

CC-10228393-4751

2008 MAY 12 AM 8:27

[REDACTED]
Trophy Club, Texas [REDACTED]
May 1, 2008

Robert Nardelli
Chief Executive Officer
Chrysler LLC
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

RE: 2002 Dodge Intrepid 2.7 Liter NIGHTMARE!

Dear Mr. Nardelli:

My name is [REDACTED] and as you should know, many customers including myself are experiencing major problems with the 2.7 Liter engine in the Dodge Intrepid. I purchased my vehicle in May of 2005 from Honda Cars of McKinney not knowing the engine had a design flaw which causes high levels of engine oil sludge. After a year and half of regular maintenance checks, the Intrepid began to leak oil. I brought the vehicle to Allen Samuels Dodge to be repaired on December 19th, 2006 and was again never told of the 2.7 engine problems. After paying \$893.33 to "fix" the oil leak, I drove it for approximately two months when the check engine indicator came back on. I brought the vehicle back in for another analysis and was told there was no engine leak but there was a "small" transmission leak (see attached invoice). I was then told it would cost more money to repair the transmission leak? This was unacceptable and I got nowhere with Allen Samuels' service department. Since the "repairs" were done, the engine light still stays on, it burns/leaks oil terribly and the vehicle will not pass state inspection. This has also caused several expired inspection citations and additional costs for inspections that FAIL. I also sought assistance from the Air Texas state program and was able to obtain a \$3000 voucher towards purchase of a new car from a qualified dealer which is nice, but due to my current financial hardship I am unable to purchase a new car at this time (see attached voucher).

THIS IS BAD BUSINESS Mr. Nardelli and your representatives at Allen Samuels Dodge are following YOUR lead! This may be something Chrysler wants to try and continue to slip under the rug but the word will continue to get out and I will NEVER buy a Chrysler again!

So..My frustrations and patience have run out and I am demanding that Chrysler and/or Allen Samuels Dodge reimburse me for the repair costs (see attached invoice), inspection costs totaling \$69.74 (see attached invoices) and the replacement of the defective engine.

If my painful, frustrating, and time wasting situation with this vehicle is not remedied by your company or its representatives, my next step will be a lawsuit.

Sincerely,

[REDACTED]

cc: NHTSA, BBB of Metropolitan Dallas, Allen Samuels Dodge of Ft. Worth, Honda Cars of McKinney

AA
05/12/08
12:47
KB

Allen Samuels
CHRYSLER DODGE JEEP
at Alliance

[REDACTED]
Roanoke, TX [REDACTED]

Dear [REDACTED],

Dependable performance is what you have come to expect from your 2002 Dodge Intrepid, and to give you that performance your Intrepid needs your help to take care of its essential service needs and to maintain any existing warranty.

According to our records, your 2002 Dodge is due for the following services:

BASIC LUBE OIL & FILTER (

You can keep your vehicle running like new and avoid costly repairs just by bringing it in to Allen Samuels Chrysler, Dodge, Jeep for regular maintenance. Changing your oil every 3 months or 3,000 miles is one of the easiest ways to keep your Dodge in top condition.

Our expert service consultants are here to make sure your Intrepid is running at peak performance. We are also equipped to service most other makes and models that might be sitting in your driveway.

We offer a free shuttle service, plus rentals are available on site. We offer a free rental vehicle with a 30K, 60K or 90K service. Ask your Service Advisor for all the details.

PICK & PRINT YOUR SERVICE COUPON FROM OUR WEBSITE:
www.alliance.allensamuels.com.

Call to schedule a convenient appointment at 817-697-6050.

Sincerely,

Greg Harrison
Service Director

VIN: [REDACTED]

11200 North Freeway • Fort Worth • TX • 76177-6900
(I-35W @ Golden Triangle Exit # 64)
817-697-6050 • 817-697-6051 - Fax
www.Alliance.AllenSamuels.com

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284711

Allen Samuels

CHRYSLER · DODGE · JEEP

FORT WORTH, TEXAS

11200 NORTH FREEWAY · FORT WORTH, TEXAS 76177

PHONE: (817) 337-1937 · FAX: (817) 337-1207

TOLL-FREE: 1-800-448-0494

www.allensamuels.com

INVOICE

PAGE 1

FORT WORTH, TX

HOME:

BUS:

CELL:

SERVICE ADVISOR: 458 KYLE BRAWLEY

CELL:											
COLOR	YEAR	MAKE/MODEL			VIN		LICENSE		MILEAGE IN/OUT		TAG
SILVER	02	DODGE INTREPID			2B3HD46R62H				96453/96453		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT		INV. DATE	
01AUG01 IS			20:00 16DEC06					CASH		19DEC06	
R.O. OPENED		READY		OPTIONS: DLR:45069							
				ENG:2.7_Liter_24V_DOHC_Alum_Blk							
10:28 16DEC06		11:56 19DEC06									
						LIST		NET		TOTAL	

A C/S THERE IS AN OIL LEAK
900 .

- 443 CP
- 1 4698965AD LINE-OIL COOLER PRESSURE
 - 1 4698960AD LINE-OIL COOLER RETURN
 - 4 4596424AA CLAMP
 - 1 4792608AB GASKET
 - 2 5010042AA *DYES-LEAK - 4 IN 1
 - 1 4663625 SEAL-REAR MAIN CRANKSHAFT
 - 5 68026603AA OIL
 - 1 5281090 FILTER-ENGINE OIL

	740.00	740.00
20.97	20.97	20.97
18.17	18.17	18.17
2.25	2.25	9.00
28.70	28.70	28.70
6.70	6.70	13.40
18.98	18.98	18.98
3.15	1.75	8.75
6.85	5.20	5.20

96453 ENGINE OIL LEAKS DIAG AND ADVISE INSTALL REATR MAIN SEAL 7.0.
RESEAL ENG OIL PAN 1.0 REPLACE COOLER LINES AND HOSES 1.0 TOTAL TIME
9.0 2.7 ENG 42RE TRANS ADD DYE TO ENG OIL TO VARIFY REPAIRS

PRO-RATA ENVIRONMENTAL FEE

20.00

WE APPRECIATE YOUR BUSINESS!!!
OUR GOAL IS TO MAKE YOU
"COMPLETELY SATISFIED".
YOUR COMMENTS WILL HELP
US BE YOUR #1 DEALER.

...THANK YOU...

NOTICE PURSUANT TO SEC. §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code, §9.609, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of Person Responsible or Agent for Person Responsible

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	740.00
PARTS AMOUNT	123.17
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SHOP SUPPLIES/DISPOSAL FEES	20.00
TOTAL CHARGES	883.17
LESS INSURANCE	0.00
SALES TAX	10.16
PLEASE PAY THIS AMOUNT	893.33

*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. RATHER, EXPERIENCE HAS SHOWN THAT THE USE OF A STANDARD CHARGE, WHICH IS LESS THAN OUR AVERAGE COST FOR SUPPLIES, MATERIALS, AND DISPOSAL FEES INCURRED ON EACH REPAIR ORDER, IS MORE EFFICIENT. THE AMOUNT OF THIS STANDARD CHARGE HAS BEEN SET AT 10% OF THE TOTAL LABOR CHARGE, UP TO A MAXIMUM OF \$36.00. THE STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS: HOIST LIFT, BOLT, NUT, WASHER, TAPE, PIN, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, SOLDER, WIRE, SEALERS, ETC., AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE INDICATED.

CUSTOMER COPY

114324

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Allen Samuels

CHRYSLER • DODGE • JEEP

INVOICE

FORT WORTH, TEXAS

11200 NORTH FREEWAY • FORT WORTH, TEXAS 76177

PHONE: (817) 337-1937 • FAX: (817) 337-1207

TOLL-FREE: 1-800-448-0494

www.allensamuels.com

FORT WORTH, TX

DUPLICATE 1

PAGE 1

HOME: BUS:

CELL:

SERVICE ADVISOR: 453 RICHARD CAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
SILVER	02	DODGE INTREPID	2B3HD46R62H		95617/95617		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG01	IS		WAIT 25NOV06			CASH	25NOV06
R.O. OPENED		READY	OPTIONS: DLR:45069				
11:17 25NOV06		12:46 25NOV06	ENG:2.7_Liter_24V_DOHC_Alum_Bl				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	\$17.95	FALL COMBO:	LOF-WIPER	BLADES-16P			
30							
		434	CP			4.56	4.56
1	5281090	FILTER-ENGINE	OIL		6.85	5.20	5.20
5	68026603AA	OIL			3.15	1.75	8.75
1	WB000022AE	BLADE			9.68	5.81	5.81
1	WB000024AE	BLADE			10.20	6.12	6.12

MISC LOF SERVICE

CPNS

-5.96 -5.96

MISC LOFC PARTS

CPNP

-5.96 -5.96

95617 COMPLETED LOF AND WIPER BLADES TK 434 LABOR 0.3 MAJOR OIL LEAK FROM EITHER FRT SEAL, OIL PAN, REAR MAIN SEAL. NEEDS TO GO TO LIGHT LINE FOR FURTHER INSPECTION POS TRANS LEAK ALSO.

B RECALL C04 DRV SEAT RECLINER BOLTS

CAUSE: B

23C04182 RECALL C04

230 W

1 CCXJC041 BOLT

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

95617 COMPLETED RECALL C04 (REPLACED DRIVERS SEAT RECLINER BOLTS) TK 230/0.3 OP # 23C04182

C LATE PICK UP

INFO INFORMATION ONLY

434 CP

0.00 0.00

95617 WHAT IS A LATE PICK UP? TK 434

NOTICE PURSUANT TO SEC. §70.001, TEXAS PROPERTY CODE

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Signature of Person Responsible or Agent for Person Responsible

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
*SHOP SUPPLIES/DISPOSAL FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. RATHER, EXPERIENCE HAS SHOWN THAT THE USE OF A STANDARD CHARGE, WHICH IS LESS THAN OUR AVERAGE COST FOR SUPPLIES, MATERIALS, AND DISPOSAL FEES INCURRED ON EACH REPAIR ORDER, IS MORE EFFICIENT. THE AMOUNT OF THIS STANDARD CHARGE HAS BEEN SET AT 10% OF THE TOTAL LABOR CHARGE, UP TO A MAXIMUM OF \$35.00. THE STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS: WIPER BLADES, WAXES, TAPE, PINS, AEROSOL, SHELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, SOLDER, WIRE, SEALERS, ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE NOTED.

CUSTOMER COPY



**NORTH CENTRAL TEXAS
VEHICLE REPLACEMENT VOUCHER**
Voucher No. DEN-08107-2-55968
Voucher Expires After: 5/16/2008

Participant Information

Vehicle Owner: [REDACTED]	Mailing Address: [REDACTED]	City: Trophy Club
State: TX	Zip Code: [REDACTED]	Telephone: [REDACTED]

Retired Vehicle Information: (Please verify information below corresponds to the vehicle being presented.)

Vehicle Make: Dodge	Vehicle Model: Intrepid	Model Year: 2002
Vehicle Identification Number (VIN): 2B3HD46R62H [REDACTED]	License Plate: [REDACTED]	Odometer Reading: 109500

Replacement Vehicle Information

Vehicle Make:	Vehicle Model:	Model Year:
Vehicle Identification Number (VIN):	License Plate:	Odometer Reading:
Inspection Sticker Number:	Tier 2 (Check one): Bin 1 ☐ Bin 2 ☐ Bin 3 ☐ Bin 4 ☐ Bin 5 ☐	
Sales Price: (total must not exceed \$25,000 before TT&L) <i>Line 21a-Form 130-U</i>		\$
Less: \$3000 - cars 3 yrs. old or newer \$3000 - trucks 2 yrs. old or newer \$3500 - hybrid 1 yr. old or newer <i>Line 21b-Form 130-U</i>		-\$
Remaining Unpaid Balance:		\$

Dealer Information

Name of Automobile Dealership	Contact Name:	
Mailing Address:	Physical Address (if different than mailing address):	
City:	State:	Zip Code:
Telephone:	Fax:	Credit Card Transaction Date:

INSTRUCTIONS AND SIGNATURES ON REVERSE



Established
1982

CHRISTIAN BROTHERS AUTOMOTIVE
2059 WEST STATE HIGHWAY 114
GRAPEVINE, TEXAS 76051-8603
(817)410-7200 FAX (817)410-7758
COMPLETE AUTOMOTIVE SERVICE

Repair Order #0017437

Original Est. #

Date : 3/5/08

Page : 1

Center :

Customer : [REDACTED]
Address : [REDACTED]
City : TROPHY CLUB, TX [REDACTED]
Phone 1 : [REDACTED] Ext : [REDACTED]
Phone 2 : [REDACTED] Ext : [REDACTED]

Vehicle : 2002 DODG INTREPID

License : [REDACTED]

Prod : 08/01

VIN : 2B3HD46R62H [REDACTED]

Engine : V6-167 2.7L DOHC

Trans : AUTO

Mileage : 111491

CLR : SILVER

Op	Tech	Description	Part Description	Labor	Parts	Subtotal
	Quan	Part Number			Price	
AAA0	90	AIR CHECK VOUCHER VEHICLE TRYING TO PASS STATE INSPECTION		0.00		
		ENGINE USES OIL - CHECK ENGINE LIGHT COMES ON - FAILED INSPECTION				
		voucher # DEN-0859-1-42195 auth #3590421				
DIA001	90	ENGINE COMPUTER DIAGNOSTIC: RESEARCH AND DIAGNOSE COMPUTER ERROR CODES.		89.00		89.00
		MULTIPLE TRANSMISSION CODES SET - NEEDS A TRANSMISSION OVERHAUL .				
		2.7 LITRE ENGINE USING OIL - LIKELY TO FAIL AT ANYTIME.				
MSG0	90	WE PERFORMED A COMPUTER SCAN WHICH PRODUCED FOUR CODES. THE FIRST IS #P0740		0.00		
		FOR TCC CIRCUIT, #P1695 CAM BUSS CIRCUIT, #P1687 CAM BUSS CIRCUIT AND				
		#P0700 TRANSMISSION CONTROL. THE PROBLEM IS INTERNAL TO THE TRANSMISSION. <u>THIS</u>				
		<u>CHRYSLER IS POWERED BY THE 2.7 LITER ENGINE THAT HAS BEEN PRONE TO INTERNAL</u>				
		<u>OILING PROBLEMS. WE HAVE SEEN A LOT OF 2.7 LITER ENGINES THAT HAVE RODS</u>				
		<u>KNOCKING INSIDE THE ENGINE. AT THIS TIME THE AIR CHECK VOUCHER IS GOOD TO APPLY</u>				
		<u>TOWARD THE REPLACEMENT OF THE TRANSMISSION. OUR CUSTOMER IS NOW AWARE</u>				
		OF THE ENGINE PROBLEMS THAT ARE COMMON WITH THE 2.7 LITER ENGINE. HE IS GOING				
		TO ATTEMPT TO RETIRE THE CAR. OUR CUSTOMER HAS A \$30.00 CO-PAY. AIR				
		CHECK WILL PAY THE DIFFERENCE OF \$59.00				

BAD TRANS / 2.7 MTR TIRED

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection.

X

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON OBLIGATED TO PAY FOR THE REPAIR OF THE VEHICLE SUBJECT TO THIS REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH SEC. 9.609 OF THE TEXAS BUSINESS & COMMERCE CODE IF A WRITTEN PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISHONORED FOR LACK OF FUNDS, OR BECAUSE THE MAKER HAS NO ACCOUNT.

X

Labor : \$89.00
Parts : \$0.00
Sublet : \$0.00
Other Fees : \$0.00
Supplies : \$0.00
Subtotal : \$89.00
Sales Tax : \$0.00

Paid By : Total : \$89.00
Pay Ref : Paid : \$0.00
Due : \$89.00

Our Warranty is 12 months/12,000 miles on labor for new parts installed and manufacturer's warranty on parts

visit our website
www.christianbrothersauto.com