

CL-10360906-6691

OCT 05 2010

RICHARD BLUMENTHAL
ATTORNEY GENERAL



MacKenzie Hall
110 Sherman Street
Hartford, CT 06105-2294

Office of The Attorney General
State of Connecticut

August 24, 2010

[REDACTED]
Naugatuck, CT [REDACTED]

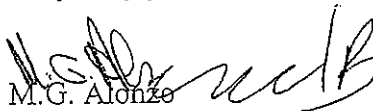
Dear [REDACTED]

This is to acknowledge receipt of your correspondence and to thank you for contacting our Office in connection with this matter.

By copy of this letter, we are forwarding your correspondence to the National Highway Transportation Safety Administration, which will follow-up with you. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by that agency.

Please do not hesitate to contact this Office in the future if we can be of further assistance to you.

Very truly yours,


M.G. Alonzo
Assistant Attorney General

MGA/pb
Enc.

NHTSA
Office of Objects Investigation/CRD
NVS - 216
1200 New Jersey Ave. SE
Washington, DC 20590

MC
101570
TLW

Monday, March 8, 2010

Dear Attorney General Blumenthal,

I am in need of help, this is in reference to a vehicle I have leased. I have a problem with my vehicle and have exhausted all avenues in trying to get it repaired. I have taken it back several times to both the dealership I have leased it from, and the dealership who now does the repairs on it. I have talked with several people via phone calls at Chrysler Motors, located in Auburn Hills, MI. The final result from Customer Relations at Chrysler was they cannot solve this problem, and recommended me to report it to the States Attorney for further assistance.

The problem with my Dodge Caravan 2008, is when I use the Cruise Control and I am at highway speeds or any speed over 35 mph my vehicle starts a downgrade, it will downshift three speed ranges, and cause an excessive loss of speed but then causes the engine RPM to rise to 5000 RPM. Simply stating "I cannot turn off the cruise control or brake for it to shut off. The car will not STOP or slow down but continues to drive ahead. I have almost had several accidents because I cannot get it out of cruise control. There are vehicles both in front and in back of me and lanes next to me and I cannot stop this vehicle. THIS IS DANGEROUS!! The cruise control should turn off by the on/off button or the brake. I was told by the service manager Victor Atkins at Bradshaw Chrysler Jeep that his district service manager told him that I should pull off to the side of the road when the cruise control malfunctions and shut the engine off to recycle the cruise control. How do you pull off to the side of the road when you are on the interstate or a several lane road? This makes no sense and in fact can cause a serious accident to both myself and someone else. I asked the manager at Bradshaw to put his managers advise about pulling off to the side of the road in writing. When I did get his E-mail which took some time the manager's reply was carefully worded. In his reply he also states that this is a software problem and can only be changed by a future flash update to software that controls my vehicle. The need for software updates can be checked with my permission at a future service date if, there are updates available and performed at any time they may or may not be specifically for my concern but may affect my cruise control performance.

I am sixty- seven years old and on a fixed disability income. I cannot afford to purchase or lease another new vehicle. I have had many problems with this van, both the front brakes at nineteen thousands miles and the rear brakes at twenty four thousand miles have been replaced. The Outer Tie-Rod Ends have also been replaced. The cruise control has not been resolved and the dealership says this is characteristic of this vehicle, due to software problems. How do you sell a vehicle knowing it has this problem? The vehicle performance has been terrible, and it does not live up to its EPA gas mileage rating. It is not fair that I have to continually bring this vehicle back to the dealer with no results. I leased this vehicle with cruise control and it should work. As a consumer I have done everything to help correct the problems of this vehicle. A lot of time and energy and cost to me, is enough. Please help me with this vehicle. No one should have to lease or purchase a car and have to go through this. I have included all paperwork from the dealerships as well as my notes and call logs.

On March 31, 2008 I leased a Dodge Grand Caravan SXT 2008, (vin # 2D8HN54P38R [REDACTED]) from Crest Dodge, Inc. Woodbridge, CT. with a down payment of Three Thousand dollars. All monthly payments are paid, all maintenance, and service appointments have been kept up to date.



Crest DODGE, INC.

175 Amity Road • Woodbridge, CT 06525

Service (203) 397-6222

Sales (203) 397-6220

Parts (203) 397-6221

Fax (203) 397-6207

crestautomall.com



CELL: [REDACTED]

CUSTOMER NO. 42219	JEAN BALLESTER	31026	TAG NO 1126	INVOICE DATE 05/13/09	INVOICE NO. DDCS237574
[REDACTED]	L. 89.00	LICENSE NO.	MILEAGE 17,722	COLOR BRIGHT SILV	STOCK NO. 08CA38
NAUGATUCK, CT	08/DODGE TRUCK/GRAND CARAVAN/VAN SXT	03/31/08	DELIVERY MILES 23	VEHICLE ID NO. 2 D 8 H N 5 4 P 3 8 R	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R. DATE 05/13/09		
COMMENTS					MO: 17725

LABOR & PARTS

J# 1 00DOZAWKS THE WORKS PACKAGE HOURS: 0.70 TECH(S):35501 26.00

THE WORKS PACKAGE

INCLUDES:

ENGINE OIL REPLACEMENT UP TO 5 qt.

NEW MOPAR OIL FILTER

BATTERY TEST

FLUID LEVEL INSPECTION

REMOVE FOUR WHEELS FROM VEHICLE AND ROTATE

INSPECT CALIPERS, ROTORS AND/OR DRUMS

INSPECT BELTS AND HOSES

PREVENTIVE MAINTENANCE

PERFORMED THE WORKS SERVICE PACKAGE

[] CASH [] CHECK

CK. NO. [] [] CHARGE

[] AMER XPRESS [] OTHER

[] VISA [] MASTERCARD [] DISC

ADDITIONAL SERVICES AVAILABLE

- Alignments
- Body Work
- Brakes
- Detailing
- Extended Warranty Services
- Glass Work
- Paintless Dent Removal
- Recalls
- Shuttle Service
- Tires

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	4105409-BC	FILTER EN 9057006	11.39		6.45
JOB # 1	5	5W30	MOTOR OIL	2.95		1.50
JOB # 1 TOTAL PARTS						13.95

JOB # 1 TOTAL LABOR & PARTS 39.95

J# 2 40DOZ07 BRAKE NOISE HOURS: 0.30 TECH(S):35501 26.70

CUSTOMER STATES NOISE WHEN BRAKING

CAN HEAR SQUEELING NOISE WHEN GOING SLOW AND BRAKING

INSPECT BRAKES = NEEDS FRONT PADS AND ROTORS. PADS LESS THAN 3MM.

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

JOB # 2 TOTAL LABOR & PARTS 26.70

J# 3 30DOZ01 AUTO TRANS CONCERN HOURS: 0.10 TECH(S):35501 INTERNAL

CUSTOMER STATES: CAN HEAR A BANGING NOISE WHEN SHIFTING FROM

NEUTRAL TO DRIVE/DRIVE TO REVERSE

NO ABNORMAL SOUND HEARD.

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 10DOZ01 DRIVEABILITY CONCERN HOURS: TECH(S):35501 WARRANTY

CUSTOMER STATES: AT HIGHWAY SPEEDS TACH GOES TO 5000 RPMs

VEHICLE DOWNSHIFTS AND SLOWS DOWN

ROAD TEST = COULD NOT VERIFY. SCAN TEST FOR CODES = NO CODES

SEARCH FOR APPLICABLE TSB'S THERE IS A FLASH FOR SHIFT

IMPROVEMENT.

PERFORM FLASH UPDATE. CLEAR VLP COUNTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4 TOTAL PARTS						0.00

JOB # 4 TOTAL LABOR & PARTS 0.00



Crest DODGE, INC.

175 Amity Road • Woodbridge, CT 06525

Service (203) 397-6222

Sales (203) 397-6220

Parts (203) 397-6221

Fax (203) 397-6207

crestautomall.com



CELL: [REDACTED]

CUSTOMER NO. 42219	ADVISOR JEAN BALLESTER	31026	TAG NO 1126	INVOICE DATE 05/13/09	DOC# 237574
[REDACTED]	89.00	LICENSE NO	MILEAGE 17,722	COLOR BRIGHT SILV	STATE NO 08CA38
NAUGATUCK, CT	VEHICLE MAKE / MODEL 08/DODGE TRUCK/GRAND CARAVAN/VAN SXT			DELIVERY DATE 03/31/08	DELIVERY MILES 23
	VEHICLE ID NO 2 D 8 H N 5 4 P 3 8 R			COPIER ADVANTAGE 10	PRODUCTION DATE
	F.T.E. NO			P.O. NO	R.O. DATE 05/13/09
COMMENTS					MO: 17725

LABOR & PARTS

J# 5-5100Z01

BODY ELECT CONCERN. HOURS: 0.20 TECH(S):35501
CUSTOMER STATES:BOTH SLIDER DOORS CREEK WHILE DRIVING
DROVE VEHICLE AND HEARD RATTLE ON DRIVERS SIDE.
FOUND UMBRELLA, HANGER, AND ICE SCRAPERS HITTING DOOR!

INTERNAL

[] CASH [] CHECK
CK. NO. [] [] CHARGE
[] AMER XPRESS [] OTHER
[] VISA [] MASTERCARD [] DISC

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
JOB # 5 TOTAL PARTS					0.00	
JOB # 5 TOTAL LABOR & PARTS					0.00	

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SPGMISCACT	SHOP SUPPLIES	1.63
JOB # A	HW	WASTE DISPOSAL CHARGE	0.31
TOTAL - MISC			1.94

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING.
ORIGINAL ESTIMATE OF \$75.00 (+TAX)

RECOMMENDATIONS

ADVISED CUSTOMER OF ADDITIONAL REPAIRS NEEDED
FRONT BRAKE PADS AND ROTORS
CUSTOMER DECLINED AT THIS TIME

TOTALS

THANK YOU FOR YOUR BUSINESS!!
IF YOU CAN'T RATE US A (10) PLEASE CALL
JEFF WHITE PARTS AND SERVICE DIRECTOR
(203)389-7110
COME VISIT OUR WEB SITE AT crestautomall.com
DID YOU KNOW??? CREST DODGE CAN ALSO SERVICE MOST MAKES OF
CHRYSLER BUILT VEHICLES INCLUDING...
CHRYSLER, PLYMOUTH AND JEEP!
DODGE CARS AND TRUCKS!

TOTAL LABOR....	52.70
TOTAL PARTS....	13.95
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.94
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.12

TOTAL INVOICE \$ 72.71

ADDITIONAL SERVICES AVAILABLE

- Alignments
- Body Work
- Brakes
- Detailing
- Extended Warranty Services
- Glass Work
- Paintless Dent Removal
- Recalls
- Shuttle Service
- Tires

CUSTOMER SIGNATURE



CREST DODGE, INC.
203-397-6222
175 AMITY ROAD
WOODBIDGE, CT. 06525

STICK WITH THE SPECIALISTS

VEHICLE CHECKUP

Customer [REDACTED] R.O. Number _____ Phone _____ Date _____

VIN Number [REDACTED]

Vehicle Year/Model _____

Mileage _____

VEHICLE CHECKUP

VEHICLE CHECKUP PLUS

- ☒ Checked and OK
- ☐ Will need future attention
- ☒ Requires immediate attention
- ☒ Not applicable

Left Side Components:

- Left Rear Shock: ☒ ☐ ☒
- Left Rear Brakes: ☒ ☐ ☒
- Left Rear Tire Tread Depth: ☒ ☐ ☒ /32nds
- Oil Change Interval Indicator Reset: ☒ ☐ ☒
- Steering/Suspension: ☒ ☐ ☒
- Left Front Wiper: ☒ ☐ ☒
- Washer Fluid: ☒ ☐ ☒
- Left Front Brake Pads: ☒ ☐ ☒
- Left Front Tire Tread Depth: ☒ ☐ ☒ /32nds
- Left Axle Boots: ☒ ☐ ☒
- Left Front Strut: ☒ ☐ ☒
- Battery Check: ☒ ☐ ☒
- Brake Fluid: ☒ ☐ ☒
- Power Steering Fluid: ☒ ☐ ☒
- Front Differential: ☒ ☐ ☒
- Motor Oil: ☒ ☐ ☒ *change*
- Drive Belts/Hoses: ☒ ☐ ☒
- Coolant: ☒ ☐ ☒
- Air Filter: ☒ ☐ ☒
- Lamps: ☒ ☐ ☒
- Right Side Components:
- Right Rear Shock: ☒ ☐ ☒
- Right Rear Brakes: ☒ ☐ ☒
- Right Rear Tire Tread Depth: ☒ ☐ ☒ /32nds
- Transfer Case: ☒ ☐ ☒
- U-Joints: ☒ ☐ ☒
- Transmission Fluid: ☒ ☐ ☒
- Right Front Wiper: ☒ ☐ ☒
- Cabin Air Filter: ☒ ☐ ☒
- Right Front Strut: ☒ ☐ ☒
- Right Front Brake Pads: ☒ ☐ ☒
- Right Front Tire Tread Depth: ☒ ☐ ☒ /32nds
- Right Axle Boots: ☒ ☐ ☒
- Other Labels: Spare Tire Tread Depth /32nds, Rear Wiper, Tail Lamps, Exhaust System, Rear Differential.

Notes:

CHRYSLER

BRADSHAW CHRYSLER JEEP

"A FAMILY TRADITION SINCE 1931"



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Phone (860) 274-8834 860 945-5280

Email: bradshawservice@bradshawjeep.net

Service & Parts
Mon-Fri: 7:30-5
Saturday 8-3:30

BRADSHAW CHRYSLER JEEP

Facility# Customer Copy 11453

C GOMULINSKI

09/10/09	*Repair Order Number* 11453		***Rebill***		16:57:21	
Customer			Vin	2 D 8 H N 5 4 P 3 8 R		
Street			Delivered	/ /		Last 9 38R
City	NAUGATUCK, CT		Advisor	JAYME VALAITIS		JV Team R
Home Phn			Work Phn			Cell Phn
Vehicle	08 CARAVAN SST		Color			Plate
Date In	09/10/09	Date Out	09/10/09	Miles In	23481	Miles Out 23482
Hat Comment						

Customer Paid Services

Repair Job: 1 Linetype C Quote	0.00	Tech 135
Complaint:	PRE-SERVICE VEHICLE CONDITION INSPECTION	
Cause:		
Repair:		

WINDSHIELD/GLASS
BODY PANELS
FRONT BUMPER/FASCIA
REAR BUMPER/FASCIA
LAMPS
WHEEL CENTER CAPS
WHEEL NUTS
INTERIOR DAMAGE/MISSING ITEMS
OTHER

Labor And Parts Specially Priced For Menu Item. L	Job Total	\$ 0.00
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Services Covered By Warranty

Repair Job: 2 Linetype W	Tech	ID
Complaint	STEERING PROBLEMS, FEELS LIKE RUBBER BAND, ALL OVER THE ROAD, CAN HEAR CLUNKING, OVER SMALL BUMPS	
Cause	CC	
Repair		

Repair Notes

cust states car all over road and noise in front end over bumps. road tested
chuckling noise in front end over bumps. check front end ok ordered front struts
per tsb

Repair Job: 3 Linetype W	Tech	ID
Complaint	NOT SHIFTING PROPERLY, NO POWER UPHILL, HAD SHIFT REPROGRAMMED	
Cause	CC	

Repair	
--------	--

Repair Notes

cust states not shifting correctly road test ok found TSB # 21-017-08 rev A
.Programed controller per TSB

Repair Job: 4 Linetype W		Tech	ID
Complaint	WHILE USING CRUISE CONTROL, DOWN SHIFTS, REVS TO 4000, CAR SLOWS, HAS TO RESTART CRUISE		
Cause	CC		
Repair			

Repair Notes

cust states cruise control goes to 4000 rpm and car slows down road tested ok
no TSBs. Could not duplicate cust concern at this time

Repair Job: 5 Linetype W		Tech	ID
Complaint	REAR BRAKES PULSATE WHEN GETTING OFF THE HIGHWAY		
Cause	CC		
Repair			

Repair Notes

Total Customer Paid Labor	\$	0.00		
Total Customer Paid Parts	\$	0.00		
Total Customer Paid Other	\$	0.00		
Taxable \$	0.00	Sales Tax	\$	0.00
Total Amount Due	\$	0.00		

Collect From Customer	\$	0.00
-----------------------------	----	------

RECOMMENDED SERVICES FOR YOUR NEXT VISIT

Your Vehicle Is Located In Space _____

FACTORY PARTS INSTALLED BY THE DEALER ARE
COVERED (PARTS AND LABOR) FOR 12 MONTHS OR 12000
MILES WHICHEVER COMES FIRST, FROM THE DATE OF
INSTALLATION.

2008 Buick 5XT 23,474

ST.448 UKA

mandate 2/08

VIN# 2D8HN54P38R

10/2

PG!

Loose Parts in f/level?

✓ Please ck for Loose parts in f/level
noisy like; Loose nuts + bolts, or
strg gear loose ?? while driving slowly.

* Especially while driving on Ripple Bumps,
or wash board, driveway or secondary Road.

* Car also wanders, easily.
I have to be very alert when driving on
highways

* occasional Bump Steer.

*

Radical Gear changes while in down-shifts,
while in cruise mode. when it tries to
decrease road speed to comp for down grades
sometimes it will drop 2 or 3 gears while
cruising 45-70 mph. I then have to cancel
cruise mode manually + start over again.

* Car is not responsive to light throttle touch
it is lazy, Engine Cranks/Rews, but not much response
from car.

* Transmission Shifts are rough, noisy + Bkly
Between 3-4 range.

* Coast Dodge is in a Trans-Shift program

See Over ↓↓

CHRYSLER

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Phone (860) 274-8834

Email: bradshawservice@bradshawjeep.net

Service & Parts
Mon-Fri: 7:30-5
Saturday 8-3:30

BRADSHAW CHRYSLER JEEP

Facility# Customer Copy 13766

C GOMULINSKI

01/12/10	*Repair Order Number*	13766	***Rebill***	11:36:09
Customer			Vin	2 D 8 H N 5 4 P 3 8 R
Street			Delivered	/ / Last 9 38R
CitySt	NAUGATUCK, CT	Advisor	JAYME VALAITIS	JV Team R
Home Phn		Work Phn		Cell Phn (203) 228-2402
Vehicle	08 CARAVAN SST	Color	SILVER	Plate Stock#
Date In	01/12/10	Date Out	01/12/10	Miles In 29824 Miles Out 29825
Hat Comment				

Customer Paid Services

Repair Job: 1	Linetype: G	Quote: 24.95	Menu: LOF2	Tech: 131
Concern:	COUPON OIL CHANGE			
Cause:				
Repair:	CHANGE ENGINE OIL AND FILTER			Job Total** \$ 24.95

Parts Used

Qty	Part Number	Description	Sale Amt	Job#
1	5281090	FILTER ENGINE O		1
5	68055890AA	OIL 5W20		1

Labor Performed

FC	Labor Op	Description	Sale Amt	Job#	Tech
	2688	PERFORM OIL CHANGE			

Repair Job: 2	Linetype: C	Quote: 20.00	Menu: TR	Tech: 131
Concern:	TIRE ROTATION			
Cause:				
Repair:	ROTATE TIRES AS PERSCRIBED BY MANUFACTURER			Job Total** \$ 20.00

Labor Performed

FC	Labor Op	Description	Sale Amt	Job#	Tech
	TR	ROTATE TIRES AS PERSCRIBED BY			

Repair Job: 5	Linetype: C	Quote: AddedJob 0	Menu: CDR	Tech: 131
Concern:	RECOMMENDED SERVICES NOT PERFORMED ON THIS VISIT			
Cause:				
Repair:	Repair Narrative Below			Job Total** \$ 0.00

REAR BRAKES NEED TO BE REPLACED THERE ARE ABOUT 10% REMAINING IN THE REAR. AN ESTIMATE FOR THE BRAKES ARE 360.00 PLUS TAX

Additional Charges

Description	Sale Amt
Filter Disposal Charge	\$ 1.45
SERVICE COUPON	\$ -10.00

Services Covered By Warranty

*Cruise Control not still not usable * waiting for upgrades decided for cruise control.

Repair Job: 3 Linetype W		Tech	ID
Concern	STEERING LINKAGE PLAY PLEASE PUT ON A LIFT AND		
CALL MIKE			
Cause	CC		
Repair			
Repair Job: 4 Linetype W		Tech	ID
Concern	PASSENGER SEAT BELT YOU CAN BE LOCKED IN PLACE		
AND THEN IT BEGINS TO GRAB AND TIGHTEN/ CLICKS			
Cause	CC		
Repair			

Total Customer Paid Labor	\$ 29.66
Total Customer Paid Parts	\$ 15.29
Total Customer Paid Other	\$ 6.54
Taxable \$ 36.41 Sales Tax	\$ 2.18
Total Amount Due	\$ 38.59

Collect From Customer \$ 38.59

RECOMMENDED SERVICES FOR YOUR NEXT VISIT

Your Vehicle Is Located In Space _____

FACTORY PARTS INSTALLED BY THE DEALER ARE
COVERED (PARTS AND LABOR) FOR 12 MONTHS OR 12000
MILES WHICHEVER COMES FIRST, FROM THE DATE OF
INSTALLATION.

Pre-Service Inspection

Other/Notes: _____

Start Date 4/7/08

Dodge Contact H&T Yahoo! Mail

2D8HN54P38R

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Case # 19237563



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ANY QUESTIONS?

CONTACT DODGE - Recall or Customer Satisfaction Notification Information

A notice is mailed to an owner should their vehicle be included in a recall or customer satisfaction notification.

To find out if your vehicle has any current unperformed or incomplete recalls or customer satisfaction notifications, simply complete the information below to get started.

View Unperformed or Incomplete Recalls or Customer Satisfaction Notifications On Your Vehicle
Enter the last 8 characters of your Vehicle Identification Number (VIN):

Send us an Email

Contact Us by Telephone
1-800-853-1403
M-F 8:00AM-6:00PM EST

Contact Us by Mail:
Chrysler Group LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

* Corp head
Chrysler Group LLC
Customer Service Group

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Dodge Cust assistance 1-800-992-1997

or

Dodge Cust Assistance Center

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

4/8/08

Vin # 2D8HN54P38R [REDACTED]

Imp sum

1/15/10 Cathy Nelson 1-888-542-7239 X 502 Group response
 1/15/10 ^{Ex 22} Alix from Chrysler Co. 1-800-992-1997 X Team

Re: my Vehicle Buyback.

Ref # 19237563

called 1/14/10
1/15/10

Aleshia; Paper work has been sent to Bradshaw

1/19/10
X 502Cathy Nelson; "Cust Commercial Services Response Team" + Left Message
 priv. manager

1/21/10 Spoke to Cathy N. gave progress report 1-860-724-0641

(Cruise Ctrl) Told her a download was done but yet tested out by me yet

(Stop prob) is still there can still wanders left or right

1/25/10 Called Cathy Nelson Left msg Re serv visit 1/18/10 still

no resolve on cruise issue

1/26/10 3:20 pm Call from Victor at Km. S/mgr. of Bradshaw Chris Tays

Victor
3 Bradshaw Motors

told me there is nothing available at this time to remedy

my problem Re. "Cruise control malfunctions" then dist S/mgr

told him to tell me in order to cancel out of Cruise mode at those

times of downshifting + overrevving to Stop Car. on roadside then switch

out of cruise manually. Because tapping the brake doesn't

do it as it was designed to kick out cruise on the wheel

with cruise multi-fun switch won't do it on the road also

1/27/10 3:52 pm Cathy called back to confirm that she had spoken

to Bradshaw Victor A. and yes my problem is as so

and that she would talk to me later about this matter

5:50 pm

2/3/10 I called left msg for call back and determination of

what to do next?



DODGE CARAVAN CRUISE CONTROL OPERATION

Monday, February 1, 2010 7:17 PM

From: "victor atkins" <atkinsv@snet.net>

To: [REDACTED]

HELLO [REDACTED]

SORRY FOR THE DELAY-HERE IS WHAT I KNOW AT THIS TIME-

YOUR CRUISE CONTROL OPERATION CONCERN WAS PROBABLY THE RESULT OF A PCM SOFTWARE UPDATE DONE TO YOUR VEHICLE AT ANOTHER DEALER-IT WAS A NOT KNOWN OUTCOME OF THE FLASH DONE-THIS RESULTING CHANGE IN HOW YOUR CRUISE OPERATES UNDER SPECIFIC CONDITIONS CAN ONLY BE CHANGED BY A FUTURE FLASH UPDATE TO SOFTWARE THAT CONTROLS YOUR VEHICLE-THE NEED FOR SOFTWARE UPDATES CAN BE CHECKED WITH YOUR PERMISSION AT A FUTURE SERVICE DATE-IF THERE ARE UPDATES AVAILABLE AND PERFORMED AT ANY TIME THEY MAY OR MAY NOT BE SPECIFICALLY FOR YOUR CONCERN BUT MAY AFFECT YOUR CRUISE PERFORMANCE-IN THE MEAN TIME IF YOUR CRUISE CONCERN HAPPENS YOU MAY HAVE TO STOP THE VEHICLE AND RECYCLE THE CRUISE CONTROL

This Email is From "Bradshaw Chrysler Jeep" -
As of date there are "no solutions"
to solving the Cruise Control problem
on my Dodge CARAVAN.

Thank you!
[Signature]



State of Connecticut
ATTORNEY GENERAL
MACKENZIE HALL
110 SHERMAN STREET
HARTFORD, CT 06105-2294



UNITED STATES POSTAGE
PITNEY BOWES
02 1M
0004264981 SEP 27 2010
\$ 00.78⁰
MAILED FROM ZIP CODE 06106

NHTSA
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