

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 # 10454008
Date: Tuesday, May 22, 2012 10:17:26 AM

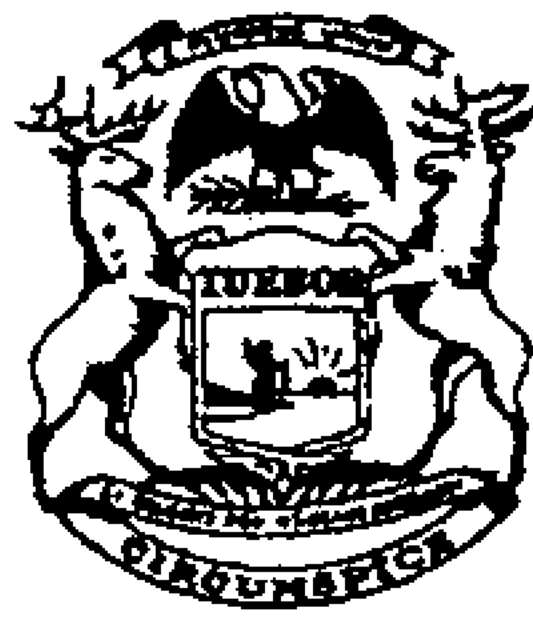
From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, May 22, 2012 10:16 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: ODI # 10454008

From: [REDACTED]
Sent: Monday, May 21, 2012 6:52 PM
To: DataQuality, DataQuality (NHTSA)
Subject: ODI # 10454008

ODI #

10454008

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

P.O. Box 30213
LANSING, MICHIGAN 48909

May 16, 2012

Refer to AG No.: [REDACTED]

[REDACTED]
Newport News, VA [REDACTED]

Dear [REDACTED]:

RE: Dodge Customer Assistance Center

Enclosed is a copy of the response our office received concerning your complaint. If you have additional information and/or documentation that is inconsistent with the information submitted by the business, please submit this information, in writing, immediately. We are closing your file at this time.

Our position is not a reflection as to the validity of your complaint. If your complaint has not been resolved to your satisfaction, you may wish to consider filing a private civil action and we suggest you consult with a private attorney. If the value of your claim is \$3000.00 or less, you may also consider filing an action on your own behalf in Small Claims Court. Copies of various Michigan consumer laws are available on our website at www.michigan.gov/ag.

Your complaint will be retained for future reference. Our consumer complaint files are open to the public and are used to respond to consumer inquiries as well as to monitor unfair or deceptive business practices.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax



Chrysler Group LLC

May 9, 2012

Dept. of Attorney General
Consumer Protection Division

MAY 11 2012

RECEIVED

Mr. Mr. Bill Schuette
Michigan Attorney General
P.O. Box 30213
Lansing, MI 48909

Re:

Our File No.: 22208394

Dear Mr. Schuette:

Thank you for your letter dated May 2, 2012.

[REDACTED] has a question regarding what parts were replaced I would suggest he refer to the repair order he received from the dealership, which would clearly state what parts were replaced on his transmission.

We have also reviewed the customer's response, and the balance of the file, and we are unable to glean any additional information that would change our previous decision.

Thank you for writing.

Sincerely,

A handwritten signature in black ink, appearing to read "M. Gentry".
M. Gentry
Special Investigations
(248) 944-7084

MG/lms



2012 Dodge Grand Caravan Van

4dr Wgn American Value Pkg

Starting at \$20,995 | Starting at 17 MPG City - 25 MPG Highway

Avg. consumer rating

Display:

Expert Reviews

- Consumer Reviews

[Review This Product](#)

Based on 2 consumer review(s).

Sort by: Sort by

thoroughly dissatisfied

Posted May 17, 2012 by johnnyredknife

Overall rating

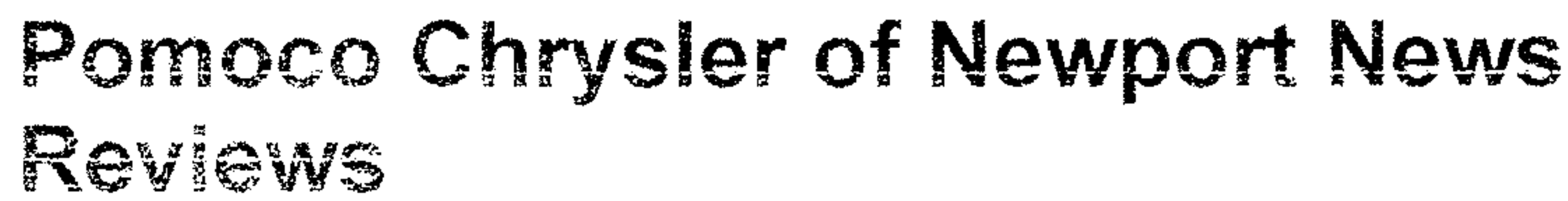
No, I do not recommend this product.

General Comments

After driving my new 2012 Dodge Grand Caravan twice the transmission began pumping fluid out from the pump seal at 45 MPH. Although this lack of lubrication which is also used to cool the internal components would result in obvious damage and danger to the vehicle occupants and anyone around the vehicle while in motion the Pomoco Chrysler Dodge and Jeep dealer in my area only replaced the fluid, pump and axle seals without removing the pan to determine the significant level of damage. The Pomoco service manager, Bobby Bowen, responded to my complaint addressed to Mike Costigan at the Virginia Department of Consumer Protection claiming that Chrysler would only replace the transmission if the cost of repair would exceed 70% of replacing the unit. So why did he cut corners? Is it because I purchased a lower line vehicle to have it converted for wheelchair access? Was it because it was an isolated problem as opposed to the hundreds of defective engines that Chrysler is replacing under NHTSA recall notice # 11V487000 for the same model and year vehicle? Or could it be in retaliation for not spending an additional \$3,000.00 on an extended warranty? This brings up an additional question. If Chrysler and the Dodge dealership where I purchased the vehicle "new" will not stand behind their 5 year 50,000 mile drivetrain warranty then wouldn't the extended warranty just amount to more profit for the dealership with no redeeming benefit for the consumer? I would recommend that anyone considering the purchase of one of these vehicles look far beyond the color, price and comfort placing an effort to visit the safecar.gov website to view consumer complaints, recalls and NHTSA defect investigations for an array of years to determine how this organization and its representative dealerships handle these conditions. If you don't you may find yourself in my shoes borrowing a phrase from my mother: "misery loves company."

Was this review helpful to you? Yes | No | Report inappropriate review

Posted July 28, 2010 by Anonymous



Customer Service	1.0 out of 5.0
Buying Process	3.0 out of 5.0
Quality of Repair	1.0 out of 5.0
Overall Facilities	1.0 out of 5.0

Dealer Reviews

Defective Dodge

My 2012 Dodge Grand Caravan began leaking transmission fluid from the transmission pump seal and the right axle seal while I was driving at 45 mph. A transmission cannot be run dry without sustaining significant damage to the seals from running hot and obviously from the moving components that are not getting lubricated. The Pomoco Dodge Service Manager, Bobby Bowen, stated that Chrysler would not cover the

replacement of the transmission unless it would cost in excess of 70% of the repair. So to keep the cost down he had just the seals and fluid changed rather than even examining the metal fragments in the transmission pan to determine the significance of the damage. So when it comes to consumer safety Chrysler puts a percentage on the value of the lives in and around the vehicles that they have sold. Never mind the common sense that it takes to determine that this is an obvious danger. Lets compare that logic to another component on the NHTSA's recall list for the 2012 Grand Caravan. The engine. Suppose that they installed antifreeze in the engine rather than oil and when they found out about this danger decided that the appropriate course of action would be to change the oil and filter as opposed to replacing the engines in recall notice number 11V487000. Then a consumer would be driving a new vehicle with wiped out rod and main bearings because it only cost \$19.95 to change the oil as opposed to \$5,000.00 to change the engine out. But those engines were replaced, so why endanger my family's lives with this transmission? Because it was an isolated incident rather than attempting to kill hundreds of people with gross negligence.

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Reason for Visit: **Shopping for New, Service / Repair**

Would you recommend this dealer to a friend? **No**

Did you purchase a vehicle from this dealer? **Yes**

4 out of 4 found this review helpful

Add Dealer Response

10

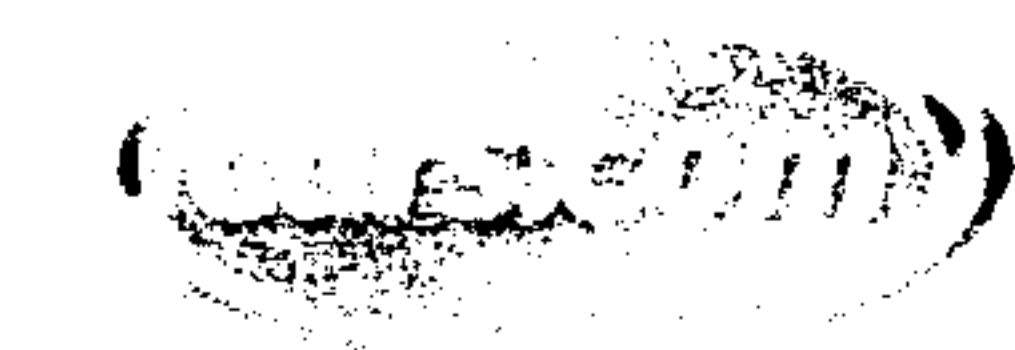
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Average Rating

1.0 out of 5.0

Customer Service

1.0 out of 5.0

Buying Process

3.0 out of 5.0

Quality of Repair

1.0 out of 5.0

Overall Facilities

1.0 out of 5.0

0 out of 1 people recommended this dealer

Dealer Reviews

Showing 1 of 1 reviews

DEFECTIVE TRANSMISSION ON 2012 Grand Caravan

by johnnyredknife on 5/21/2012 11:07 AM

I bought a new 2012 Dodge Grand Caravan that began leaking transmission fluid on the second drive. It left a puddle in my driveway and the Pomoco service advisor refused to examine it prior to my releasing the vehicle for wheelchair modification. Because the suspension system was modified AMS Vans drove it an additional 16 miles placing a total of 36 miles on it before I had it towed back to the dealer where they cut their losses by replacing the transmission pump seal and right axle seal rather than the transmission under the 5 year 50,000 mile warranty. They didn't even remove the transmission pan to clean out the metal fragments from running the transmission dry as a result of a manufacturing defect much less clean the pan magnet, valve body, replace the filter or flush the debris from the transmission that would result from such a catastrophic manufacturing defect. This is a safety hazard to anyone in or near the vehicle when it is in motion and I can only hope that the NHTSA doesn't ignore my complaint and continue to endanger lives by refusing to investigate.

[Report Inappropriate Content](#)

Reason for Visit: **Shopping for New, Service / Repair**

Would you recommend this dealer to a friend? **No**

Did you purchase a vehicle from this dealer? **Yes**

4 out of 4 found this review helpful

10 reviews of Pomoco of Newport News

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