

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: ODI # 10437900
Date: Thursday, April 05, 2012 1:42:07 PM
Attachments: [How to UNZIP.html](#)
[SecureZIP Attachments.zip](#)

EQ-10454008-2342

Report Vehicle Safety Defects!.. www.safercar.gov

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Thursday, April 05, 2012 1:21 PM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: ODI # 10437900 CORRECT ODI #10454008

From: [REDACTED]
Sent: Thursday, April 05, 2012 11:11 AM
To: DataQuality, DataQuality (NHTSA)
Subject: Fw: ODI # 10437900

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

From: [REDACTED]
To: [REDACTED]
Sent: Sunday, March 25, 2012 3:43 PM

March 25, 2012

To The NHTSA Reference # Issue 10437900 Case # 427336

To The Detroit BBB Reference ID # 8938080

To The Michigan Consumer Protection Division

I am going to provide you with irrefutable evidence that the Chrysler Corporate executives acted with complete disregard for the lives and safety of the occupants in my 2012 Dodge Grand Caravan and the individuals in close proximity to this vehicle while it is in motion by requiring the Pomoco Dodge Dealership to perform substandard repairs on an obviously damaged transmission that developed a leak as a direct result of a manufacturing defect, bypassing their 5 year 50,000 mile drive train warranty to save a few dollars.

I purchased this vehicle new for reliability and dependability to be converted for wheelchair access for my 81 year old disabled mother. The fact that this vehicle lost transmission fluid as a result of a manufacturing defect has resulted in the numerous internal moving components of the transmission to go unprotected due to a lack of lubrication. Since the fluid also works as a cooling agent for the transmission these same components and seals would have necessarily been subjected to an overheating condition prompting additional future repairs and potential accidents.

This disregard for safety and human life by the Chrysler Corporate executives is unconscionable and should not be tolerated. And that is why they should not have hesitated to comply with my request for this defective transmission to be replaced with a new unit under warranty.

The first piece of evidence that I have attached is the repair order from Pomoco Dodge. I would like to draw your attention to several aspects of this document. First you have the date and VIN of the vehicle, but more importantly the mileage in and out should be an obvious concern. Then there is the description of the service near the bottom of the page. It states that the technician cleaned the transmission then added dye to determine the area of the leak. That statement indicates that the transmission was covered in fluid severely enough that the area of leakage could not readily be determined. At the bottom of this invoice you will see that the Pomoco Dealership is attempting to disinherit the liability for this substandard repair that was required by the Chrysler Corporate office. This description of the repair and Pomoco's attempt to distance itself from the liability incurred by the repair is a prominent indicator of the severity of damage that results when a transmission is allowed to go unprotected due to a lack of lubrication.

The second document was provided by the AMS Vans driver at the time of pick up. Notice the deposit date at the top, mileage, VIN, description of the problem as observed by the driver and the date he received the vehicle next to my signature.

The third and fourth documents consist of a vehicle check performed upon receipt of the vehicle in Georgia. Note the date, VIN and mileage on the first page. On the second

page you will see that they marked and documented the transmission leak again indicating an additional loss of fluid, the single key fob and lack of owners' manual.

I saw no need to provide a second fob and the vehicle was so new that I was still reading the owners' manual to learn more about the features and accessories.

The fifth document is a letter to the Dodge Customer Assistance Service Center addressing my concerns as well as providing numerous names and phone numbers to verify the severity of this leak and corroborate my concerns for safety.

Additionally, the sixth document is a letter addressed to Bobby Bowen, the Pomoco Dodge Service Manager, addressing my concerns, explaining how the incident took place, the mileage when it was noticed and my plans to have the vehicle towed to him when it is returned from the conversion for wheelchair access from AMS Vans.

To summarize this set of events the smell from the transmission leak was noticed while I was driving with about 10.25 miles on the odometer. The leak was not first observed until 20 miles were on the odometer with a puddle in my driveway. I have no idea how much fluid was lost during this drive but a transmission pump pushes fluid with considerable velocity. So if the seal were leaking at that time it would imply a considerable loss of fluid. Furthermore, since the conversion for wheelchair access required a modification to the suspension system it was necessary for the AMS Vans technicians to test drive the vehicle to confirm that the shocks did not bottom out, the ABS brake system and traction control system installed by Chrysler performed as designed, that no check engine lights illuminated and that no brake lines were pinched. This resulted in an additional 16 miles being placed on the vehicle while losing transmission fluid the entire time due to a manufacturing defect. This mileage was verified on the Pomoco work order. Furthermore, the service advisor left the vehicle running in the parking lot low on fluid to see if he could instigate the leak to determine its origin rather than have a technician check the level first. All of these factors occurred as a result of a defect and a consumer should not be required to accept this level of negligence or endangerment because Chrysler will not take responsibility for their failure to perform adequate quality control checks on these new vehicles.

[REDACTED]
Newport News, Va. [REDACTED]
[REDACTED]
[REDACTED]

Customer Number: 4503370

Invoice No: 359374



INVOICE
DUPLICATE 1
PAGE 1

Chrysler, Jeep, Dodge, Ram, Lincoln, Fiat
of Newport News
12629 Jefferson Ave. Newport News, VA 23602
(757) 369-3565 Service (757) 833-8085
www.pomoco.com

NEWPORT NEWS, VA

me: Bus:

Cell:

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	RATE	PAYMENT	INV DATE
05OCT11			17:30 28NOV11	0.00	CASH	02DEC11
R.O. OPENED	READY	OPTIONS: STK:R12914 DLR:08922 ENG:ERB 3.6L V6 24V VVT Engine TRN:DG2_6-Speed_Automatic_62TE_Transmission				
0:20 28NOV11	12:35 02DEC11					
NE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL	

CUSTOMER SAYS THAT THE TRANSMISSION FLUID IS LEAKING

USE:

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

801 WARD, WESLEY LIC#: 5468304500
WLHD

(N/C)
(N/C)
(N/C)
(N/C)

- 1 4412522AC SEAL
- 1 WRP WARR/RETURN PART
- 1 68014103AA GSKT PKG-TRANSMISSION OIL PUMP

FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

21601055 Seal, Front pump housing oil

801 WARD, WESLEY LIC#: 5468304500
WLH

(N/C)

FC: 71 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

801 WARD, WESLEY LIC#: 5468304500
WLH

(N/C)

FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

49 CLEANED TRANS ADDED DIE ROAD TESTED FOUND TRANS FLUID NEAR RT
AXEL SEAL REPLACED AKEL SEAL CLEANED & ROAD TESTED FOUND TRANS FLUID IN
BEL HOUSING AREA REPLACED ET PUMP SEAL NO ADDITIONAL LEAKS WER 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	\$

VEHICLE CHECK IN			
Inspection completed on: <u>11/7/11</u>		By: <u>KL</u>	Mileage: <u>20</u>
VIN: <u>2C4RD6B63CF</u>		Reg: <u>Ill</u>	Year: <u>2012</u> Make: <u>Ridge</u>
Model: <u>Gt. Crown</u>		Ext Paint CODE: <u>PRM</u>	Int Paint COLOR: <u>Radline Pearl</u> Int color: <u>Black</u>
Special Series name (if applicable) _____			
☒ 3.3 Litre Eng / EBS Alternate Fuel ~ ☒ 3.6 Litre Eng ☒ 3.8 Litre Eng / Automatic Transmission ☒ 4.0 Litre Eng Manual Transmission ☐ 15" Steel ☒ 16" Alloy ☐ 17" Chrome ☐ 18" ☒ Power Windows ☒ Power Rear Windows ☒ Power Door Locks ☒ Power Rear Vents ☒ Power Side-view Mirrors ☒ Remote Locking/Unlocking ☒ Power Steering ☒ Tilt Steering ☒ Cruise Control ☒ ABS ☒ Traction Control ☒ Auto Stick ☐ 8 way driver ☐ Dual front power seats ☐ Anniversary / Platinum Leather (2 tone) ☐ Leather ☐ Heated Seats ☐ Memory Seat Position ☐ Driver Lumbar Support ☐ Front Passenger Entry Assist Handle ☐ Air Conditioning - Front Only ☐ Dual Zone Heat / Air (no rear temp control) ☐ Tri Zone Heat / Air ☐ Electronic TriZone Heat / Air ☐ Single Power Sliding Door ☐ Dual Power Sliding Doors ☐ Aftermarket Power Door ☐ Power Lift Gate ☐ Steering Mounted Audio Control ☐ Premium Stereo ☐ AM / FM Aftermarket ☐ Cassette Aftermarket ☐ CD player 1 4 6 Aftermarket ☐ Sirius / Satellite-ready ☐ MP3 ☐ Auxiliary Audio Input ☐ DVD player (separate from CD player) ☐ DVD/CD In-dash PLAYER 1 4 6 Aftermarket ☐ DVD screen IN DASH ☐ DVD screen OVERHEAD 1 2 ☐ DVD-screen ON DRIVER SEAT BACK ☐ DVD screen ON PASSENGER SEAT BACK ☐ NO DVD SCREEN ☐ ***additional DVD notes:	Sirius Backseat TV Wireless Headphones U Connect Ready Hard Disk Drive MyGIG Factory In-dash Navigation Aftermarket Navigation Overhead Storage Bins Overhead Neon Lighting Split Rear Bench (mark for SIDE ENTRY ONLY!!!) Quad Rear Seats Fog Lights Reversing Sensors Adjustable Gas & Brake Back Up Camera Home Link System Convenience Group Mini Convenience Group Factory Luggage Rack Aftermarket Luggage Rack Remote Start Rear Window Defroster Rear Window Wiper Rear Spoiler Factory Power Sunroof Aftermarket Sunroof Power Manual 2nd & 3rd Row Manual Window Shades Windows Tinted Tire Pressure Sensors Alarm System Driver Airbags Passenger Airbags Slide Curtain Airbags 60 State Emission Certified New Tires New Brakes and Rotors 3/38,000 Warranty Power Rear Bench Seat		
ACCESSIBLE TRADE-IN INFORMATION Is this a trade-in? <u>yes</u> · <u>no</u> If "yes", See Info on Back -->	For Admin Uses: Entered in Excit: [] Entered in VDMS: [] Pictures Added: [] Clerk Checked: [] Pre \$: _____ \$S Published Online: [] \$S Added In Excit: []		

23456789101112131415161718192021222324252627282930313233343536373839404142434445464748495051525354555657585960616263646566676869707172737475767778798081828384858687888990919293949596979899100101102103104105106107108109110111112113114115116117118119120121122123124125126127128129130131132133134135136137138139140141142143144145146147148149150151152153154155156157158159160161162163164165166167168169170171172173174175176177178179180181182183184185186187188189190191192193194195196197198199200201202203204205206207208209210211212213214215216217218219220221222223224225226227228229230231232233234235236237238239240241242243244245246247248249250251252253254255256257258259260261262263264265266267268269270271272273274275276277278279280281282283284285286287288289290291292293294295296297298299300301302303304305306307308309310311312313314315316317318319320321322323324325326327328329330331332333334335336337338339340341342343344345346347348349350351352353354355356357358359360361362363364365366367368369370371372373374375376377378379380381382383384385386387388389390391392393394395396397398399400401402403404405406407408409410411412413414415416417418419420421422423424425426427428429430431432433434435436437438439440441442443444445446447448449450451452453454455456457458459460461462463464465466467468469470471472473474475476477478479480481482483484485486487488489490491492493494495496497498499500501502503504505506507508509510511512513514515516517518519520521522523524525526527528529530531532533534535536537538539540541542543544545546547548549550551552553554555556557558559560561562563564565566567568569570571572573574575576577578579580581582583584585586587588589590591592593594595596597598599600601602603604605606607608609610611612613614615616617618619620621622623624625626627628629630631632633634635636637638639640641642643644645646647648649650651652653654655656657658659660661662663664665666667668669670671672673674675676677678679680681682683684685686687688689690691692693694695696697698699700701702703704705706707708709710711712713714715716717718719720721722723724725726727728729730731732733734735736737738739740741742743744745746747748749750751752753754755756757758759760761762763764765766767768769770771772773774775776777778779780781782783784785786787788789790791792793794795796797798799800801802803804805806807808809810811812813814815816817818819820821822823824825826827828829830831832833834835836837838839840841842843844845846847848849850851852853854855856857858859860861862863864865866867868869870871872873874875876877878879880881882883884885886887888889890891892893894895896897898899900901902903904905906907908909910911912913914915916917918919920921922923924925926927928929930931932933934935936937938939940941942943944945946947948949950951952953954955956957958959960961962963964965966967968969970971972973974975976977978979980981982983984985986987988989990991992993994995996997998999100010011002100310041005100610071008100910101011101210131014101510161017101810191020102110221023102410251026102710281029103010311032103310341035103610371038103910401041104210431044104510461047104810491050105110521053105410551056105710581059106010611062106310641065106610671068106910701071107210731074107510761077107810791080108110821083108410851086108710881089109010911092109310941095109610971098109911001101110211031104110511061107110811091110111111121113111411151116111711181119112011211122112311241125112611271128112911301131113211331134113511361137113811391140114111421143114411451146114711481149115011511152115311541155115611571158115911601161116211631164116511661167116811691170117111721173117411751176117711781179118011811182118311841185118611871188118911901191119211931194119511961197119811991200120112021203120412051206120712081209121012111212121312141215121612171218121912201221122212231224122512261227122812291230123112321233123412351236123712381239124012411242124312441245124612471248124912501251125212531254125512561257125812591260126112621263126412651266126712681269127012711272127312741275127612771278127912801281128212831284128512861287128812891290129112921293129412951296129712981299130013

VEHICLE INSPECTION

Inspection completed on: _____ By: _____ Mileage: _____
VIN: _____ Make: _____ Year: _____ Color: _____

#	Passed	Check Item	Inspected	Deficient	Completed
1	/	Tire wear / pressure			
2	/	Alignment			
3	/	3/4 tank gas Full			
4	/	Engine oil			
5	/	Coolant			
6	/	Brakes			
7	/	Power Steering			
8	/	Cruise Control			
9	X	Transmission	X		
10	/	Shocks / Struts			
11	/	Belts			
12	/	Hoses			
13	/	Battery			
14	/	Head lamps			
15	/	Interior lights			
16	/	Side View Mirrors			
17	/	Rear Windows			
18	/	Brake Lamps			
19	/	Tag Lamps			
20	NA	Adjustable Pedals			
21	NA	Factory power door(s)			
22	NA	Power ramp/mats/magnet			
23	/	Power Windows			
24	/	Front / Rear A/C & heat			
25	/	Power locks			
26	/	Power seat(s)			
27	NA	Heated seats			
28	/	Radio / Cassette / CD			
29	/	Speakers			
30	NA	Sunroof			
31	/	Front wipers / washer			
32	/	Rear wipers / washer			
33	/	Hazard lights			
34	/	Instrument panel			
35	NA	Lift gate			
36	X	Vehicle Key fobs / ignition key	X		
37	NA	DVD / VCR / Navigation			
38	/	Windshield condition			
39	X	Owners manual	X		
40	/	Test drive			
41	/	Spare tire and jack			
42	/	Exterior condition			
43	/	Blue handicap sticker			
44	/	Straps / Seatbelt Ext			
45	/	QRTs			
46	/	New discs			
47	NA	DVD headsets			
48	/	DVD remote			

TIRE PRESSURE: LF _____ RF _____ LR _____ RR _____

ACCESSIBLE TRADE-IN INFORMATION:

Power Door: Y N

Conversion Name: _____

Ramp: Manual or Power / Rear or Side

Kneeling: Y N

Lift Brand: _____

Lift / Ramp Width: _____

Door Height: _____

EZ Lock: Y N

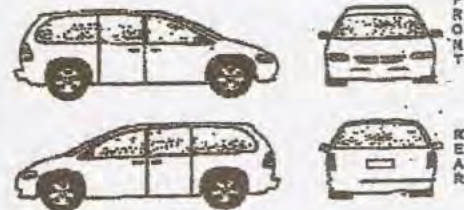
Jump Seat(s): Y N

Interior Height: _____

Hand Controls: Y N (brand) _____

Transfer Seat: Y N (brand) _____

Notes: _____



Notes: **Driver & rider Reynolds Saw towing Red & White (Truck flat)**
Only 1 key / my car
NO OTHERS IN VEHICLE

PLEASE READ CAREFULLY BEFORE SIGNING: I understand that this checklist reflects the general condition of my vehicle when released to AMS Vans, Inc. for service but does not include mention of any hidden defects. Should such defects appear/be found during the service of my vehicle, I instruct AMS Vans, Inc. to contact me, or my representative, for authorization to repair any defect that would affect the proper and safe completion/operation of said service, provided it is in their capacity to repair. My authorization gives AMS Vans, Inc. permission to make the necessary repairs at my expense. I also understand that these additional repairs may cause some delay in completion of my service. I further understand that some, or possibly all, of the gasoline in my vehicle will be used to move my vehicle in and about your premises for road testing and reasonable additional miles.

Customer Signature: _____

November 29, 2011

To The Dodge Customer Assistance Service Center,

I recently purchased a 2012 Dodge Grand Caravan from the Pomoco Dealership located at 12629 Jefferson Avenue in Newport News, Virginia 23602.

I noticed a red fluid leak beneath the vehicle after driving it only twice with only 20 miles on the odometer and reported it to the service department on 11/04/2011. However, I was under serious time constraints because the vehicle was scheduled to be picked up by a car carrier and delivered to AMS Vans in Georgia to be converted for rear entry wheel chair access on 11/05/2011.

The service advisor would not examine the vehicle given the limited time frame indicating to me that if I left it all day he would try to work it in.

Completely dissatisfied with this response, but with my hands tied, I released the vehicle to the AMS driver and then wrote a letter to Bobby Bowen. He is the service manager of the Pomoco dealership where I made the purchase.

He courteously responded to my concern and I informed him that I would be having the vehicle towed to him as soon as it was delivered to me. The vehicle was returned on Sunday November 27, 2011 so I called for road side assistance and Superior Towing delivered the van on Monday November 28, 2011. I then called Bobby Bowen at 757-890-8865 to let him know it was coming his way and Mike from AMS indicated that the leak was coming from a side cover gasket on the transmission. Incidentally, Mike's roll back wrecker was covered with transmission fluid and I now possess two puddles in my driveway from where the van sat until it was delivered to Pomoco.

I am going to give you the names and phone numbers of AMS employees so that you can confirm the condition of the van as well as include the letter to Bobby Bowen with documented notes pertaining to the leak, VIN and mileage.

AMS employees and contact numbers:

Mike 678-892-1592

Kevin Stroud 770-861-3257

Ed 334-313-2654

J.P. Jackson 877-736-8267 and he can refer you to the technicians that performed the conversion.

I just received a call from Pomoco's Mike, who is a service advisor, and was informed that he found the leak at the bell housing of the transmission and would have to tear it down to see what the problem is and get back with me. His number is 757-890-8867 and you will get a better understanding as I complete this story.

Mike from Pomoco called me on November 28, 2011 after receiving the van making the following statements.

The transmission is as dry as a bone.
It is full of fluid.
And it has been sitting in the same spot all day.

When Mike told me the transmission was as dry as a bone I told him I was afraid of that because I had already seen the amount of fluid that had poured out. He corrected me by claiming that the exterior of the transmission was dry and that it was full of fluid.

Both claims are impossible and constitute bold faced lies. This is exactly why I gave you phone numbers for confirmation and had individuals document what they observed.

Another complication with his story is that if it sat in the same spot then it was never racked up for examination. Additionally, I called him back and informed him that if he did not see an obvious leak the transmission was probably dry and he should add fluid before running it for long periods of time. This is in response to him stating that he would have to just keep running it to see if he could find a leak. He then stated he would add dye to the transmission for verification.

Nevertheless, I was driving the van when I noticed the smell. It had 20 miles on it and the AMS driver documented it. They altered the suspension during the conversion and put another 16 miles on it taking the total to 36 miles and then Mike from Pomoco let it run all day dry trying to find a leak in the parking lot.

The bottom line is I bought a new vehicle with 3 miles on it. Had it for less than two weeks and I have a destroyed transmission.

I want a brand new transmission, not a used one, not a remanufactured one and I don't want these people putting a band aid on this transmission so that another problem will occur just out of warranty leaving me stranded with a 200 pound, 81 year old woman in a wheel chair on the side of the road.

Let me give you another example. If I decided to change my oil and used a Mopar filter in accordance with the warranty but didn't tighten the drain plug enough and all of the oil leaked out between oil changes and then at the time another oil change was due I came to the Pomoco service department and stated I wanted a state inspection, an oil change and check for an engine knocking noise your employees would inform me that the noise resulted from low oil which damaged the engine and was not covered under warranty.

So your manufacturing plant voided my warranty by damaging my transmission and unless you can explain to my satisfaction why you won't stand behind your warranty I want a brand new transmission.

As I explained to Mike from Pomoco I was a service manager for 20 years. I possess a number of ASE certifications and I know that the transmission fluid not only lubricates the moving components it cools the transmission which is why lines go to the radiator. Therefore, there would be additional metal fragments within the transmission from being run low on lubricant and the pump and torque converter seals would be damaged due to excessive heat.

So I will say it again. I want a brand new transmission because of your factory failure.

Also, in reference to Mike from Pomoco's claim that the leak he found was at the bell housing I have a number of problems with that claim.

First, when I noticed a puddle under the van I got a flashlight and observed the under carriage. The oil and transmission pans were dry. So I popped the hood and the power steering reservoir was at the max. But based on my observation the puddle was closer to the firewall leading me to the initial conclusion that a power steering line to the rack was responsible. That is why I checked the power steering fluid and concluded it must be from the transmission.

Don't get me wrong. There may be a fluid leak at the bell housing now that Mike ran the engine all day with the transmission low on fluid. And that is even more reason why a new transmission is warranted.

[REDACTED]
[REDACTED]
Newport News, Va. [REDACTED]
[REDACTED]
[REDACTED]

November 13, 2011

To Bobby Bowen,
Pomoco Service Manager

I would like to explain a problem that I am experiencing with my vehicle, so as long as this may seem it is crucial that you read the entire document in order to fully appreciate my concerns.

But first let me introduce myself. I am [REDACTED] and I purchased a 2012 Dodge Grand Caravan from Arene Stensaker who works in the sales department of the dealership that you work for on October 25, 2011. Since I purchased the 7 year Auto Armor protection package from Melissa on that date it was necessary for me to leave the vehicle until the 26th so they had time to wax the exterior, coat the interior and undercoat the undercarriage.

I would also like to point out that I was a service manager for twenty years so I have a little knowledge of how a shop should be run and the workings of a vehicle. But getting back to the problems that I was beginning to address I would like to begin by pointing out the 1st attachment is a DMV recording of the mileage at the time of purchase being 3 miles.

If we assume that in the process of moving the vehicle around the lot and in the shop an additional mile was placed on the vehicle then it would have 4 miles on the odometer when I picked up the vehicle. I live near Denbigh High School so we can assume that I put on an additional 3 miles driving the vehicle home. I only drove the vehicle one more time before the 1st problem developed.

I decided to take the van to the Kroger grocery store in Yorktown to put a few break in miles on it. When I got home it had 20 miles on the odometer.

I noticed a smell when I stopped at a red light at the intersection of Jefferson Avenue and Oyster Point Blvd. but assumed it was probably a little undercoating on the exhaust or the protective chemical used on brake rotors when in storage. It appears that I was wrong. At this point I am approximately half way to Kroger so it would be $\frac{1}{4}$ of the round trip. If we take the 20 mile total and subtract the 7 miles from when I brought the van home we can see I only added 13 miles to the odometer when I went grocery shopping and since the smell developed $\frac{1}{4}$ of the way into that trip it would only add $3\frac{1}{4}$ miles to the existing 7 indicating $10\frac{1}{4}$ total miles on the vehicle when my problem developed.

I have 4 other vehicles and my only reason for purchasing this van was to have it customized for rear entry wheel chair access because my mother who will turn 81 on December 9, 2011 would like to spend some of her remaining life with her two remaining daughters and she has suffered from two strokes that have left her wheel chair bound for life. My mother weighs about 200 pounds, and although I can pick her up and put her in a

car my sisters can not. Hence the purchase of a van I didn't really need combined with an expensive custom redesign.

The driver working for AMS Vans called me with an estimated time to pick up the van at 2:00 P.M. on Saturday November 5, 2011 and he was right on time.

It had been raining a few days back to back prior to that date and since I did not purchase the van for my needs I had not even looked at it until I decided to remove the floor mats in front of the passenger middle seats so that they would not be discarded during the conversion and as I approached the van I noticed a stain in the driveway. It was 6:20 P.M. so I had to get a flashlight. Initially thinking the oil pan drain plug was loose I began feeling for fluid but the oil and transmission pans were dry and undamaged. So I moved the vehicle back a few feet and found that the fluid was red. Noticing that the power steering fluid was also red I determined that the problem was either with the transmission or the power steering, but the p/s reservoir was full indicating the transmission was the culprit.

During my drive to Kroger I noticed a hesitation with the vehicle but I had it in econ mode, which is described in the book as skipping gears to reduce rpm's, which is desirable during a break in period so until I noticed the stain in the driveway I was not concerned.

But after noticing the leak I immediately called the Pomoco phone operator and asked if the service department was open. She indicated that it was and transferred my call. A service advisor, I think it was Jeff, answered my call at 6:30 P.M. on Friday November 4, 2011 and I asked him if he could have the vehicle racked up to see the severity of the problem on Saturday but unless it was something simple like a transmission cooler line to the radiator it would have to wait because the AMS driver was already in route from out of state. The advisor stated that if I could leave it with him he would try to get to it. I explained that the vehicle only had 20 miles on it and was just purchased and he responded that he only had one service advisor, three mechanics and eighteen customers already scheduled for Saturday.

The second document was provided by the AMS driver and confirms the date of pick up, odometer reading, VIN number and acknowledgement of the leak.

The third document shows that I have now paid a total of \$15,898.00 to convert a new van that cannot be driven until this leak is repaired.

The fourth and fifth documents are the inspection report upon receiving the new van and you can see once again the leak was documented along with the mileage and VIN.

The sixth document is actually what prompted this letter. It is a letter I received from Stanley R. Gallaer, Jr. indicating his complete faith in your capabilities. I visited Pomoco many years back and met you and Rick Starr, so if you are still there I believe Mr. Gallaer's faith is well placed.

Nevertheless, when I was running a shop we had a documented ruling that regardless of how many appointments had already been made a come back always took priority. And while this isn't a come back in the sense that your people just worked on the vehicle in the exact same area that this problem exists I personally would consider that a brand new vehicle with this type of problem would be considered in that same class of priority. Furthermore, what may be a simple repair could result in an excessive expense financially and time wise if the transmission requires replacement.

I don't have the luxury of being able to sit in a waiting room for any length of time because I am my mother's only care giver, meaning she can't even get to the bathroom without my assistance. Additionally, I take care of my disabled brother and have apparently inherited a dog that I never wanted as well. My quality me time consists of essential grocery shopping and I don't even have anyone who can pick me up if I drop the vehicle off.

I am sure that you have attended numerous customer satisfaction seminars, as have I, and they instilled what a loss of one customer could mean in terms of wasted advertisement and word of mouth. And Mr. Gallae's letter also reminded me that no matter how good a service manager is if the customer does not give him the opportunity to address his concerns, whether real or perceived, it is a loss for both parties.

I don't know when I will be getting the van back. I was shooting for Thanksgiving so that my sisters could take my mother out for dinner, then for her birthday followed by the Christmas lights at Newport News Park and Christmas dinner. But everything is going to !@#real quick.

I was told that I have free emergency roadside service so my intention is to have the vehicle towed to you when I get it back so that no additional and unnecessary damage occurs.

This brings up two additionally points that have no reflection upon your shop but do reflect on Pomoco or the vehicle manufacturer.

Arne asked me to complete a survey twice but one was never mailed to me so I emailed him and told him I had his back and Melissa stated that I would be getting a preferred customer card entitling me to free state inspections and \$10.00 off of oil changes but I haven't received that either. I like to work fast. So what is going on with your people?

Do you want to know what the really ironic part of this whole situation is? I could have purchased a used van with low mileage and was already converted from AMS Vans for about half the price I am paying to purchase a new van and have it converted, but I wanted something reliable because my mother is in a wheel chair.

[REDACTED]

Newport News, Va. [REDACTED]

[REDACTED]
[REDACTED]