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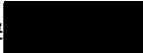
FEB 23 2012


Beverly Hills, CA 


February 15, 2012

Chrysler Group, LLC
Mr. Sergio Marchionne, CEO
1000 Chrysler Dr
Auburn Hills, MI 48326-2766

CMR# 7010 0290 0003 4752 5805

RE: Warranty Claim #  and 

Dear Mr. Marchionne;

It is with great sadness that I write this letter. I have been a loyal Dodge fan for years and now I am being treated as if I were the enemy. I feel that Dodge/Chrysler not only abandoned me but they also abandoned their own business principals as well as discarded their warranty that was provided to me when I purchased this vehicle. You would think that when someone who pays close to \$50,000 for a vehicle would be treated better but that is not the case in this instance.

Therefore, in regard to the diagnosis of the failure(s) of my 2007 Dodge Ram 3500, I am requesting a written explanation as to how the Banks Ram Cold Air Intake and the Banks Techni Cooler Intercooler System caused the failure since that is the basis for your denial of warranty coverage. (Copy of your denial enclosed)

According to your Warranty Information booklet, the mere presence of an aftermarket product is not the basis for the denying warranty coverage. Therefore, I am entitled to know the Dodge/ Chrysler specification(s) that has been exceeded by the Banks Products since the District Manager (Glenn Thomas Dodge as well as the Chrysler Customer Center refuses to give me the name of the District manager and according to GET Dodge, even refuses to speak with me. I have made numerous requests for meetings and or phone conferences and all have been denied) claims the failure was caused by "vehicle modifications." I am also requesting that you provide me a copy of the page from the publication in which this specification is listed.

It is imperative that the documentation be forwarded to me within 10 days as time is of the essence. I look forward to your prompt response as a loyal Dodge customer so that we may get this issue resolved in a timely manner.



Law Offices of Parker Stanbury
Gale Banks Engineering
Glenn Thomas Dodge, Tom Bonnstetter
BBB of Detroit, Ms. Constance Stevens
Federal Trade Commission
Mr. David Strickland, NHTSA
Mr. Stuart Gosswein, SEMA

Enclosures



CHRYSLER

Chrysler Group LLC

February 14, 2012

Better Business Bureau
of Detroit & Eastern Michigan
26777 Central Park Blvd., Ste. 100
Southfield, MI 48076-4163

Ms. Constance Stevens
Fax: 248-356-5156

BBB Case No.: 8910456 - [REDACTED]
Our File No.: 21864126

Dear Ms. Stevens:

Thank you for referring the customer's concern regarding his 2007 Dodge Ram Laramie.

A review of our records indicates that [REDACTED] has been working with the Chrysler Customer Center, with his local dealership, and also with our Factory Representative over that area. Our records indicate that our District Manager from our California Business Center has declined any further goodwill repairs to this vehicle due to vehicle modifications. Also, the warranty has been placed on restriction on the engine only for that reason. Therefore, Chrysler will be unable to assist the customer with any future repairs, as we concur with the District Manager's decision.

Thank you for the opportunity to respond to the customer's concern.

Sincerely,

Teresa
Senior Staff

TZ/ss

Please 800.992.1997

Chrysler Group LLC | CIMS 484-04-04 P.O. Box 21-8004 | Auburn Hills, MI USA | 48321

Beverly Hills, CA

LOS ANGELES CA 900

REFERENCES

Dr. L. H. Allen



Mr. David L. Strickland
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

205930

