

CL-10326338-8093

APR 13 2010

[REDACTED]
Kansas City, MO [REDACTED]
2001 Dodge Durango SLT
1B4HS28NX1F [REDACTED]

April 5, 2010

Chrysler Group LLC
Dodge Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

cc. NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

Attention

In 2008 I received a recall notice (recall no 07V555000) for my 2001 Dodge Durango concerning "The Ignition/Park Interlock System." I called the 800 number and asked a Chrysler representative to schedule an appointment to repair the ignition for my vehicle with a local dealership. I was scheduled for service on my 2001 Dodge Durango with Crawford's Raytown Jeep 9401 E 350 Kansas City, MO 64133. At that time, my vehicle was serviced for the recall.

On, February 16, 2010, My ignition malfunctioned. The key would not go completely into the ignition, therefore I was unable to start or move the vehicle. I had the vehicle towed to the dealership (Landmark Dodge) for repair. After waiting about an hour and forty-five minutes, the service employee informed me that the ignition tumbler could not be repaired because one of the metal bars in the tumbler had jammed in the locked position, and that I would need a new tumbler installed at a cost of \$364.21.

After careful review of the old tumbler and the 2008-recall notice, (recall no 07V555000), I am certain that the malfunction in my tumbler was caused by the repair to "The Ignition/Park Interlock System," performed during the 2008 recall for this vehicle.

I am writing this letter because, I am very discouraged by what has occurred with several Dodge dealership service departments. This is the fourth time I have been victimized by questionable repairs at a Dodge or Chrysler dealership. This is not the quality of service I expected from a dealership at which a Chrysler representative made my appointment for a recall service repair to my vehicle.

The dealership that performed this recall repair (Crawford's Raytown Jeep) is no longer a Chrysler dealership, therefore I am holding Chrysler Group LLC fully responsible for the cost associated with this repair.

KB
04/14/10
KB

At this time, I am requesting to be reimbursed \$364.21 for the replacement of the ignition tumbler for my vehicle.

Respectfully,



Dodge

1900 SO. NOLAND RD.
INDEPENDENCE, MISSOURI 64055
(816) 833-2100



CHRYSLER

Jeep

1857 S. NOLAND RD.
INDEPENDENCE, MISSOURI 64055
(816) 833-0100

CUSTOMER NO. 80162		ADVISOR MARK	TAG NO. 2794	INVOICE DATE 02/16/10	INVOICE NO. CHCS720648
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 114,000	COLOR MAROON/
KANSAS CITY, MO [REDACTED]		YEAR / MAKE / MODEL 01/DODGE/DURANGO/4DR 4WD		DELIVERY DATE	DELIVERY MILES
		VEHICLE ID. NO. 1B4HS28NX1F		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]		BUSINESS PHONE		R.O. DATE 02/16/10	
		COMMENTS		MO: 114000	

JOB# 1 CHARGES-----

LABOR-----
1 19CHZ STEERING REPAIR HOURS TECH(S) 2778 138.25

CK FOR STEERING COLUMN WONT UNLOCK/ADVISE
IGNITION TUMBLER FAILED
REPLACED IGNITION TUMBLER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	5018702-AA	NONE IGNI 23017002	170.00	170.00
	1	5010879-AB	TUMBLER N 23017005	35.00	35.00
TOTAL - PARTS					205.00

JOB# 1 TOTALS-----
LABOR PARTS 138.25
205.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 343.25

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES	720648	5.00
TOTAL - MISC				5.00

COMMENTS-----
WAIT
CHECK ENGINE LIGHT ON UPON ARRIVAL

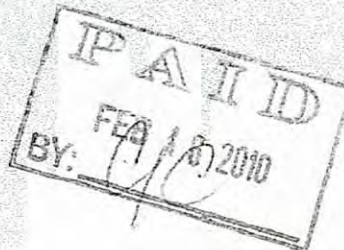
TOTALS-----

*****		TOTAL LABOR....	138.25
* [] CASH [] CHECK CK NO. [] *		TOTAL PARTS....	205.00
* [] VISA [] MASTERCARD [] DISCOVER *		TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	5.00
		TOTAL MISC DISC	0.00
		TOTAL TAX.....	15.96

TOTAL INVOICE \$ 364.21

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



NO REFUND WITHOUT
THIS INVOICE

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The Seller, LANDMARK DODGE CHRYSLER JEEP, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and LANDMARK DODGE CHRYSLER JEEP, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Jeep

Mopar
CHRYSLER CORPORATION PARTS

CHRYSLER CORPORATION

[REDACTED]
Kansas City, MO [REDACTED]

KANSAS CITY 6-43

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West Building
Washington, DC 20590

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