

CL-10372775-3076

Duluth, GA [redacted]

December 6, 2010

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

Chrysler-Dodge LLC  
Consumer Complaint Division  
P. O. Box 21-8004  
Auburn Hills, MI 48321

Re: Reference to your complaint - 20026716  
Ref: Spoke to Camilla, Case Manager Supervisor

Dear Consumer Complaint Division:

This letter is to notify you and follow up on a conversation with Camilla, Case Manager Supervisor, on October 25, 2010 about a problem I am having with the Dodge Dealer at Stone Mountain Dodge located in Stone Mountain, GA. Service has not been performed because of a part that is unavailable to fix my problem with my car. The problem is with the fuel tank leveling, and I've been told by your customer service people that there is not a fix for my problem per Cecilia on October 14, 2010. Camilla offered to pay two car notes for the car that I purchased in February 2009 at your Stone Mountain dealer. I feel that paying two car notes is not a fix for my problem as well because after then, I will still have the same issue with the gas hand not registering properly.

I am very dissatisfied with your service because there has not been a resolution. I have been waiting since May 2010 for a part to come in which was promised by the service mechanics at Stone Mountain Dodge, and I have only been lied to time and time again. I have already attempted to resolve this problem on numerous occasions and have been fairly patience with the Sam, Service Manager, Brad Heitz, Service Manager, and Vernon Terry, Service Manager, all at Stone Mountain Dodge.

Unfortunately, the problem remains unresolved. I am hereby requesting that you:

- 1) Refund the amount of money that I have paid thus far on my car.
- 2) Exchange my car for another Dodge Caliber with the same mileage when I purchased this car in February.
- 3) Repair my car immediately with the required part.

Please contact me within 15 days to confirm that you will honor my request. I have prepared a complaint for submission to the proper agencies for investigation. I will not file the complaint if you resolve the problem within this time period I have indicated.

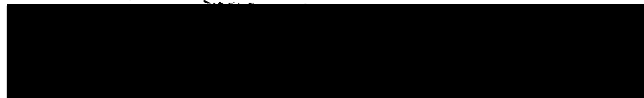
Thank you for your anticipated assistance in resolving my problem. Please contact me at [redacted] or email, [redacted] if you have any questions.

[redacted]

cc: Department of Transportation, NHTSA, Office of Defect Investigation/CRD, NVS-216

Temporary Complaint Number (TCN) - KAN162295  
Complaint submitted 12/21/10 on-line into the US DOT NHTSA Portable Form - Please Pull from Your database. Thank you.

MC  
1-19-11  
TW



Duluth, GA



NORTH WETRD GA 312

31 DEC 2000 PM 3:17



Department of Transportation  
NHTSA - Office of Defects Investigation/CRO  
NIB-216  
1200 New Jersey Ave. SE  
Washington, DC 20590

