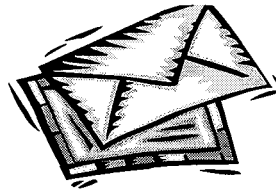


NHTSA ccmMercury Routing Slip

CL-10266928-3433



Printed: 4/22/2009

NHTSA #: ES09-002420

XREF #:

Delivery: REG

Rec'd Date: 4/22/2009

Doc Type: CNG

Address To:

Referred By: NPO-011

Doc Date: 3/31/2009

Due Date: 5/4/2009

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM FTC FORWARDING CORRESPONDENCE FROM CONGRESSMAN MCHUGH ON BEHALF OF [REDACTED] CONCERNING HIS COMPLAINT WITH CHRYSLER CORPORATION REGARDING HIS JEEP LIBERTY

Ack Date:

Sign Office: ACTING DEPUTY ADMINISTRATOR

Cleared Date:

File Loc:

Added By: BMILLINGS x65470

Ack By:

Signature: RONALD MEDFORD

Cleared By:

XREF File:

Modified By:

BERNADETTE.MILLINGS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE JOHN M MCHUGH CONGRESSMAN
U.S. HOUSE OF REPRESENTATIVES
14 DURKEE STREET
SUITE 320
PLATTSBURGH, NY 12901
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	4/22/2009	5/4/2009	
NVS-010	INFORMATION	4/22/2009		4/22/2009
NIA-110	INFORMATION	4/22/2009		4/22/2009
NPO-011	INFORMATION	4/22/2009		4/22/2009
I10	INFORMATION	4/22/2009		4/22/2009
NOA-02	INFORMATION	4/22/2009		4/22/2009

2009 APR 23 PM 5:00

ET
5:00
4/23/09
NW



UNITED STATES OF AMERICA
FEDERAL TRADE COMMISSION
WASHINGTON, D.C. 20580

Office of the Secretary

MAR 31 2009

The Honorable John McHugh
U.S. House of Representatives
14 Durkee Street, Suite 320
Watertown, NY 12901

Re: FTC Ref. No. 13997054

Dear Representative McHugh:

Thank you for your letter on behalf of your constituent, [REDACTED] of Fulton, concerning his difficulties with his Jeep Liberty and with Chrysler Corporation.

For your information, the Federal Trade Commission has been directed by Congress to act in the interest of all consumers to prevent deceptive or unfair practices and unfair methods of competition, pursuant to the Federal Trade Commission Act, 15 U.S.C. 41 *et seq.* In determining whether to take enforcement or other action in any particular situation, the Commission may consider a number of factors, including the type of violation alleged; the nature and amount of consumer injury at issue and the number of consumers affected; and the likelihood of preventing future unlawful conduct and securing redress or other relief. I would like to emphasize that letters from consumers like you provide valuable information that is frequently used to develop or support Commission enforcement initiatives.

I appreciate learning of your concerns; however, I should note that the jurisdiction of the Commission under the FTC Act does not extend to the situation described. Therefore, I have taken the liberty of forwarding your letter to the National Highway Traffic Safety Administration for review. Again, thank you for your interest in this matter, and please let me know whenever we can be of service.

Sincerely,


Donald S. Clark

Secretary of the Commission

cc: Director, Office of Congressional Affairs
National Highway Traffic Safety Admin.
1200 New Jersey Avenue, SE
Washington, DC 20590

ES09-002420

See

Congressman John McHugh

U. S. House of Representatives
New York, 23rd District

FAX COVER SHEET

____ HSBC Bank Building
120 Washington Street, Suite 200
Watertown, New York 13601
Phone: 315-782-3150
Fax: 315-782-1291

____ Mayfield Municipal Building
28 North School Street
P. O. Box 800
Mayfield, New York 12117
Phone: 518-661-6486
Fax: 518-661-5704

✓ ____ 14 Durkee Street, Suite 320
Plattsburgh, New York 12901
Phone: 518-563-1406
Fax: 518-561-9723

____ 205 South Peterboro Street
Canastota, New York 13032
Phone: 315-697-2063
Fax: 315-697-2064

Date: 3/23/09

To: Congressional

From: R. M. ORTLOFF, SENIOR CASEWORKER

Number of pages, including cover sheet

Comments: _____

FEDERAL TRADE COMMISSION
2009 MAR 24 PM 12:16
CONG. CORRES. BRANCH

JOHN M. McHUGH
23RD DISTRICT, NEW YORK

COMMITTEE ON ARMED SERVICES
SUBCOMMITTEE ON MILITARY PERSONNEL
RANKING MEMBER
SUBCOMMITTEE ON READINESS

**COMMITTEE ON OVERSIGHT
AND GOVERNMENT REFORM**
SUBCOMMITTEE ON FEDERAL WORKFORCE,
POSTAL SERVICE, AND THE DISTRICT OF COLUMBIA
SUBCOMMITTEE ON NATIONAL SECURITY
AND FOREIGN AFFAIRS

**PERMANENT SELECT COMMITTEE ON
INTELLIGENCE**
SUBCOMMITTEE ON TERRORISM, HUMAN
INTELLIGENCE, ANALYSIS, AND COUNTERINTELLIGENCE
SUBCOMMITTEE ON
OVERSIGHT AND INVESTIGATIONS



Congress of the United States
House of Representatives
2366 Rayburn House Office Building
Washington, DC 20515-3223

(202) 225-4611

<http://mchugh.house.gov>

March 19, 2009

DISTRICT OFFICES

HSBC BANK BUILDING
120 WASHINGTON STREET, SUITE 200
WATERTOWN, NY 13601-2578
(315) 782-3150

14 DURKEE STREET, SUITE 320
PLATTSBURGH, NY 12901-2938
(518) 683-1408

28 NORTH SCHOOL STREET
P.O. BOX 800
MAYFIELD, NY 12117-0800
(518) 661-6488

205 SOUTH PETERBORO STREET
CANASTOTA, NY 13032-1312
(315) 697-2063

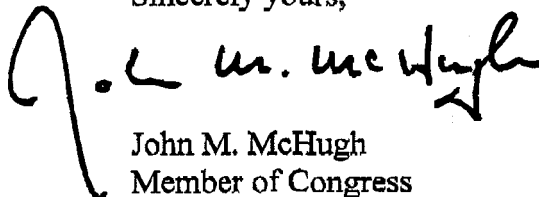
Ms. Jeanne Bumpus
Director of Congressional Relations
Federal Trade Commission
600 Pennsylvania Avenue, N.W., Room 404
Washington, D.C. 20580

Dear Ms. Bumpus:

I am enclosing a copy of the correspondence I have received from [REDACTED]
[REDACTED] concerning his complaint with Chrysler Corporation regarding his Jeep Liberty.

The purpose of this letter is to express my interest in [REDACTED] situation and to request that his case be fairly and thoroughly reviewed as expeditiously as possible. I appreciate your attention to this matter and look forward to receiving your timely response.

Sincerely yours,


John M. McHugh
Member of Congress

JMM/rmo
Enclosure

Please respond to the following District Office:
Congressman John M. McHugh
14 Durkee Street, Suite 320
Plattsburgh, New York 12901
Phone: 518-563-1406 Fax: 518-561-9723

[REDACTED]
Fulton, NY [REDACTED]

March 9, 2009

Mr. Robert L. Nardelli
Chairman and CEO, Chrysler LLC
1000 Chrysler Drive
Auburn Hills, MI 48236-2766

Dear Mr. Nardelli:

It is with a deep concern for the safety of my family that I write to you today. Recent events involving our 2004 Jeep Liberty have left me with a bitter taste in my mouth towards Jeep and the entire Chrysler LLC brand.

On February 10, 2009 I left our Liberty at the Par-K Chrysler Jeep dealership in Fulton, NY for a maintenance appointment. I had requested a routine oil change and tire rotation. In addition, I advised the service director that a check engine light was coming on intermittently. Previously I was told by this dealership that this problem was caused by an oxygen sensor that was still functioning. A different sensor was replaced in September 2008. I also requested a rear-brake inspection. Finally, we reported a crunching noise when the vehicle turned right.

Later that day I picked up my wife's Jeep. I was advised that the crunching noise was a result of power steering fluid leak, and this would require a repair estimated at \$825.00 (see attached). I am very disheartened to learn that a vehicle with only 40,000 miles on it is in need of such a costly repair. The service director advised me that the vehicle would be safe to drive in the immediate future.

My expecting wife and I felt reassured that our Jeep Liberty had been serviced since we were embarking on a family vacation that weekend. Along with my two-year old son, we packed up our Jeep Liberty for a trip from Fulton, NY to Washington, DC. During the trip all things seemed to be fine. We noticed no problems whatsoever with the Jeep Liberty.

Our Jeep Liberty was not driven for a week. It was parked at my sister-in-law's secure condo in Alexandria, VA, while we visited relatives in Florida. We returned to Washington, D.C. on February 21 and planned to drive home to Fulton, NY the next day.

On Sunday, February 22, we began our approximately 400 mile trip home. To our great horror, we never traveled more than a few miles. As we departed we noticed a noise coming from the front driver's side wheel well. Only a few miles into our trip, before we could exit the highway, the left front wheel fell off of our vehicle moving at 55 miles per hour. The plastic fender above the dislodged wheel was ripped away. I managed to guide the vehicle to the side of the road, and thankfully my son and pregnant wife were

not physically injured, and fortunately the wheel did not hit any other vehicles during this mishap.

Stranded in Washington, D.C. we had the crippled vehicle towed to a repair shop in Shirlington, VA which was closed since it was a Sunday. Pictures of the vehicle at the repair shop are attached. You can see that two studs broke completely off.

The inconvenience was only just beginning. My wife and I were required to be home for work the next day, and as a result we had to rent a vehicle to complete our trip, at a cost of \$201.62 to us (see attached).

Throughout the week, my wife maintained contact with the repair shop in Virginia requiring her to miss valuable time out of her classroom (she is a teacher) in order to take the personal phone calls. We were ultimately advised that the vehicle was repaired and ready to be picked up.

I flew out of Rochester, NY to Baltimore, MD at 7:00 am on Saturday, February 28, 2009, at a cost of \$161.60 (see attached) in order to retrieve our vehicle. That morning I picked up our damaged vehicle. The total repair bill was \$1,728.98 (see attached) of which \$264.88 can be attributed to yet another replaced oxygen sensor and not the accident. Seven hours later I returned home to Fulton, NY.

I felt it would be responsible of me to let the Par-K service manager know of this incident since our vehicle was serviced there prior to our trip. I spoke with him during the week our vehicle was being repaired in Virginia. He advised me that the accident could not be the responsibility of their dealership since we didn't notice anything wrong during our drive down to Virginia. While I have no idea whether or not this is the case, I just find it way too coincidental that a vehicle had tire work done on it and approximately a week later a wheel is falling off. When I told people about this horrifying incident, the first question everyone asked me was, "Did you recently have tire work done?"

As a result, I no longer feel confident in having my pregnant wife drive our Jeep Liberty especially since she often transports our two-year old son. In addition, I have serious reservations towards the Chrysler LLC product line and team of dealerships. The \$2000 cost our family incurred is a serious financial hit, but it is one we will slowly overcome. The mechanical failure nature of this incident excludes any coverage from our personal auto insurance. Much more importantly, I feel that the lives of my wife, son and unborn child were at risk. Was it a service issue or a product issue? I don't know since I'm neither a mechanic nor engineer.

In addition to the accident, I'm worried that a vehicle with only 40,000 miles on it is in need of new rack-n-pinion gear and pressure lines at an estimated cost of \$825. I certainly expected this vehicle to have a longer life than its 40,000 miles. This vehicle was the first new car purchase my wife had ever made, and she now deeply regrets having given your company her money and trust. I've previously owned GM, Ford, Toyota, Nissan and Mazda vehicles. In my near 20-year driving career I have never

experienced the need for such repairs after comparable mileage. In addition, I have never had an oxygen sensor replaced, ever. Yet on our 2004 Jeep Liberty I have had to replace two.

Mr. Nardelli, you commented to the United States Senate on December 4, 2008, that "Our plan also includes producing high-quality...cars and trucks that people want to buy." Please count me out of your plan. As a result of the threat to the safety of my family and the financial hardship it has placed up on us, I no longer want to buy a vehicle from your corporation. In addition, I no longer feel safe in having the vehicle serviced at the 5-Star Chrysler Jeep Par-K dealership in Fulton, NY after the coincidental nature of events that happened this February.

I sincerely hope that some of the money from the billions your company received from U.S. taxpayers such as me is used to improve the quality and safety of your product line. It would also be nice to discover that Chrysler LLC had some interest in and concern for what happened to my family and me. To date I have no evidence of any such concern.

A deeply concerned former customer,

[REDACTED]

[REDACTED]

CC: United States Senator Charles E. Schumer
United States Congressman John McHugh



Stop. Go. Pennzoil.™

CUSTOMER NO.	2228	ADVISOR	RICK	TAG NO.	3005	INVOICE DATE	02/10/09	INVOICE NO.	CHCS29055
		LABOR RATE	71.00	MILEAGE	39,997	COLOR	BLUE/	STOCK NO.	
FULTON, NY		YEAR / MAKE / MODEL	04/JEEP/LIBERTY/4 DOOR UTILITY			DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO.	1 J 4 G L 4 8 K 8 4 W			SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.		P.O. NO.		R.O. DATE	02/10/09		
RESIDENCE PHONE		COMMENTS							

MO: 39998

LABOR & PARTS

J# 1 10CHZ LUBE OIL FILTER
LUBE CHASSIS, OIL AND OIL FILTER CHANGE
PERFORM REQUESTED SERVICES - CHECK ALL FLUIDS, TIRE PRESSURE
AND ANTI-FREEZE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	PZ19	OIL FILTE PENZOIL	4.00	4.00	4.00
JOB # 1	1	5QTS	05W30 PENZOIL	12.70	12.70	12.70
JOB # 1 TOTAL PARTS						16.70
JOB # 1 TOTAL LABOR & PARTS						26.65

J# 2 16CHZ ROTATE TIRES
ROTATE TIRES
MAINTENANCE
ROTATE TIRES, MAINTENANCE COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						19.95

J# 3 02CHZ POWER STEERING
POWER STEERING WHINE
POWER STEERING RESERVOIR IS EMPTY, HAS SMALL LEAK FROM
PRESSURE LINES & RACK & PINION.
RECOMMEND RACK-N-PINION GEAR & PRESSURE LINES, ESTIMATE
OF REPAIR \$825.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4 10CHZ REAR BRAKE SERVICE
REAR WHEEL BRAKE SERVICE
WORN OUT
REPLACE REAR BRAKE PADS & REAR BRAKE ROTORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	VRKJ3882-AC	BRAKE PKG 5003003	269.00	269.00	269.00
JOB # 4	1	2495	SHOP SOLV	3.95	3.95	3.95
JOB # 4 TOTAL PARTS						272.95
JOB # 4 TOTAL LABOR & PARTS						379.95

N.Y. STATE REPAIR SHOP
NUMBER 4380322

DISCLAIMER
OF WARRANTIES

THE SELLER HEREBY EXPRESSLY
DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE, AND SELLER
NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR IT

PAR K ENTERPRISES
825 S FIRST ST
FULTON, NY 13069

TIME 6:25 PM DATE 02/10/09
TERMS 00450074 HERE 000431391979997
TRAN TYPE SALE
#XXXXXXXXXXXX9496
CARD TYPE UISA
SEQ # 010
TICKET # 0000009250
AUTH CODE 376827

TOTAL \$460.68

CUSTOMER COPY

THANK YOU!



Stop. Go. Pennzoil

CUSTOMER NO.	2228	ADVISOR	RICK	TAG NO.	3005	INVOICE DATE	02/10/09	INVOICE NO.	CHCS2905
		LABOR RATE	71.00	LICENSE NO.		MILEAGE	39,997	COLOR	BLUE/
		YEAR / MAKE / MODEL	04/JEEP/LIBERTY/4 DOOR UTILITY			DELIVERY DATE		STOCK NO.	
		VEHICLE I.D. NO.	1 J 4 G L 4 8 K 8 4 W			DELIVERY MILE		SELLING DEALER NO.	
		P.T. #, NO.		P.O. NO.		R.O. DATE	02/10/09	PRODUCTION DATE	
		COMMENTS							

MO: 399!

GET REAL GET MOPAR ***** PAR-K ENTERPRISES, INC.
CAR BUYING THE WAY IT SHOULD BE
(315) 598-8118

*** OSHEO COUNTY'S FIRST FIVE STAR DEALERSHIP ***

WE WANT TO GO HOME FOR YOU WITH CUSTOMER ONE SERVICE

THANK YOU FOR YOUR SERVICE BUSINESS
MOPAR CUSTOMER CARE

SERVICE DEPARTMENT HOURS
MONDAY, TUESDAY, WEDNESDAY, FRIDAY 8:00 AM - 5:00 PM
*** THURSDAY 8:00 AM - 8:00 PM ***

TOTAL LABOR....	136.90
TOTAL PARTS....	289.65
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	34.13
TOTAL INVOICE \$	460.68

N.Y. STATE REPAIR SHOP
NUMBER 4380322

DISCLAIMER OF WARRANTIES

THE SELLER HEREBY EXPRESS
DISCLAIMS ALL WARRANTIES EITHER
EXPRESS OR IMPLIED, INCLUDING AN
IMPLIED WARRANTY OF
MERCHANTABILITY OR FITNESS FOR
PARTICULAR PURPOSE, AND SELLER
NEITHER ASSUMES NOR AUTHORIZES
ANY OTHER PERSON TO ASSUME FOR
ANY LIABILITY IN CONNECTION WITH THE
SALE OF SAID PRODUCTS.

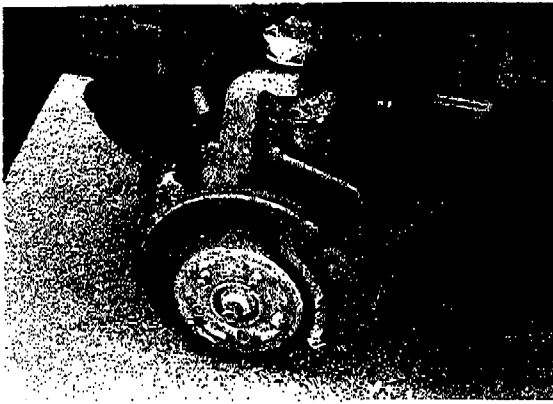
LIMITED EXPRESS WARRANTY

Labor and parts are warranted for 90
days or 4000 miles whichever occurs
first. The dealer hereby limits any
implied warranties of merchantability
and fitness to the same period.

ALL PARTS INSTALLED ARE NEW
UNLESS OTHERWISE SPECIFIED.

THANK YOU!

"Car Buying the Way It Should Be."



Alamo

Rental Location
WASHINGTON REAGAN ARPT
1 AVIATION CIRCLE
WASHINGTON REAGAN ARPT, GARAGE A
WASHINGTON DC 20001

Return Location
SYRACUSE ARPT
HANCOCK INTL AIRPORT
SYRACUSE NY 13220

Vehicle # 9F166332
Model ADRA XE
Class Driven IXAR
Class Charged ICAR
License# [REDACTED]
State/Province MICHIGAN
M/Kms Driven 378
M/Kms Out 10522
M/Kms In 10900

RA # 616307119

Invoice # 60013863876

22-FEB-2009 12:36 PM

Renter Name [REDACTED]

PULTON

NY [REDACTED]

Phone (888)826 6893

Contract ID

22-FEB-2009 07:49 PM

Phone (888)826 6893

Charges

No	Unit	Price/Unit	Amount
1	Days	144.40	144.40
	M/Kms		0.00
		144.40	-14.44
1	Days	35.43	35.43
1	Days	2.50	2.50
		165.61	18.40
		151.08	3.02
1	Days	0.22	0.22
		151.08	12.09

Rate Info

Messages

* Taxable Items
Subject to Audit

Total Charges

USD 201.62

Payments
Master Card

AUTH: 01337Z 22-FEB-2009 201.62

Payment

-201.62

Customer service Number 1(800) 445-5664

Amount Due

USD 0.00

0009/0011

Plattsburgh DO

03/23/2009 18:27 FAX 518 561 9723



PASSENGER RECEIPT
airtran.com

Date	Flight	Depart	Arrive	Fare Code
Feb 28	878	ROC	BWI	M

PASSENGER RECEIPT
airtran.com



Conf. Number: U78RHP
Issued Date: Feb 27, 2009
Total Fare This Ticket: 161.60

TOTAL FARE:	151.00
Total Tax:	3.60
September 11th Security Fee:	2.50
Passenger Facility Charges:	4.50
Other:	0.00
TOTAL:	161.60

Passenger: [REDACTED]
Conf. Number: U78RHP

Transportation subject to terms of carriage printed
inside ticket jacket. Page 1 of 1.

SHIRLINGTON SERVICE CENTER
2817 SOUTH QUINCY STREET
ARLINGTON, VA 22206
(703) 578-4856 1238

FULTON, NY

WORK ORDER

Printed On: 2/26/2009 11:16:10 AM

SEQ NO. 71053

REF NO. 71053

DATE	2/23/2009	PHONE	
ACCOUNT I.D.		PHONE	
VEHICLE I.D.		ODOMETER IN	OU 40570
LICENSE NO.		EMPLOYEE I.D.	261
VIN	1J4GL48K84W		
YEAR/MAKE			
2004 JEEP LIBERTY			
REMARKS/RECOMMENDATIONS			

QUANTITY	WORK TO BE PERFORMED	PARTS REQUIRED	N = NEW S = SUBCONTRACTED W = WARRANTY U = USED R = REBUILT	PARTS PRICE	HOURS	LABOR	EMP
	S31	REPLACE FRONT END PARTS	L		2.50	295.00	21
1.00	27470	880036 LEFT FRONT ROTOR	N	127.13			
5.00	378479	6036310 LUG NUTS/288	N	38.00			
10.00	378479	6036155 PIN BUSHING/288	N	40.50			
1.00	378479	52128352 LEFT HUB BEARING/288	N	310.00			
1.00	378479	5GL88PAK WHEEL/288	N	284.00			
	T4	4 WHEEL ALIGNMENT	L		1.00	120.00	
1.00	-----10	Environmental Fee	D	2.50			
10.00	378578	551566555 PUSH PINS/100	N	98.00			
3.00	378574	5516429AA RETAINER/100	N	21.90			
1.00	378574	55156988 BRACKETT/100	N	35.20			
	D11	Check Computer Codes	L		1.00	118.00	21
	D2	R&R 02 SENSOR	L		0.50	59.00	21
1.00	27671	15506 BANK 1 SENSOR 2	N	87.88			
1.00	****SUPPLIES FEE	Shop Supplies	S	39.73			
THE BOTTOM THREE ITEMS ARE CLIPS AND BRACKET THAT WAS BROKEN WHEN THE INNER FENDER SHIELD CAME OUT. HAD A CODE PO137 02 SENSOR CIRCUIT LOW VOLTAGE.							

SALES DRAFT

SHIRLINGTON SERVICE CT
2817 SO QUINCY ST
ARLINGTON, VA 22206
TERMINAL 0308818

Discipline
either
fitness
person

825223477886
02/28/2009 10:42:40

How Pa

MIC XXXXXXXXXXXX
AUTH. TRANS. ID. MPLN61ZUF
INVOICE 98002 002
AUTH. CODE 095272

SALE TOTAL \$1728.98

CUSTOMER COPY

If warranties,
liability of
any other
aid products.

Vehicle

stand any cost
at my risk. You will
be on above
is vehicle. In the
by costs of collection

planned to me.

to supplier for credit

SUBTOTAL	1082.84		592.00
		TOTAL	1674.84
		GAS	0.00
		TAX	54.14
PLEASE PAY THIS AMOUNT		1728.98	x

80 Day, 4000 mile
warranty unless otherwise
stated.

SHOULD YOU FAIL TO AUTHORIZE COMPLETION
OF REPAIRS OR SERVICES AT THE TIME YOUR
APPROVAL IS REQUESTED, A CHARGE MAY BE
IMPOSED FOR VEHICLE DISASSEMBLY.

A DAILY STORAGE CHARGE MAY BE ADDED
FOR VEHICLES NOT PICKED UP AFTER
NOTIFICATION OF COMPLETION OF REPAIRS
COMMENCING

I, the regis
quoted her
not be rep
vehicle to t
event an ar
and any res

☐ Diagnose

☐ I do no