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

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

1/25/2012

FEB - 7 2012

[Redacted]

Naples, NY [Redacted]

Re: Dodge Durango

Dear [Redacted]

This letter is in reply to your correspondence to the Attorney General, dated December 7, 2011, which was referred to this Office for consideration and response. I apologized for the delay in responding. Your letter concerns the actions taken by Chrysler to repair the broken valve on your Dodge Durango.

Since your inquiry relates to a matter involving questions that do not come within the immediate jurisdiction of this Department, I am forwarding your letter to the agency indicated below for consideration.

I regret that we cannot be of direct assistance in this matter.

Sincerely yours,

Kenneth L. Jost
Acting Director
Consumer Protection Branch
Civil Division

By: Matthew Riehle
Consumer Affairs Specialist

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

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Civil

Filing with Attorney General

Sent: Wednesday, December 07, 2011 8:42 PM

To: gualberto.ranieri@chrysler.com; rick.deneau@chrysler.com; kristin.stames@chrysler.com

Cc: gallivan@nysenate.gov; ASKDOJ; letter@nytimes.com

Dear Sirs,

I am contacting you regarding my recent interaction with your corporation.

- 1) On November 10, 2011 the brakes on my 2004 Dodge Durango went out WHILE I was transporting my children.
- 2) I chose to have the vehicle towed to our local garage where they discovered the problem was a broken valve
- 3) The garage contacted the nearest Chrysler dealership who informed them that the required part was no longer manufactured by the Chrysler Corporation
- 4) Our local garage then located a part out of state and had it sent to them only to find that the part was not correct due to a certain percentage of 2004 Durangos being produced as not having posi-traction, mine being one of those.
- 5) The garage again contacted Chrysler who again informed them that the part was no longer produced and that they would contact the tech service line to find out how to resolve the issue
- 6) 4 days later the garage called again and was told that the tech service line had turned the issue over to your engineering department for a solution to the issue only to have the answer come back as "Find someone to fix it"
- 7) The garage was able to come up with a solution after being "blown off" by Chrysler.
- 8) I contacted the consumer service line to file a grievance and was told that a case manager would contact me by 8 p.m. the following evening (Friday Dec. 2), he tried to contact me one time but I did not receive the call.
- 9) I returned his call several times that day and the following day and heard from him again on Tues. Dec. 6
- 10) I explained the entire situation to the case manager only to be informed that "Chrysler reserves the expertise of its master mechanics for those technicians employed by Chrysler dealerships and that the dealerships are not obligated to give information for which they are not being compensated and please call us if you have any further questions"

Well, I am not satisfied with that answer because this situation dragged out for a time period of 3 weeks in which time:

- 1) I lost \$210.00 in wages
 - 2) My husband , who owes a small business, lost \$300.00 for the day that I HAD to use his vehicle to go to an appointment that could not be re-scheduled
 - 3) We lost \$225.00 to repair a vehicle when in truth the repair should have only cost us \$100.00
- Not to mention the aggravation and stress of having to re-schedule everything for 3 weeks and the stress of trying to figure out how we would manage with only 1 vehicle.

In today's economy most people, especially those that own a small, struggling business, cannot afford to buy new vehicles every 4 or 5 years. My vehicle is only 8 years old and the part is not manufactured anymore, which is the prerogative of your company, but with times as tough as they are I feel that I should have the right to choose where I want my vehicle serviced and I chose to support our local business. If I had taken it to a dealership then yes it may have been fixed quicker but it also would have cost me a lot more and our local garage lets us pay in installments, a dealership would have made me pay up front. It is Christmas time and I have 3 children, I do not have that kind of money to just hand over. Now we are out \$735.00 plus time and stress because Chrysler felt the need to try to extort our business. I feel that Chrysler was trying to strong arm me into spending more money to have the repairs

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done by their dealership by withholding the information about how to fix the issue with my vehicle.

[Please note that I do intend to use every social media sight available to me to make this issue known, I also plan to write a letter to as many major newspapers as I can and I will be filing a grievance with the Attorney Generals Office and the Better Business Bureau.] If you manufacture a vehicle it is your prerogative to not make the parts however, when a part goes bad your company should at least be able to explain the options for fixing the problem not "find someone to fix it" or "we will only work with Chrysler dealerships". That is certainly not consumer friendly and it definitely is not the way to earn loyal customers and repeat business. I for one can say that I will buy a Ford from now on and I will be encouraging everyone I know to do so also. This type of legalized extortion should not be tolerated and I plan to shine a light, no matter how small a one, on the fact that it is happening. I feel that Chrysler should be ashamed of itself for not being more concerned about their consumers, especially in a time when every penny counts and so many people are struggling. This is not the way to show support for the economic recovery of our nation. In fact it is this type of business practice that puts people farther in debt and drags the country down.

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[Redacted]
Naples, NY
[Redacted]

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[Redacted]

Naples, NY

Washington, D.C. 20530

Official Business
Penalty for Private Use \$300



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

Defects

PM