

ELLEN F. ROSENBLUM
Attorney General



FREDERICK M. BOSS
Deputy Attorney General

DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION

CL-102 67478-1687

1162 Court Street NE
Salem, OR 97301-4096
Telephone: (503) 934-4400
Fax: (503) 378-5017
TTY: (800) 735-2900

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

April 03, 2014

APR 15 2014

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Re: Our File Number FF0502-14
Complaint About Chrysler Group

We have received the enclosed information. Since it pertains to matters within your authority, we are forwarding it to you for your reference.

Please let us know the results of your review.


Sally O'Neil
Enforcement Officer

Enclosures

(C3)
Enclosure/s:

Consumer Complaints, 1st Floor Vista Building, 340 Vista Avenue, Salem, Oregon 97302
Consumer Hotline (503) 378-4320 (Salem only), 229-5576 (Portland only) or Toll Free 1-877-877-9392
Hotline Hours: 8:30 a.m. to 4:30 p.m., FAX (503) 378-8910, TTY: (800) 735-2900 www.doj.state.or.us

AM
42114
SHD



RECEIVED
JAN 23 2014

Oregon Department of Justice Consumer Complaint Form

CIVIL ENFORCEMENT DIVISION

1. Please use dark ink. Type or print clearly.
2. Return this form with copies of important papers.
3. Keep your original papers.
4. Attach any additional explanation.

Personal Information

First Name Last Name Middle Initial
 Mailing Address
 City: Portland State: OR Zip:
 Day Phone: Evening Phone: same

Information About The Subject of Your Complaint

Chrysler Corp.
 Name of the business or person about whom you are complaining
 Street Address
 City State Zip
 Phone

Summary of Your Complaint

Date of transaction(s): 2002 How much money do you believe you lost, if any? \$ 3000.00
 Whom have you contacted concerning your complaint? Several Chrysler dealer
 Attorney _____ The business _____ Other _____
 No action requested. I just want you to know of a questionable practice.

Please Note the Following:

Under Oregon law the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney. **Please attach copies of important documents. Attach additional pages if needed. Your complaint will become public record and could be sent to the person or company about which you are complaining. If you wish this complaint to remain confidential, we will not contact the business and your file will be closed. Check here for confidentiality**

DETAILS OF COMPLAINT

I purchased a 2002 Dodge Ram 4x4 King cab in 2002. This vehicle has three car backs and no one will complete the repairs, I tried several dealers.

The largest loss is due to the dash cracking windshield replacement. The last appraisal for the dash was \$2100.00 from Vancouver Dodge. The dash has large cracks in it.

I was informed that in a collision the air bag deployment may fragment the dash and cause personal injury. The dash is severely cracked in 3 places.

The dash affects any resale and diminishes the value of the vehicle by more than \$2000.00

1-17-2014

[Redacted Signature] [Redacted Date]
Your Signature Date
1-17-2014

C:\deskpub\brochure\cmpl2
10/99
10M

MAIL YOUR COMPLETED FORM TO:

Oregon Department of Justice
Financial Fraud/Consumer Protection Section
1162 Court Street, N.E.
Salem, OR 97310

SALEM OR 97301 15:15 05/04/00
U.S. POSTAGE
033

[Redacted Address Line]

Portland OR [Redacted]





Dick Hannah Chrysler Jeep Dodge Ram
 3517 NE Auto Mall Drive | Vancouver, WA 98662
 866-716-4211 | 360-944-3203

[Redacted]		A/R Number:	Invoice Number
Portland, OR [Redacted]		Customer Number: 1342599	76866
Phone (H): [Redacted]	Phone (W): [Redacted]	PO Number:	Printed: OCT 29 13 4:17 PM
Phone (C): [Redacted]	Phone Oth: [Redacted]	Auth Number:	Copy # 2
Year/Make/Model: 2002 DODGE RAM 1500		Service Writer: Jennifer Baker	Date Opened: 10/28/13
VIN: 3D7HU18N6 2G [Redacted]		Estimate Amount: \$ 625.00	Date Notified:
License Number:	Color:	Terms & Conditions:	Date Delivered:
Stock Number:	Mileage In: 65359	Type of Sale: Retail	
Tag Number: 4073	Mileage Out: 0	Customer Signature	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
SubTotal Job # 3					235.52
4. Customer statement of problem					
Customer states PERFORM BRAKE INSPECTION					
1 - Cause/Action to Take					
PERFORMED INSPECTION AND FOUND FRONTS AT 6/7MM AND OK, FOUND REARS AT 4MM, RECOMMEND REAR BRAKES AT THIS TIME.					
1 - Correction/Action Taken					
Sub Total Parts					0.00
SubTotal Job # 4					0.00
5. Customer statement of problem					
Customer states					
1 - Correction/Action Taken					
Sub Total Parts					0.00
SubTotal Job # 5					0.00
6. Customer statement of problem					
Customer states ESTIMATE TO REPLACE BROKEN DASH PIECES.					
1 - Correction/Action Taken					
ESTIMATE TO REPLACE DASH PIECE IS 2165.00 WITH PART AND LABOR, THE PARTS HAVE AN UNKNOWN ESTIMATED TIME OF ARRIVAL.					
Sub Total Parts					0.00
SubTotal Job # 6					0.00
7. Customer statement of problem					
PERFORM MUTI-POINT INSPECTION					



STATE OF OREGON
DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION
1162 COURT STREET NE
SALEM, OR 97301-4096

Hasler

FIRST-CLASS MAIL

04/07/2014

US POSTAGE

\$00.48⁰



ZIP 97301
011D12602619

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

