball joint recall must also have this recall performed.

The problem is... Water may enter into the front suspension lower ball joints on your Jeep (VIN: 1J4GL48K83). **This can cause the ball joint to corrode and separate. Ball joint separation can result in a loss of steering control and could cause a crash without prior warning.**

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace both front lower ball joints. The work will take about 1 hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply **contact your dealer** right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Remember to bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler P.O. Box 4639 Oak Ridge, TN 37831, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code F23

*Buckle up
for Safety!*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

June 15, 2007

[REDACTED]
[REDACTED]
MORGANTOWN, WV [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Corporation regarding your 2003 JEEP LIBERTY SPORT 4X4 SPORT UTILITY 4-DR , VIN: 1J4GL48K83 [REDACTED]. We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number:	[REDACTED]
Current Owner:	[REDACTED]
Purchased Used:	NO
Date of Purchase:	05/08/2003
Incomplete Recalls:	F23- LOWER BALL JOINTS

If any of this information requires updating, please notify us at the following (toll free) number: 1-888-922-7329.

As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

For information, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group

DAIMLERCHRYSLER

DaimlerChrysler Corporation
Customer Claims Resolution Group

June 26, 2007

Via U.S. Mail

[REDACTED]
Weston, WV [REDACTED]

Re: 2003 Jeep Liberty, VIN: 1J4GL48F [REDACTED]

Dear [REDACTED]

Thank you for contacting DaimlerChrysler Company LLC and raising concerns that you have with the above referenced vehicle. DaimlerChrysler Company LLC conducted an investigation into the incident and inspected the vehicle.

The inspector found no indication of a manufacturing defect that caused or contributed to the incident of 5/29/2007. Specifically, the inspector found no problems with the subject vehicle's steering/ suspension system. The ball joints were checked and all were found intact.

Thank you again for raising your concerns with DaimlerChrysler Company LLC. We suggest further inquiries be directed to your insurance company.

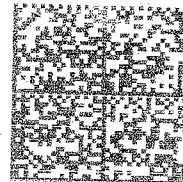
Very truly yours,

Customer Claims Resolution Group

*Note: Date of Letter
See attached copy
of envelope Postmarked Oct 30, 2007
Address is Not the Address
provided at time the
loan was established!*



Customer Claims Resolution Group
CIMS 485-13-30
1000 Chrysler Drive
Auburn Hills, MI USA 48326



HASLER

\$0.41

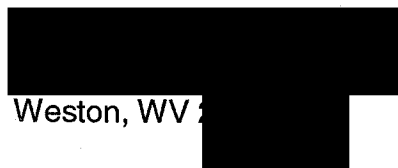
OCT 30 2007

US POSTAGE

First-Class Mail

MAILED FROM 48326

011A0413002532



Weston, WV

28452+1664



May 29, 2007 [redacted] Called Kitter after 11 AM. He Wrecked 5 miles before Sumnersville. Said he was OK & no one else was involved. Said sounded like something broke, veered to right then left. Went across his 2 lanes went air borne then hit median & went across N Bound lane. Tire fell off & went into field. Someone had already called 911. Was OK'd out by paramedics on scene. He only had marks from seat belt but was stiff & sore from trying to keep vehicle under control [redacted] & I went down to get him. Went to [redacted] Towing to look at vehicle. Was told it looked like the axle broke to them.

He had already called Geico. Was told he didn't have any coverage except liability. He told them he had to have, he had a loan on Jeep.

Brought him back to Weston. When he went back to M-town he called his boss that he could come back to work. Was told they didn't need him. To take a couple of weeks off. He never got called back to work. They never

2

Returned his calls.

May 30, 2007

[redacted] had talked with Chrysler.
They had full coverage ins on file.
Was told they would ck on things.

6-4-07

[redacted] + I had ck'd several places
to tow vehicle back to Weston. [redacted]
Contacted [redacted] where Jeep was. They would
give discount to help out. Would not
charge for days 6/4 & 6/5 as they could
not bring it to Weston on those days.
They brought Jeep to [redacted] on 6/6/07
10:29 AM was when I met driver to pay
him. Charge for storage/hauling \$463.50
The driver said the axle was to blame for
wreck. Said he [redacted] it, found axle had
been cracked for a long time. Cracked
all the way around & was rusted.
Said we should call dealer & have them
ck it out.

6-11-07

[redacted] called Jeep dealer in B-hannon
Said to tow it over there so they
could look at it.
He took pics. Had people look

at Jeep. All said it was the accel.

6-12-07 I called Chrysler Corp
1-800-685-8300.

6/11/07 Have me new acc # [redacted]

I made payment over phone for May
payment. Talked with Corey Allen.
Payment \$244.52 + 7.00 = 251.52
[redacted] need re-financed in April.

6-12-07 Called Daimler Chrysler
215-315-0002

Was told to call 1-800-685-8300.

I called 1:55 pm. They were open 8 am - 10 pm
Talked with Matthew McCall

I complained how hard it was to reach them
He said to hit 0-3 times

Have me new acc # [redacted]

Have me # for Liberty Jeep

1-866-523-2485 about auto
ins. Also gave me # for Chrysler
recalls 1-800-992-1997 (Mechanical issues)

6/12/07 I called Jeep Liberty for [redacted] 03-SP
press 3 for recalls - Mary said there
was a recall on lower ball joints. I told
her we did not receive any notice

She said we should have gotten one in April. Give me reference # to ck to see if they could help us out. ref # 16396694. She then transferred me to Richard. He asked about Recall Notice, I told him we did not receive one. I explain the Wreck & problems w/ins. He said they would need ins inf, EMS, police report and Vehicle location. They would send someone to ck it out.

Also said [redacted] had to have full coverage - He ck'd files, no changes had been made & he has an record of full coverage. Said ins is suppose to notify Comp. if any change. Said we needed to contact Geico to see what their records show & then contact Chrysler again & they could do a Lien Holders Claim.

We would not do this - Chrysler would. Told me to keep payments up & I would get reimbursed. 4/13/07 I called [redacted] w/ info from Richard. gave him ref. #. He called Geico. They had no record of contacting Chrysler.

6/15/07 James Bumbo called us. 412-655-7888
10:45 Fri also # 412-980-6134

(He is independent hired to ck wrecks)

6/15/07

[REDACTED] had talked with Sharon Andrews at Chrysler. She said there would be no problem - everything looked OK at loan comp. They would handle it.

June 18

412-655-1601 James Zumbo call about investigating car. Give me another # for him 412-980-6134. Give him directions to [REDACTED]. He is going to take pictures. Asked for police report etc. Another # for Zumbo 412-655-7888

*

6-13-07

Damian Chrysler

248-944-7017 Porterfield called for info on accident & location of Jeep
Give him Ref # [REDACTED]

He gave me # 1-248-944-7134.

all for Chrysler

6-23-07 James called [REDACTED]. Had some questions where tires (back) were.
Called J & J. They were there. James called J & J. Was told if he needed them to let them know. James told [REDACTED] he

6
got all the pictures he needed & was
going to submit them.

Missed Call July 5 & July 6
201-373-8371

Everytime I tried this # no answer.

8-1-07 [REDACTED] got a recall notice for
the ball joints today.

He also has called 3 times & each
time he has been told we didn't need
to do anything. They (Chrysler) was
handling it.

9-28-07 10:45

I tried 412-655-7888 - Zumbo's # All
I got several times was ringing like fax
machine.

Got his # off my answering machine

412-980-6134 10:50 AM Left

message.

10:55 AM I Called Chrysler Financial 1-800-685-8300
Sandra Richards. She said I would need
to get in touch with Waterfront Dealers
304-292-9446. I ask why & She

7

would not say anything except the car had no insurance.

11:10 I called 215-315-0002 Daimler
Chrysler - line busy

2:05 Left Zumbo message again

11:12am Called 1-866-523-2485
Chrysler Financial acct#
Talked with Lotonup for 1 hr.

gave me Claim # [redacted], This is
with Chrysler Motors

She said there was no ^{documentation} ~~documentation~~ of any accident or any thing. This is the 1st they heard of it. ^{she said} The car's ins & it has full coverage. Wants Deiro's #. Save me checking status #

1-800-992-1997 then from options

1-800-556-8172 auto finance

Said Brenda Bennett at Chrysler

Financial 1-866-523-2485 ext 2842
Would be handling claim for Deiro
to pay. Suggested we contact
Ins Comm.

4

12:15 Called 1-800-521-9922 for
Chrysler options

9-28-07- I ck'd w/ [redacted] 11:00 AM He
cancelled Geico end of July.

2:50 Zurnlo called back, said he
got case # [redacted] June 11. He said
he went June 13 but that is
not the date, He went to Harrells
June 21.

Said he is hired independently.
I told him they said they have
no documentation of anything.
He said they had to have. He got
Pd. Gave me # of EEA
1-800-521-9922 Contracts # 1 to
reach Lauren, act # [redacted]

old #

new

3:10 pm I called Lauren (attorney) [redacted]
address, said they sent him a letter
4/26/07. He did not receive it. I asked
if she could send me a letter of Contents
Was put on hold 15 min. She said
Someone else would have to send it

I asked if she could tell me what was in it & have it sent registered. She put me on hold for several more mins. I was then told there was no documentation of anything in the files. I can call back Monday 1-800-992-1997 option 5 - option 2 then option 1.

9/29/97
I talked with Julia Stevenson Att. General's Office. She said to get a copy of ins Chrysler has on file. Then file complaint with ins Comm. on Deico. Then file Gen. McQuay's Office with complaint on Chrysler for defect Axel.

* 1-800-445-5131 Customer Service for copy of ins. Have it faxed to 269-~~4228~~ 7329
acc # ~~16245347000~~

10:40 I called. John Lee ^{at Chrysler} said systems were down. Call back in 1 hr. ask for agent.

12:00 Alexis Powell - ask for copy of ins. Was put on hold for 3 mins. It is in [redacted]'s address. They will ^{say} for what info they have. If not enough they will to cont ins.

10

10-1-07

3:20 I did not receive fax. I called again.

~~Eden Wilson~~ - Eden Wilson ask me to call back tomorrow. 1st of Month They are updating system.

10/3/07 3:05

Alice Martin. I asked to have ins info faxed to me. Verification of Lico info they have on file. She placed me on hold several times but at 3:23 she said I should have the fax in 10 min. Received some info. Not what we need.

11/15 I called [REDACTED] Explained what was sent. He is going to ck his records / Contact Waterfront for info

(Chrysler)
Was also told they were sending someone to ck vehicle out in 48 hrs. Call [REDACTED] to let him know to expect some one.

11/7/07 My daughter received something from Chrysler for [REDACTED] His name & her address. He has not lived there since 1998. Where did they get this address? They have Mike & [REDACTED]

11/8/07

I picked mail up at dtg's. [redacted] said to open it. It was dated June 26, 2007 but postmarked Oct 30, 2007. (It was from Chrysler copy enclosed)

I tried to call Chrysler. Could not get anyone to answer.

11/9/07 I talked with an advisor. Was told to go ahead with complaint.

I have been making payments every month but was trying to let Chrysler handle things as they said they would.

12/4/07 3:10 pm (Chrysler) returned call from Jamie Johnson. (She called 1:20 pm.) Talked to John Johnson at the # was given. (740-370-5178 cell)

I called 740-259-5682 for Jamie.

PDA - Property Damage Appraisal Company. Independent firm.

I talked with someone from Att. General's Office. Was told to proceed with Complaint.

Additional info.

I called Chrysler 1-800-992-1997. Talked w/ Jennie, She said Chrysler sent letter out 10-1-07. Asked for [redacted] zip code. [redacted] Said file went back to agent who was handling case - Judy - no last names are usually given to me even when I ask.
new reg # [redacted] I was told.

enclosed is a copy of what they (Chrysler) faxed me when I asked to see what ins info was on file. [redacted] had re-financed vehicle but said Geico still had full coverage.

[redacted] had contacted Geico in April & asked the liability limits be made higher & the deductibles higher but everything else stay the same.











