



STATE OF CONNECTICUT

CI-10373509-4425

DEPARTMENT OF CONSUMER PROTECTION

November 22, 2011

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

DEC 1 2011

COPY

[REDACTED]
STAMFORD, CT [REDACTED]

File #: 2011-2554

Re: CHRYSLER GROUP LLC

Dear Sir:

I wish to acknowledge receipt of your correspondence concerning the above referenced company and to thank you for thinking of this office in connection with this matter. However, the nature of your complaint appears to fall under the jurisdiction of:

National Highway Traffic Safety Administration
Office of Public Affairs and Consumer Services
400 Seventh Street, S.W.
Washington, DC 20590
(800) 424-9393

By copy of this letter, I have taken the liberty of forwarding your correspondence to the above agency. Please contact that agency directly if you have any questions or concerns regarding your complaint, and again, thank you for contacting this office.

Sincerely,

Sonia Stewart

Sonia Stewart

Consumer Information Representative

Trade Practices Division

Fax# (860) 706-1380

CC: Ref./File

165 Capitol Avenue, Hartford, Connecticut 06106-1630
General Information (860) 713-6100
TDD (Telecommunications Device for the Deaf): (860) 713-7240
Internet Web Site: <http://www.ct.gov/dcp>
An Affirmative Action/Equal Opportunity Employer

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12-1-11
TW

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CNU

[REDACTED]
Stamford, CT [REDACTED]
[REDACTED]

George Jepsen
Office of Attorney General
55 Elm Street
Hartford, CT 06106

Dear Mr. Jepsen,

First, I would like to congratulate you on your new position as our Attorney General. I am writing because I need your help.

In March of 2008, I purchased a new Dodge Ram 2500 pick-up truck. Just one month later, I started having problems with the performance of the vehicle. The "check engine" light would come on, the truck would lose power, heavy black smoke would come out of exhaust and the vehicle would just not operate properly. Within the first six months of ownership, the truck was brought back to the dealership eight times without any resolution to the issues. It became clear the vehicle was defective.

By November of 2008, I had made a request to Dodge to take my vehicle back in exchange for another vehicle of equal value. I was told by Dodge no exchange would ever be made, nor did my situation qualify for lemon law status.

Unfortunately, the problems with my vehicle not only continued, but escalated. The truck operates erratically. It has come to the point where the vehicle loses power and completely shuts off while I am driving on the highway. This has occurred six times between November 2009 and December 2010. This is a serious safety issue! I have had the truck just stop while driving on the I95 and narrowly missed being struck by tractor trailers.

Dodge still refuses to take this vehicle back or acknowledge there is a serious problem even though the truck has been back to the dealership eighteen times in 30 months for problems. I have the documentation showing amount of time the truck was at the dealership. I have continually attempted to negotiate with Dodge for the exchange of this vehicle. I have consulted a lawyer as well, but am not able to afford the fees associated with pursuing this case privately. It seems Chrysler/Dodge will ignore this problem until I am seriously hurt, or worse.

I am pleading for your help. I simply would like Dodge to give me a fair exchange into a safe vehicle. Thank you for your time. I eagerly look forward to your response.

Sincerely,
[REDACTED]

GEORGE C. JEPSEN
ATTORNEY GENERAL



Office of The Attorney General
State of Connecticut

MacKenzie Hall
10 Sherman Street
Hartford, CT 06105-2291

Tel: 860-808-5420
Fax: 860-808-5587

2011 OCT 12 P 12:11

October 7, 2011

[REDACTED]
Stamford, Connecticut [REDACTED]

Dear [REDACTED]

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

By copy of this letter, we have taken the liberty of forwarding your correspondence to the Department of Consumer Protection, Consumer Action Center. We sincerely apologize for any delay this transfer may cause, but the subject of your letter can best be reviewed by this agency. If you have any questions concerning this matter, please contact the Department of Consumer Protection at (860) 713-6125 to inquire which investigator is handling your case.

Very truly yours,

M.G. Alonzo
Assistant Attorney General

MGA/rw

cc: Department of Consumer Protection
Lemon Law Division
165 Capitol Avenue
Hartford, CT 06106