

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

Moore Automotive Group

MOORE INFORMATION
8600 West Bell Road
Peoria, Arizona 85382

CHRYSLER

Jeep



MAY 1 2012

Service Direct 623 972.7199 or Main 623 972.6004 Fax 623 298.0129

Online appointments & discounts go to mooreauto.com

CHCS427153

PEORIA SUBARU
8590 West Bell Road
Peoria, Arizona 85382



CHCS427153

0101CHCS427153

CUSTOMER NO. 89643		ADVISOR TRAVIS REAGAN	TAG NO. 9050	INVOICE DATE 03/13/12	INVOICE NO. CHCS427153
[REDACTED] SURPRISE, AZ		LABOR RATE 61,576	MILEAGE 61,576	COLOR /	STOCK NO.
[REDACTED]		YEAR / MAKE / MODEL 08/CHRYSLER/TOWN & COUNTRY/VAN TOUR		DELIVERY DATE	DELIVERY MILES
[REDACTED]		VEHICLE I.D. NO. 2 A 8 H R 5 4 P 9 8 R		SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	F.T.E. NO.	R.O. NO.	R.O. DATE 03/13/12	REPRINT# 1
COMMENTS:		MO: 61576			
LABOR J# 3 19CHZ01 STEERING DIAGNOSIS TECH(S): 6142 WARRANTY CUST STATES MOANING NOISE HEARD FROM WHEEL AREA WHEN DRIVING RECIEVED LETTER FROM CHRYSLER. NOISE REPLACED BOTH FRT HUB/BEARINGS ASSEMBLIES AS PER TSB 02-003 -11			SERVICE HOURS MONDAY THRU FRIDAY 7:00 AM TO 5:00 PM SATURDAY 7:00 AM TO 5:00 PM		
PARTS QTY: 2 FP-NUMBER: CEF3K190-AA DESCRIPTION: BEARING F 20110B7 LIST PRICE: UNIT PRICE: TOTAL - PARTS: WARRANTY: 0.00					
JOB# 3 TOTALS			JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00		
JOB# 4 CHARGES			JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00		
LABOR J# 4 05CHZINSPEC MULTIPOINT INSP. TECH(S): 6142 0.00 PERFORM MULTIPOINT INSPECTION ATTACH INSPECTION SHEET TO HARD COPY OF REPAIR ORDER VEHICLE MAINTENANCE COMPLETED MULTIPOINT INSPECTION NO WARRANTIES IMPLIED					
JOB# 4 TOTALS			JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL 0.00		
JOB# 5 CHARGES			JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00		
LABOR J# 5 20CHZ AUTOMATIC TRANS TECH(S): 52390 0.00 INSPECT TRANS FOR LEAKS PRIOR TO FLUSHING. IF PAN LEAKS. ADVISE ON PAN OFF SERVICE. RACK VEHICLE AND INSPECT FOR TRANS LEAK FOUND VERY VERY SLIGHT RESIDUE ATLEFT AXLE SEAL AREA NO ACTIVE LEAKS					
JOB# 5 TOTALS			JOB# 5 JOURNAL PREFIX CHCS JOB# 5 TOTAL 0.00		
MISC CODE: SS DESCRIPTION: SHOP SUPPLIES/HAZ WASTE DISPOSAL CONTROL NO: TOTAL - MISC: 26.94			26.94		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$200.00 (+TAX)					

NM
051412
TRW

MOORE CHRYSLER-JEEP

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CHRYSLER

Jeep

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PEORIA SUBARU

8590 West Bell Road
Peoria, Arizona 85382

SUBARU

CHCS427153

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CUSTOMER NO. 89643	ADVISOR TRAVIS REAGAN	TAG NO. 94797	INVOICE DATE 03/13/12	INVOICE NO. CHCS427153
[REDACTED] SURPRISE, AZ	LABOR RATE	LICENSE NO.	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 08/CHRYSLER/TOWN & COUNTRY/VAN TOUR	MILEAGE 61,576	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 A 8 H R 5 4 P 9 8 R	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS:	R.O. DATE 03/13/12	REPRINT# 1

MO: 61576

JOB# 1 CHARGES

LABOR
 J# 1 05CHZ BRAKE DIAG TECH(S): 6142 168.95
 CHECK BRAKES AND ADVISE. CUST IS HEARING A GRINDING NOISE.
 MAINT
 REFURBISHED FRT AND REAR BRAKES W/NEW ROTORS NEEDED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	V1013152-AB	PAD KIT F 5003003	123.80	123.80	123.80
	-1	DISCOUNT	PARTS DISCOUNT	32.10	32.10	-32.10
	1	CNM2X252-AC	ROTOR KIT 5005003	85.05	85.05	85.05
	1	68029887-AB	PAD REAR 5003003	76.85	76.85	76.85
	2	4721996-AB	ROTOR BRA 5005003	86.67	86.67	173.34
TOTAL - PARTS						426.94

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	LDTR10	TRAVIS/10%		-30.00
TOTAL - MISC				-30.00

JOB# 1 TOTALS

LABOR	168.95
PARTS	426.94
MISC	-30.00

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 565.89

JOB# 2 CHARGES

LABOR
 J# 2 20CHZ03 GOLD TRANS FLUSH TECH(S): 52390 100.47
 CUSTOMER REQUESTS TRANSMISSION FLUSH/COMPLETE FLUID EXCHANGE
 INCLUDES BG FLUID CONDITIONER
 MAINTENANCE DUE BY TIME AND OR MILES
 Flush Automatic Trans 3.8L 08/10

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	003020	BG TRANS FLUSH	39.08	39.08	39.08
	12	106/310				
		68055894-AA	FLUID ATF 1081018	5.45	5.45	65.40
TOTAL - PARTS						104.48

MISC	CODE	DESCRIPTION	CONTROL NO	PRICE
	LDTR10	TRAVIS/10%		-25.00
TOTAL - MISC				-25.00

JOB# 2 TOTALS

LABOR	100.47
PARTS	104.48
MISC	-25.00

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 179.95

JOB# 3 CHARGES

LABOR

[REDACTED]
Mailing address:

[REDACTED]
Suring WI

Cell Phones
[REDACTED]
[REDACTED]

Summer residence:
Ucil Lake, Oconto County, WI

Winter residence:
Sunflower RV Resort, AZ

May 1 to December 1

Approximate dates

December 1 to April 30

[REDACTED]
Pound, WI [REDACTED]

[REDACTED]
Surprise, AZ [REDACTED]

Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Regarding:

Chrysler Town & Country – Vin # 2A8HR54P98R [REDACTED]

Dear “Imported from Detroit”

This is our second letter regarding the brake problems we are experiencing with our 2008, Chrysler Town & Country! Our first was responded to by a “rejection” telephone call on 11-16-2011. The Chrysler Representative phoned and stated they will do nothing as the car is out of warranty. Short with no explanation or CONCERN! He gave me this case# 21545857. We continue to believe the need to replace the brakes again requires consideration for payment from Chrysler!

We now learned there were defects with the rear brakes along with those you are aware of with the front brakes!

We have taken this car to our purchase Chrysler Dealer, Chrysler World in Abrahams, WI and Moore Chrysler Jeep in Peoria, AZ for every lube and vehicle check-up since it was purchased!

I am now of the opinion that the 18 point check ups have little value!

On 01-25-2012 we had a lube and check up at Moore. I was told the brakes were OK. You have my previous letter where I informed you that Chrysler World & Tom O'Brien said my Front & Rear Brakes were close to needing replacement! I was also informed that there was a recall on the Front Wheel Bearings. I made an appointment on 03-13-2012 to have the Wheel Bearings installed, Transmission service and again asked that the brakes be inspected. Guess what -- now the Front & Rear Brakes needed replacement!

The Bills are attached. So what are the problems?

The Front Brakes recommended by Moore were a Metallic pad that had a lifetime replacement warranty. Ceramic pads were not recommended.

There is a problem! Two sets of Front Brake Pads & Rotors in 61,000 of 90% Highway miles!

Why did Chrysler World install after market no warranty pads & Rotors?

If this job would have been done with the proper "Warranted by Chrysler" Pads my 3-13 Bill would have been \$123.80 for Pads plus \$85.05 for Rotors plus tax less. For the sloppy work in not informing me that poor no warranty Pads were put on I am demanding a refund of these replacement costs! Yes, Chrysler paid part and Chrysler World paid part of the 08-20-2008 replacement but they put in non-Chrysler parts with no warranty and did not inform me what they were doing or discuss options of Warranted parts or Ceramic Pads. Is this accepted Chrysler dealer business practice?

The rear brakes were defective and that is why they needed replacement!

The Pads were 95%+ worn on the outside and 20% worn on the inside on both wheels. The Calipers must have been defective to get this uneven wear. The many inspections I had by Chrysler Dealers at each Chrysler Dealer Lube should have seen this developing. The Moore repairman said the Calipers did not need replacement. I wonder what remedy was done to stop this from happening again? Will these new pads wear uneven again?

I am demanding that Chrysler refund the entire cost of the rear brakes since either they were defective or the Chrysler check-ups were defective by not seeing this defect develop! Without the uneven wear because of the defect in parts and inspections this rear brake replacement was not needed!

Total Refund of: \$565.89 + Tax!

I have been going in for dealer service to maintain my vehicle. This appears to be a big mistake!

Please reply to us in writing at:

Surprise, AZ

I do not want another decline telephone call!

Your written response will be sent to the Better Business Bureau and the NHTSA along with my letters to you if there is not a favorable response and assurance that the defects I have had in my braking system will not continue! I want them corrected for safe driving!

March 14, 2012

No Response TO PRESTON



CHRYSLER

Chrysler Group LLC

March 27, 2012

[REDACTED]
Suring, WI [REDACTED]

Reference #22026149

Dear [REDACTED]

We have received your letter and fully appreciate the concerns you have raised regarding your 2008 Chrysler Town & Country.

After thoroughly reviewing your request and our files on this matter, we respectfully concur with our previous decision.

Thank you for writing and allowing us the opportunity to review this matter with you.

Sincerely,
Linda
Customer Service Representative

No LAST NAME
OR

✓
6

No Response on Issues ✓

MAY 10 2012

Complaint regarding Chrysler Corp. not taking responsibility for original and replacement of faulty parts in my 2008 Chrysler Town & Country. Vin # 2A8HR54P98R [REDACTED]

90% of the mileage on this vehicle is Interstate Highway miles!

On March 13th 2012 I also needed to replace the rear pads as that system was also shown to be defective by the installing dealer. The pads wore very uneven. 98% wear on one side and 20% wear on the other. These also should be reimbursed by Chrysler as the rear system also has defects.

The dealer that did the replacements at 61,576 miles is:

The dealer the vehicle was purchased at and did the front replacement at 31,843 miles is:
Chrysler World
2612 County Hwy. EE
Abrams, WI 54101

Pound, WI

Current Address



GREEN BAY WI 543

03 MAY 2012 PM 11



ADMINISTRATOR
NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN
1200 NEW JERSEY AVE. S.E.
WASHINGTON, DC 20590
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