

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

JUN 22 2011

P.O. Box 30213
LANSING, MICHIGAN 48909

CL-10409873-3652

May 20, 2011

Refer to AG No.: 2011-cp05111425019-A

Chrysler Customer Service Center
1000 Chrysler Dr.
Auburn Hills, MI 48326

Dear Sir/Madam:

Re: [REDACTED]

Enclosed is a copy of the consumer complaint recently filed with this office. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be re-contacting you regarding this matter.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

cc: National Highway Traffic Safety Administration

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TGW

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: 2011-cp05111425019-A

Submitted: 5/11/2011 2:25:54 PM

Consumer Information

Your Last Name: [REDACTED]
Your Street Address: [REDACTED]
Your State: MD
Your County: [REDACTED]
Your Home Phone: [REDACTED]
Fax Number: [REDACTED]

First Name: [REDACTED] MI.:
City: Columbia
Zip Code: [REDACTED]
Your Work Phone: [REDACTED] Ext.:
E-mail Address: [REDACTED]

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name:
Company Name: Chrysler Group Llc Corp
Street Address: 1000 Chrysler Drive
State: MI
County:
Fax Number: 2485121756
Web Site Address:
Primary Jurisdiction: None

Complainee First Name:
City: Auburn
Zip Code: 48326
Phone: 2485122692
E-mail Address:
Product Offered:

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name:
Company Name: Orsman Jeep
Street Address: 12430 Auto Drive
State: MD
County:
Fax Number:
Web Site Address:

Complainee First Name:
City: Clarksville
Zip Code: 21029
Phone: 4105969990
E-mail Address:

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year:
Vehicle VIN No.:

Complaint Information

Incident Date\Time: 4/26/2011 1:00:00 AM
Incident Location:
Approximate Monetary Value:
Did you sign a contract?
Where did you sign this contract?
Is a court action pending? False
Do you have an attorney representing you on this matter? False
Are you willing to testify in court regarding this complaint? True
Did you complain directly to the business? True
What was the response from the business? see attached
If no complaint was given to the business directly, why?
Was this complaint filed with any other agencies? True

Complaint Detail/Inquiry Information

To: The Maryland State Attorney General's Office From: [REDACTED] Columbia, Maryland [REDACTED]

Date: April 26, 2011 Thank you for being here to help consumers. After conversations with the service representative at Ourisman's Chrysler-Jeep-Dodge at 12430 Auto Drive Clarksville Maryland, 21029, I would have been not known where to go for help if I did not know about the mediation provided by the Maryland State Attorney General's Office. In 2002 I bought a Jeep Liberty from Ourisman's Chrysler. Since then I have paid approximately \$7545 to have replacements to this vehicle at Ourisman's service department. On May 12, 2009 a replacement was made to the left rear window. The window had slid down on its own into the door and there was no grasp inside the window to move it up or hold it up. The diagnosis was that left rear window regulator was replaced. This cost \$277.56. Yesterday, it happened again so I brought it to Jeep. This window is rarely used- so there is no abuse to the unit. (Today on the internet I see that this is a problem with Jeep Liberty windows. To quote the article "A Jeep Liberty window is falling down into a door at the alarming rate of one every minute" Kidding aside the Jeep Liberty does seem to have problems with a weak design for the window regulator. Typically the motor can be heard and the window can be raised by hand and temporarily taped in the up position until a replacement part can be purchased." *reference) I told service that there was no reason that this part should require replacement yet again. While everyone at Ourisman I spoke with agreed, once I spoke with the service department he said he would be charging another \$100 labor to open and look at the window and then charge again for parts and service when it was repaired. Another \$277 or so' He said parts are only guaranteed a year and labor less. Obviously, it was another defective part and as a consumer I should not be paying over and over for Jeep's error. My wife called today to ask for the corporate address to whom she could address this problem and the service person I spoke to was the same person she was connected to. He told her that it was her car and her problem; she could pay or have a broken window. She said this was not good customer service after all the money already spent to have this fixed. She said that no car we have owned has ever needed repair because the window falls down into the door. To have it happen twice is unrealistic unless something was wrong with the product or installation. He said it was a warranted part and he was covered and he was hanging up on her. After she said she had called for the corporate number and not to talk to him, he replied he thought it was someplace in Michigan. I expect the window to be repaired by Ourisman without any further payment. They need to work with their parts division and fix their product's problem and provide dependable parts when servicing vehicles. It is not the consumer's part to make sure parts they use are dependable. They cannot expect consumers to repeatedly pay for inferior parts. Thank you for your help. [REDACTED] Columbia, Maryland [REDACTED]

References: Just several of dozens <http://www.denlorstools.com/autoblog/2009/02/jeep-liberty-power-window-problems-diy-tips/>, <http://www.topix.com/forum/autos/chrysler/T182J9AU88KO7LJQ2/p9> <http://www.jeepforum.com/forum/f28/jeep-liberty-window-problems-solutions-947700/> <http://townhall-talk.edmunds.com/direct/view/.f16fe1c> CC. Mr. Robert Ourisman at OurismanNote: I am very disappointment with the service representative of your business. His over all attitude toward me and rudeness to my wife is not acceptable. Chrysler Group LLC Corporate Headquarters: Auburn Hills, Mich. Chrysler Group LLC 1000 Chrysler Drive Auburn Hills, MI 48326-2766 Shawn Morgan Office: (248) 512-2692 Cell: (248) 760-2621 at Fax (248) 512-1756 shawn.morgan@chrysler.com Tina Sullivan Office: (248) 512-2678 Cell: (248) 464-0676 at tina.sullivan@chrysler.

[False] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*)I certify that the information on this form is true and accurate to the best of my knowledge.

(*)I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

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ATTORNEY GENERAL
Lansing, Michigan 48909

5/15/11 LANSING MICH 48909

PRESORTED
FIRST CLASS



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

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