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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

**U.S. Department of Justice**  
*Consumer Protection Branch*  
*Civil Division*  
*Washington, DC 20530*

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MAR 28 2012

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March 23, 2012

[REDACTED]  
Westbury, NY [REDACTED]

Re: Chrysler Complaint

Dear [REDACTED]

This letter is in reply to your email correspondence to the Attorney General, dated March 14, 2012, which was referred to this Office for consideration and response. I regret the delay in responding. Your letter concerns the issues you have been experiencing with your new 2010 Chrysler Sebring regarding a "rattling noise" that your dealership and Chrysler have been unable to remedy. You are concerned because the noise "continues to get louder" which may be a sign of future problems or safety issues. I note you have tried numerous times to have Chrysler fix or replace the car.

After a review of the information that you provided, I must inform you that this matter appears to be essentially of a private nature or governed by state rather than federal law. For your information, I have enclosed a 35 page publication by the New York Attorney General's Office entitled "New York's New Car Lemon Law."

The Department of Justice may initiate action only in matters involving violations or possible violations of federal statutes for which the Department has enforcement responsibility. Accordingly, the Department may not provide direct assistance to you.

If you have not yet done so, you may wish to consult a private attorney who could advise you of your rights and any remedies that may be available to you.

Since your inquiry raises a matter that may involve automotive safety, I am forwarding a copy to the National Highway Traffic Safety Administration (NHTSA), at the address shown below, for consideration. NHTSA is the federal agency that investigates reports of safety related defects and substantial equipment failures and enforces laws requiring recalls and remedies in appropriate circumstances. While NHTSA tries to help every consumer, it cannot investigate each complaint. Before a formal investigation or recall is ordered by NHTSA, there must be evidence that the reported problem poses a safety risk and is a problem common to a group of vehicles or items of equipment.

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TGW

I regret that we cannot be of direct assistance in this matter. I do hope you will be able to satisfactorily resolve this matter, which I know is of concern to you.

Sincerely yours,

Kenneth L. Jost  
Deputy Director  
Consumer Protection Branch  
Civil Division

By: Andrea Salvino  
Consumer Affairs Specialist

Enclosure

cc:

National Highway Traffic Safety Administration  
NHTSA Headquarters  
1200 New Jersey Avenue, SE  
West 52-252  
Washington, DC 20590  
Toll free DOT Safety Hotline: 1-888-327-4236 (DASH 2 DOT)  
TTY: 1-800-424-9153  
[www.nhtsa.dot.gov](http://www.nhtsa.dot.gov)

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**Re: Chrysler Complaint**

Sent: Wednesday, March 14, 2012 3:03 PM  
To: ASKDOJ

Civil

On March 14, 2012, [REDACTED] wrote:

To Karen:

Here is my complaint to the Attorney General Office.

March 14, 2012

[REDACTED]  
Westbury, N.Y. [REDACTED]  
[REDACTED]

**THE UNITED STATES ATTORNEY GENERAL ERIC HOLDER**

**ATTACHED COMPLAINT FORM- STATEMENT**

**Prepared by: [REDACTED] E-Mail Address- [REDACTED]**

**Chrysler Complaint number- 21135275**

My complaint is pertaining to the purchase of a new 2010 silver/grey Chrysler Sebring four door vehicle at Westbury Chrysler Jeep located in Westbury on Jericho Turnpike. I noticed the vehicle began to have a rattling noise in April of 2011. I thought it would go away eventually- it didn't. Then, I notified Tom the sales representative who sold me the car. Tom stated, to take my car to Westbury Chrysler Service Center for service to see if they could determine the problem. I spoke with the service advisor sharing my concerns. I indicated to him, my car should not be making any rattling noise with only 4,888 miles. The service advisor who had written the service report recommended that I be given a loaner while they service my vehicle, which I agreed.

Two weeks later Dominique, the service advisor called me to return their loaner. I called back to hear the findings on my vehicle. He stated, "They cannot detect the problem". He said, "They had their top technician to check it out. We do admit in hearing the rattling

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sound but we can't pinpoint it in where it's coming from although, we know it is in the front right side of the vehicle". I was not pleased with their outcome. When I arrived to speak with Dominique the service advisor, I requested to speak with Tom Doyle his Service Director. Dominique and Tom Doyle informed me of the comments made by Chrysler's engineers about the rattling sound. They were e-mailed from Chrysler's four star engineers, indicating they do not have a solution for the problem. I am applauded. Their reason was not acceptable. I asked, why can't the engineers take this vehicle and use it for their testing, and trade in my vehicle for another car? They said, "Well that is something that they do not handle but you can make a complaint to Chrysler Corporation". I was upset being stuck with a brand new vehicle with a rattling sound escalating and revealing there is a mechanical defect with my car.

Next, I went to Westbury Chrysler to speak with Mr. Keith Donnelly, the President/Owner about the matter. He advised me to make a complaint as well. He stated, "Once you make a complaint to Chrysler Corporation it will be documented and hopefully they should do something about it". I mentioned, if the engineers are not familiar with the noise and do not have a solution-take the car back. This noise continues to get louder, it is evident this will become a serious problem, and I don't want anyone to tell me that I have driven this vehicle up an over a certain amount of miles where there are restrictions in returning the vehicle back. This is a major concern to me. A car is an investment which should not be taken lightly. No one wants to pay out \$29,000.00 for a new vehicle with a rattling shaking sound like the car had been driven 60,000 miles or more. I have purchased new vehicles before, brought a new Chrysler Sebring 2001 and never experienced anything like this. I know there is something wrong. I don't want to feel like I am being taken advantage of as a woman either. Furthermore, I filed a complaint with Chrysler Corporation the Office Defect Investigation O.D.I. Customers Service number is - 104-244-48. In addition, on July 20, 2011 I received a phone call from Debbie a Chrysler representative, asking me, if the problem with my vehicle has been taken care of? I responded, no. In addition, On December 28, 2011 I spoke with Josh a Chrysler representative id#1251 indicated, my case had been closed on September 9, 2011

due to Chrysler engineers at World Headquarters located in Auburn Hill Detroit, Michigan have no fix for the issue.

In conclusion, I would like for the Attorney General's office to look into this matter professionally and honestly. Chrysler Corporation should be a good corporate citizen taking full responsibility to accommodate me with another new vehicle with no hassle, and ship my car back to the four star Chrysler's engineers stated, "They do not have a solution as well as adding it to their new Chrysler Sebring study but not on my watch". It is not fair for a customer to payout for a vehicle and drive it knowingly there is a defect with the car which, Chrysler Corporation and engineers are fully aware of turning face like there is nothing wrong. My point, we as a nation can no longer let Corporate America default on their responsibility for products they manufacture. Once the consumer signs their contract they are obligated to pay for the product. Therefore, Chrysler Corporations and their four star engineers are bind in this agreement as well to sell and make efficient vehicles for consumers without a loud rattling shaking sound.

On page four please see attached a list of names of representative contacted.

Respectfully yours,

[REDACTED]

**ATTACHED COMPLAINT FORM- STATEMENT- No Solution**

Prepared by: [REDACTED]

**Chrysler Complaint number- 21135275**

**CONTACT LIST OF REPRESENTATIVES, TOP EXECUTIVES SUPPORT, CASE  
MANAGERS AND CUSTOMER RELATION EXECUTIVE**

1. Mr. Keith Donnelly- Owner of Jericho, N.Y. Chrysler Dealer – 516-(997-3900) – states until Head quarters give them permission to sell back the my vehicle he could do so. In addition, I must contact Chrysler Head quarters to file a report.
2. Dominique- Sales Advisor of Westbury, N.Y. Chrysler Service- states four star Chryslers engineers have no solution and no fix sent to him by e-mail.
3. Tim Doyle- Service Manager of Westbury, NY Chrysler Service
4. Josh- Chrysler Representative
5. Lida Cahtherson- Ass't to Senior V.P. of Communications- 1-248-(512-2227)-directed me to Top Care Executive Support.
6. Jill Sigmarello- Manager of Top Care Executive Support- there's nothing they can do and will not give me her boss's name.
7. Mike Brozowski- Executive Top Support- 1-248-(944-7251) - states car characteristic of vehicle.
8. Lynn- Case Manager- 1-800-763-8422- states, "That's the characteristic of the vehicle". I ask for her boss's name, I was denied.
9. Ricky- Id# RT931 -1-800-763-8422- My case number now is [REDACTED] referred me to another representative for Taylor to have my car fixed by Westbury Chrysler Service Department.
10. Taylor- Id# TL345-Haven't heard from Taylor
11. Vince Unica- CEO Chrysler contact person- 1-248(512-6660) - wanted a report from me, I stated, "None of Chrysler representatives would not fax or e-mail me my reports. I was denied.
12. Mark Chernoby- CEO-No one will give me his contact number.
13. Gaualberto Ranieri-CEO- No one will give me his contact number.

In speaking with Chryslers staff in different levels of management, no one has fixed my vehicle or attempt to touch it. For every Chrysler staff and service department to take this approach on their product, I want them to take back this vehicle and give me another car for

Chryslers' four star engineers take my vehicle to study their product problem. This problem has been ongoing since 2011 with the car being only four months old. Chrysler Corporation has chosen to disown their merchandise I need the Better Business Bureau to look into this serious problem because I am being taken advantage of.



US OFFICIAL MAIL  
\$300 Penalty  
For Private Use

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03/23/2012  
Mailed From 20530  
US POSTAGE

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National Highway Traffic Safety Administration  
U.S. Department of Transportation  
400 7th Street, SW, Rm. ~~5232~~  
Washington, D.C. 20509

*Defects  
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