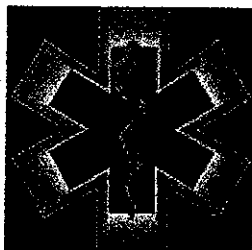


FEB 08 2011 NYS-200

CL-10378883-3793

7



EXECUTIVE SECRETARIAT

2011 FEB -7 A 11:29

RECEIVED - NINTSA

Community Service Patrol
NMS NANA Management Services
1500 East 3rd Avenue, Anchorage, Alaska 99501

February 1, 2011

Chrysler Group Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Sirs:


On January 18, 2011, I received a call from Chrysler Corporation Customer Care regarding a recall complaint letter I filed dated January 4, 2011. During this call, I was asked for information regarding the vehicle in question, VIN number, etc. I was also informed that my letter would be immediately forwarded to the department that handles Dodge Sprinter Van complaints. The lady on the phone stated that I would receive a call regarding this issue within the next 48 hours from that department.

Well it is now two weeks later and I still have not received any calls from the Chrysler Corporation. Now I understand why the local dealership is so unresponsive to the customer's needs. This seems to be a Chrysler wide problem.

I am deeply disappointed in Chrysler and its lack of customer care.

I am including with this letter, a Memo of Record I have kept regarding this issue, a copy of my original Letter of Complaint, a copy of the bill and work allegedly performed by Anchorage Chrysler Dodge Center, a copy of the work performed by Moore's Automotive, and a copy of the original Safety Recall J32 from Chrysler.

ET
021411
TGW

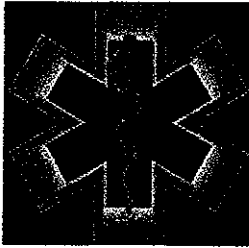


Richard H. Gauntt
CSP Manager
NANA Management Services
1500 East 3rd Avenue
Anchorage, Alaska 00501

cc:

Tom Stallkamp
President, Chrysler Corporation
1000 Chrysler Drive East
Auburn Hills, Michigan 48326

Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Avenue
S.E. Washington, DC 20590



Community Service Patrol
NIMS NANA Management Services
1500 East 3rd Avenue, Anchorage, Alaska 99501

January 4, 2011

Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Avenue
S.E. Washington, DC 20590

NOTICE OF COMPLAINT

Re: Chrysler Safety recall J32 – Engine Intake Manifold

Dear Sir or Madam:

The Community Service Patrol operates three vans in the Anchorage, Alaska area. Our vans are responsible for locating and transporting homeless inebriants to the community sleep off center. With the extreme cold winters in Alaska, this is a vital life saving operation and our vans are the life line to the homeless on the streets.

In November 2010, we received a recall notice from Chrysler concerning one of our vans, a 2003 Dodge Sprinter. A copy of this recall notice is attached. After receiving this notice we made an appointment with the Anchorage Chrysler-Dodge Center at 2601 East 5th Avenue in Anchorage. The appointment called for our Dodge Sprinter to be dropped off at the service department on December 15, 2010.

On the morning of December 15th, our Sprinter was dropped off at the dealership. A short discussion was held with the service attendant and he was asked for an approximate time we could expect our van back as the recall notice stated that it would "take about 8 hours to complete." The attendant stated that the fix was a little complicated and might take a couple of days.

A couple of days went by and then came the beginning of the excuses, 'the mechanic is sick,' 'we're waiting for parts', 'it's in the stall in the garage but I can't find the tech,' etc. These excuses were coupled with promises, 'we'll have it back to you before Christmas', 'it will be done on Monday', 'we'll have it to your no later than 5:00PM on Wednesday,' etc.

Today, January 4, 2011, I again went to the dealership and asked them what is going on as it has been 3 weeks that they have had our van. I was told by the service department person Craig Komis and another man who was identified as his superior, that the van now has other problems and they can't seem to keep it started. They stated that they 'believe' it is getting air into the fuel lines and they will need to probably drop the fuel tank, and then replace all the rubber fittings all along the fuel line. They stated that parts alone would cost the Community Service Patrol over \$600 and labor wasn't even factored in yet.

I informed them and they acknowledged that the Sprinter was running fine when I turned it over to them on December 15th. Three weeks later I still don't have the van back, with them now alleging that the vehicle is not running right and wanting to charge us several hundreds of dollars for some repair. I should mention that this vehicle was extensively worked on and serviced by Moore's Automotive in Anchorage in detail in preparation of our winter operation, just a couple of months ago.

I am asking for any assistance which you can provide. I feel that I am dealing with either an incompetent service department or one with questionable practices.

Sincerely,


**Richard H. Gauntt
CSP Manager**

**cc: Chrysler Group Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004**

DODGE SPRINTER

MEMO OF RECORD

Calls to Mr Komis at Chrysler/Dodge Service Department

7/5/2011

0830 – Left message on his answering machine

0910 – No return call was received so called again, spoke with a female in service department. She stated that she would give him the message about CSP wanting to have their vehicle towed to another shop.

2:00PM – Received a call from 'Roy', from Chrysler-Dodge service department. He stated that if we left the vehicle there, they would have it fixed and back to us no later than next week. He also stated that there would be no charge to us. It was agreed to leave it there one more week, if not repaired by then we would have it towed to Moore's Automotive.

7/11/2011 – 9 days later and no word was received from Chrysler-Dodge Service Department, so at **0930** we called Craig Komis at Chrysler-Dodge service department. Craig stated that he thought it was done but wasn't sure so he would check and call us back.

At **1130**, Komis called and stated that it was done and we could pick it up. He was informed that we would pick it up in an hour or two. Komis asked for us to call before we came so they could have it ready and running.

1130 we called the service department and stated that we would be there at noon to pick up the vehicle. Were told that they would have it running and ready.

1200 noon, we presented ourselves to the service department, were given a bill for \$120.11 for misc repairs to the fuel line. The vehicle was not ready or running.

1220 we left because the mechanic and yard jockey could not get the Sprinter started. Before we left we informed Craig Komis to contact us if and when they get the Sprinter running today.

230 Called Craig Komis and learn that the Sprinter is running and can be picked up. Driver dispatched to pick up. Driver returned stating that he had the Sprinter but there was a problem with the transmission. Driver was told by Chrysler-Dodge mechanic that there was a problem with the transmission, it was sticking in park but if you inserted a piece of metal (screwdriver) at a certain place it was possible to get it out of park. Driver was instructed to immediately take the Sprinter to Moore's Automotive and leave it there to get properly repaired so it can be returned to service.

Sprinter now at Moore's Automotive for repair

1/13/2011 07:11:30 a call was received from Chrysler (MI) regarding the letter filed with them and the National Hwy Traffic Safety Administration. Information regarding the vehicle, vin number, was requested and given. I was informed that the complaint letter was being forwarded to another department that handles Sprinter accounts and I would be receiving a call from them within the next 48 hours.

1/19/2011 10:05:00 Sprinter repaired by Moore's Automotive, now running fine and has been returned to service. The billing report from Moore's indicates that the Sprinter shifter operational problem was due to pinched wires under shifter. The problem with the vehicle's heater was because it was unplugged at the harness. Repair info and billing attached to this memo of record.

Appt., Dec. 15th



SAFETY RECALL J32 – ENGINE INTAKE MANIFOLD

Dear NANA MGMT SERVICES

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2003 model year Dodge Sprinter vehicles.

The problem is... The engine intake manifold on your vehicle (VIN: WD2YD642735 [redacted]) may develop corrosion in the Exhaust Gas Recirculation (EGR) passage. This could lead to exhaust gas leakage onto the dash panel silencer pad. Prolonged exposure of hot exhaust gases on the dash panel silencer pad could result in an underhood fire.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the engine intake manifold and inspect the dash panel silencer pad. The work will take about 8 hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact Chrysler at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Recall Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
Chrysler Group LLC
Notification Code J32

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



Chrysler, Jeep, Dodge, Ram and Mopar are registered trademarks of Chrysler Group LLC.

ANCHOR CHRYSLER DODGE
2601 E 5TH AVE
ANCHORAGE, AK 99501
907-276-1331

ANCHORAGE CHRYSLER DODGE CENTER
2601 E 5TH AVE. ANCHORAGE, AK 99501
907 276 1331 1 800 770 1330

Merchant ID: 618564010120954
Term ID: 0101

Sale

MC-PURCH

XXXXXXXXXX

Entry Method: Swiped

Apprvd: Online Batch#: 000009
01/14/11 12:42:52

Inv#: 00005106 Appr Code: 020550

Amount: \$ 120.11
Tax: \$ 0.00
Total: \$ 120.11

251

\$130.00 (TAX) ON 12/22/10 AT 09:47am

Customer Copy

THANK YOU FOR VISITING!

RENTAL CAR

"MOTOR VEHICLE REPAIR TITLES ARE REGULATED BY ALASKA STATUTES 15.45.130-45.45.240. ADMINISTERED BY THE CONSUMER PROTECTION SECTION, ALASKA DEPARTMENT OF LAW"
YOUR SATISFACTION IS OUR #1 GOAL. PLEASE ASSIST US BY FILLING OUT ANY SURVEYS YOU MAY RECEIVE REGARDING OUR SERVICE. WE VALUE YOUR INPUT EMAIL US AT ANCHORAGECHRYSLER.COM
THANK YOU FOR YOUR BUSINESS

TOTAL LABOR . . . 95.00
TOTAL PARTS . . . 20.25
TOTAL SUBLET . . . 0.00
TOTAL G.O.G. . . . 0.00
TOTAL MISC CHG . . . 4.86
TOTAL MISC DISC . . . 0.00
TOTAL TAX . . . 0.00

TOTAL INVOICE \$ 120.11

THANK YOU!

PAID

JAN 14 2011

By Cash Check
 Cash Int.

CUSTOMER SIGNATURE

78665

PURCELL SERVICES
5600 B STREET
ANCHORAGE, AK 99518

CRAIG KOMIS

550

782

01/14/11

CHCS5106

95.00 YYX809

108,920 ARCTIC WHIT 45020

03/DODGE TRUCK/250 SPRINTER VN/VN 25 07/15/04

27

W D 2 Y D 6 4 2 7 3 5

12/15/10

272-9251

MO: 109001

LABOR & PARTS

1 206HZ DIESEL ENGINE HOURS TECH(S) 771 WARRANTY

PERFORM RECALL J-32 ON ENGINE INTAKE MANIFOLD P/NCBBZJ320AA
RECALL WHILE PERFORMING RECALL FOUND SCREWS IN ENGINE TOP
COVER WERE STRIPPED OUT ALSO INTAKE MANIFOLD HAD STRIPPED
STUDS THAT NEEDED DRILLED OUT TO GET MANIFOLD OFF
REPLACED INTAKE MANIFOLD AND DASH SILENCER PAD DUE TO PAD
HAVING BURN HOLES IN IT AFTER REPLACING MANIFOLD ENGINE
NOT START HAS BUBBLES IN FUEL LINE FROM FUEL FILTER TO LOW
PRESSURE PUMP REPLACED RYBBER LINES FROM FILTER TO LOW PUMP
BUT STILL HAS BUBBLES REPLACED FUEL FILTER STILL HAS BUBBLES
REPLACED FUEL SENDER MODULE AND STILL HAS BUIBBLES TRIED
PRESSURIZING FUEL SYSTEM WITH AIR TO GET PRESSURE TO LOW
PRESSURE PUMP BUT VEHICLE STILL WONT RUN AND HAS BUBBLES IN
FUEL LINE REMOVED FUEL LINE FROM FUEL FILTER AND PUT IN
CAN OF DIESEL FUEL AND PRESSURIZED CAN VEHICLE EVENTUALLY
STARTED AND RAN REATTACHED LINE TO FILTER AND TEST DROVE
BUBBLES ARE NO LONGER PRESENT IN FUEL LINE VERIFIED
VEHICLE RUNS NORMALLY AND THERE ARE NO LEAKS PRESENT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5122526-AA	SILENCER 23031137		WARRANTY
JOB # 1	1	CBBZJ320-AA	MANIFOLD 9048006		WARRANTY
JOB # 1	1	5104002-AA	TUBE FUEL 14089004		WARRANTY
JOB # 1	1	1012	HOSE CLAM		WARRANTY
JOB # 1	1	5103577-AA	FILTER FU 14029003		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

2 15CHZ FUEL SYSTEM HOURS 1.00 TECH(S) 771 95.00

Added Operation (CRAIG @ 12/22/2010 10:03)
REPAIR FUEL LINE AS QUOTED
REPAIRED AS QUOTED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	5	1002	CLAMTP	1.50	7.50
JOB # 2	5	HEV00038-AB	HOSE 1FT 23067260	2.25	11.25
JOB # 2	1	1002	CLAMTP	1.50	1.50
JOB # 2	1	5120339-AA	MODULE FU 14067003		INTERNAL
				JOB # 2 TOTAL PARTS	20.25
				JOB # 2 TOTAL LABOR & PARTS	115.25

G.O.G. & SUPPLIES
TOTAL - GOG 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	1	ENVIRONMENTAL/SHOP SUPPLIES		4.86
			TOTAL - MISC	4.86

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

MOORE & SONS AUTOMOTIVE & ALIGN CTR,LLC

1107 East Dimond Blvd
 Anchorage, AK 99515
 Phone - 907-561-1994 Fax - 907-562-8710
 GENERATIONS OF QUALITY SERVICE

INVOICE

29928

INVOICE

Print Date : 01/26/2011

Purcell Security

2003 Dodge - Sprinter 2500

5-164 2.7L Dsl

5600 B Street
 Anchorage, AK 99518

Home 907-244-4438 --- Office 907-273-2417

Cust ID : 8113

Ref #:

Lic #: [REDACTED]

Odometer In :

Unit #: WHITE

Odometer Out :

Vin #: WD2YD642735 [REDACTED]

Hat #:

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Shop Supplies		2.50	2.50	REPAIR SHIFTER	N/C
				CHECK HEATER INOP-ADV	
				CHECK ALL LIGHTS	
				INSPECT SHIFTER OPERATION-TRACE OUT &	380.00
				REPAIR PINCHED WIRES UNDER	
				SHIFTER-REPAIR HEATER -FOUND UN	
				PLUGGED AT HARNESS-CHECK ALL	
				LIGHTS-REPAIR	
				Hazardous Materials	3.00

Org. Estimate \$380.00 Revisions \$0.00 Current Estimate \$ 380.00 Additional Cost Revised Estimate

Labor:	383.00
Parts:	2.50
Sublet:	0.00
Sub:	385.50
Tax:	0.00
Total:	385.50
Bal Due:	\$385.50

[Payments -]

ALASKAN OWNED AND OPERATED

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is (4) months or 4,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE..... Date..... Time.....

Written By: <none>

Community Service Patrol
1500 E. 3rd Avenue
Anchorage, Ak 00501

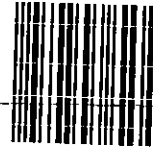
CERTIFIED MAIL™



7003 1010 0005 5079 3742



1000



20590

U.S. POSTAGE
PAID
ANCHORAGE, AK
99501
FEB 01, 11
AMOUNT

\$3.85
00047643-04

W40-304

**Administrator
National Hwy Traffic Safety Administration
1200 New Jersey Avenue
S.E. Washington, DC 20590**

