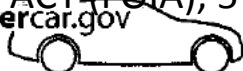


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

safercar.gov



U.S. Department of Transportation

MAY 2 2012

Complaints - Search Results

1 Record(s) Displayed.

Report Date : May 14, 2012 at 11:15 AM

ODI Numbers Searched : 10454008

Make : DODGE

Model : GRAND CARAVAN

Year : 2012

Manufacturer : CHRYSLER GROUP LLC

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10454008

Number of Deaths: 0

Date of Failure: October 31, 2011

VIN : 2C4RDGBG3CR...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

I HAVE A TRANSMISSION MANUFACTURING DEFECT THAT SHOULD BE AFFORDED THE SAME CONSUMER PROTECTION AS THE 2012 GRAND CARAVANS WITH ENGINE SLUDGE. MY PUMP AND AXLE SEALS BEGAN LEAKING WHILE I WAS DRIVING AT 45 MPH. I DIDN'T NOTICE UNTIL 20 MILES WERE ON THE ODOMETER. THE DEALERSHIP REFUSED TO EXAMINE IT BEFORE I HAD TO RELEASE IT TO AMS VANS FOR WHEELCHAIR CONVERSION. IT WAS RETURNED TO ME WITH 36 MILES ON THE ODOMETER AND IT WAS LEAKING DURING THE ADDITIONAL 16 MILES. UNLESS CHRYSLER IS WILLING TO PROVIDE DOCUMENTATION THAT THIS TRANSMISSION CANNOT BE DAMAGED BY RUNNING IT WITHOUT FLUID IT SHOULD HAVE BEEN REPLACED UNDER THE 5 YEAR 50,000 MILE DRIVE TRAIN WARRANTY. BUT CHRYSLER AND THE DEALERSHIP HAVE REFUSED TO DO SO, REPLACING ONLY THE FLUID AND SEALS AND LEAVING ME WITH A DAMAGED TRANSMISSION ON MY NEW VEHICLE. THIS LEAK WAS DOCUMENTED BY MORE THAN ONE TECHNICIAN NOT WORKING FOR CHRYSLER OR THE DEALERSHIP WHERE IT WAS PURCHASED. UPDATED 04/13/12 *BF UPDATED IVOQ 04/19/12 UPDATED 04/24/12

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.866.327.4236 TTY 1.800.424.9153



USA.gov

ODI # 10454008

NH
052112
TW

[REDACTED]

From: "Steve Moore" <steve.moore@pomocohampton.motosnap.com>
To: [REDACTED]
Sent: Wednesday, February 29, 2012 3:16 PM
Subject: APPT



WWW.POMC
Hampton: 757-



[REDACTED]

If you are having a problem with the transmission now we can run a check to see what would need to be done to repair it. We would have to contact Chrysler with the issue and they would let us know how to procede with repairs. We are not allowed to replace a transmission unit unless the repair exceeds a certain amount. Please let me know if you would like us to look at it.

Thank you

STEVE MOORE
SERVICE MANAGER
POMOCO CHRYSLER JEEP OF HAMPTON
4116 WEST MERCURY BLVD. 23666
757-825-7250

You are receiving this email because you inquired about or purchased a vehicle from Pomoco of Hampton recently or in the past. If you prefer not to receive further emails from us, [click here to unsubscribe](#). Alternatively, you can send a written request to the address below. We'll remove you from our list as quickly as possible.

This email was sent to the [REDACTED] at February 29, 2012.

To contact us please visit <http://www.pomoco.com> or call (757) 826-1100.

This email was delivered to you by:
Pomoco of Hampton
4116 West Mercury Blvd
Hampton, VA 23666

Ref ODI # 10454008

5/14/2012

From: [REDACTED]
To: "Steve Moore" <steve.moore@pomocohampton.motosnap.com>
Sent: Saturday, March 03, 2012 12:20 PM
Subject: Re: APPT
 Steve,

I don't know if running a diagnostic check on the transmission is worth either your time or mine. I do not have a check engine light illuminated, but then again I am not driving it because the loss of transmission fluid which was installed at a Chrysler manufacturing plant for the purpose of lubrication and cooling the components reduces any possibility of protecting the moving parts and seals. Therefore, the transmission is as unsafe as the 2012 Dodge Grand Caravan engines you are replacing under a NHTSA recall for sludge.

Since I am the care giver for two completely disabled adults I do not have time to spare. Since I bought the vehicle new for wheel chair modification as opposed to an already modified used van because I demand reliability and dependability I requested that a new transmission be installed.

If Chrysler and the Dodge dealers will not comply it will be necessary for me to retain a lemon law attorney. And I don't see anyone worrying about consumer safety here. All I see is people worried about profit.

----- Original Message -----

From: Steve Moore
To: [REDACTED]
Sent: Saturday, March 03, 2012 10:10 AM
Subject: APPT



WWW.POM
Hampton: 757



I just wanted to follow up with you about your transmission issue. If we can help please let us know.

Thank you

STEVE MOORE
SERVICE MANAGER
POMOCO CHRYSLER JEEP OF HAMPTON
4116 WEST MERCURY BLVD. 23666
757-825-7250

You are receiving this email because you inquired about or purchased a vehicle from Pomoco of Hampton recently or in the past. If you prefer not to

5/14/2012



COMMONWEALTH of VIRGINIA

Matthew J. Lohr
Commissioner

Department of Agriculture and Consumer Services

Division of Consumer Protection
Office of Consumer Affairs

February 22, 2012

[REDACTED]
Newport News, VA [REDACTED]

RE: 908327 [REDACTED] vs. Pomoco Dodge

Dear [REDACTED]

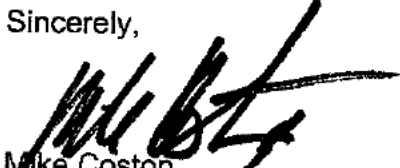
As per my E-mail of 2/22/12, your dispute with Pomoco Dodge has been reviewed. The company's position regarding this matter remains the same. Therefore, your complaint will remain closed.

Although our office is unable to assist you further in resolving this dispute, you may want to consult an attorney to determine your best course of action. If you do not have an attorney, you may contact one through the Virginia Lawyer Referral Service at (804) 775-0808.

The Office of Consumer Affairs will retain the complaint form and copies of all official correspondence regarding this matter for three years. Pursuant to the **Virginia Freedom of Information Act (FOIA)**, these materials will be made available to the public upon request.

If you have any additional information or need further assistance, please contact me at (804) 371-0391 or (800) 552-9963, extension 10391 within Virginia. My email address is mike.coston@vdacs.virginia.gov. The fax number is (804) 225-2666.

Sincerely,


Mike Coston
Investigator
Dispute Resolution and Investigations Unit

cc: Pomoco Dodge

POMOCO

G R O U P, I N C.

RE: 908327

COPY

**POMOCO CHRYSLER JEEP
OF HAMPTON**
4116 West Mercury Boulevard
Hampton, Virginia 23666
(757) 826-1100

**POMOCO CHRYSLER PLYMOUTH
OF NEWPORT NEWS**
12629 Jefferson Avenue
Newport News, Virginia 23602
(757) 833-8001

**POMOCO LINCOLN - MERCURY
OF HAMPTON**
4206 West Mercury Boulevard
Hampton, Virginia 23666
(757) 890-8800

**POMOCO LINCOLN - MERCURY
OF NEWPORT NEWS**
12625 Jefferson Avenue
Newport News, Virginia 23602
(757) 833-8100

POMOCO NISSAN OF HAMPTON
1134 West Mercury Boulevard
Hampton, Virginia 23666
(757) 838-6111

POMOCO KIA OF HAMPTON
4104 W. Mercury Boulevard
Hampton, Virginia 23666
(757) 262-0140

POMOCO OF SMITHFIELD
928 S. Church Street
Smithfield, Virginia 23430
(757) 357-3171

POMOCO DEVELOPMENTS, INC.
4116 West Mercury Boulevard
Hampton, Virginia 23666
(757) 826-1100

**POMOCO LIFE INSURANCE
COMPANY, INC.**
4116 West Mercury Boulevard
Hampton, Virginia 23666
(757) 826-1100

POMOCO E-COMMERCE
www.pomocoauto.com
E-mail pomocoauto@aol.com
1-877-GO POMOCO

QUICK LUBE BY POMOCO
4206 West Mercury Boulevard
Hampton, Virginia 23666
(757) 890-8844

MR. COSTON I'VE SENT YOU
COPIES OF REPAIR WE MADE TO
[REDACTED] VAN. WE REPAIRED
[REDACTED] VAN IN WHICH 2
SEALS WERE REPLACED. I CALLED
CHRYSLER ON CUSTOMERS BEHALF AND
WAS TOLD I COULD NOT REPLACE TRANS
FOR A LEAK PROBLEM. CHRYSLER
HAS A POLICY IF REPAIR IS LESS
THAN 70% OF COST TO REPLACE YOU
MUST REPAIR. I EXPLAIN THIS TO
[REDACTED] IN NOVEMBER. HE ALSO
TRIED TO GET CHRYSLER TO REPLACE
AND WAS TURNED DOWN. I ALSO EXPLAINED
TO [REDACTED] YOU WOULD NOT SPEND
\$4000.00 TO REPLACE A TRANS WHEN IT
COULD BE REPAIRED FOR \$1000.00 I THOUGHT
HE UNDERSTOOD. HE TOLD ME HE HAD
20 YEARS IN AUTOMOTIVE SERVICE. I
CAN NOT HELP HIM OTHER THAN REPAIR
HIS VEHICLE UNDER HIS WARRANTY AS
PROBLEMS OCCUR. THANKS

Customer Number: 4503370

Invoice No: 359374

INVOICE

POMOCO

Chrysler, Jeep, Dodge, Ram, Lincoln, Fiat
of Newport News
12629 Jefferson Ave. Newport News, VA 23602
(757) 389-3585 Service (757) 833-8085
www.pomoco.com

PAGE 1

NEWPORT NEWS, VA

Home: Bus:

Email:

Cell:

SERVICE ADVISOR: 1793 MICHAEL L ZENO

Home

Email:

SERVICE ADVISOR: 1793 MICHAEL L ZENO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RED	12	DODGE GCAR	2C4RDGBG3CR		36 / 49	T2318	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
25OCT11			17:30 28NOV11		0.00	CASH	02DEC11
R.O. OPENED		READY	OPTIONS: STK:R12914 DLR:06922 ENG:ERB 3.6L V6 24V VVT_Engine TRN:DG2_6-Speed_Automatic_62TE_Transmission				
10:20 28NOV11		15:50 02DEC11					
LIST				NET	TOTAL		

LINE OPCODE TECH TYPE HOURS

A CUSTOMER SAYS THAT THE TRANSMISSION FLUID IS LEAKING
CAUSE:

21000412 Transmission - remove and install for
repair - Remove and install 62TE 3.6 liter
engine (A)

801 WARD, WESLEY LIC#: 5468304500
WLHD

1 4412522AC SEAL

1 WRP WARR/RETURN PART

1 68014103AA GSKT PKG-TRANSMISSION OIL PUMP

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

(N/C)

(N/C)

COPY

21601055 Seal, front pump housing oil
801 WARD, WESLEY LIC#: 5468304500

WLH

FC: 71 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

21202636 Seal, Front Axle Half Shaft - Replace
Right side (B)

801 WARD, WESLEY LIC#: 5468304500
WLH

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

49 CLEAND TRANS ADDED DIE ROAD TESTED FOUND TRANS FLUID NEAR RT
AXEL SEAL REPLACED AKEL SEAL CLEAND & ROAD TESTED FOUND TRANS FLUID IN
REL HOUSING AREA REPLACED FT PUMP SEAL NO ADDITIONAL LEAKS WRR FOUND

STATEMENT OF DISCLAIMER

The Seller hereby expressly disclaims all warranties either
express or implied, including any implied warranty of
merchantability or fitness for a particular purpose. Seller
neither assumes nor authorizes any other person to
assume for it any liability in connection with the sale of
said products.

X

ALL PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER
OCCURS FIRST, UNLESS OTHERWISE EXPRESSLY PROVIDED FOR BY WRITTEN GUARANTEE.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$
PARTS AMOUNT	\$
GAS, OIL, LUBE	\$
SUBLET AMOUNT	\$
MISC. CHARGES	\$
TOTAL CHARGES	\$
LESS DISCOUNT	\$
SALES TAX	\$
PLEASE PAY THIS AMOUNT	\$



COMMONWEALTH of VIRGINIA

Department of Agriculture and Consumer Services

Matthew J. Lehr
CommissionerDivision of Consumer Protection
Office of Consumer Affairs

February 7, 2012

Office of the President
Pomoco Dodge
12629 Jefferson Ave.
Newport News, VA 23602

4 PAGES

COPY

RE: 908327 [REDACTED] vs. Pomoco Dodge

Dear Sir or Madam:

I am enclosing a copy of a complaint that has been filed with the Office of Consumer Affairs (OCA) regarding your company. This matter has been referred to the Dispute Resolution and Investigations Unit. I am the Investigator assigned to this case.

Please look into this complaint and keep both the consumer and this office informed of your findings and any actions taken to resolve the complaint. Please send a written response to my attention within ten (10) business days.

The Office of Consumer Affairs will retain the complaint form and copies of all official correspondence regarding this matter for three years. Pursuant to the Virginia Freedom of Information Act (FOIA), these materials will be made available to the public upon request.

Thank you for your assistance with this matter. If you have any questions and/or need additional information, please contact me at (804) 371-0391 or (800) 552-9963, extension 10391 within Virginia. Alternatively, my email address is mike.coston@vdacs.virginia.gov and my facsimile number is (804) 225-2666.

Sincerely,

Mike Coston
Investigator

cc: [REDACTED]

COPY

Newport News, VA

NORFOLK VA 235
HAMPTON ROADS
14 MAY 2012 PM 4 L



U S DEPT OF TRANSPORTATION

NHTSA

OFFICE OF DEFECTS INVESTIGATION (NVS-210)

1200 NEW JERSEY AVE, SE

WEST BLDG

WASHINGTON, DC 20590

