

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Follow up for complaint 10473950
Date: Monday, September 24, 2012 10:17:26 AM
Attachments: [NHTSA statement.docx](#)

EQ-10473950-1300

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, September 24, 2012 10:15 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Follow up for complaint 10473950

The consumer is adding additional information to their ODI file. Their ODI # is in the subject line.

From: [REDACTED]
Sent: Friday, September 21, 2012 3:26 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Follow up for complaint 10473950

Attached is the entire scenario as the what has been going on the past few weeks with my vehicle. Please let me know if anything else is needed.

[REDACTED]

Additional information for reference # 10473950. After I took my car in the first time, May 2012, the dealership replaced the PCM in order to fix the problem. The same exact situation occurred in September 2012. In total, this had happened 4 different times. Once on a side street, once while going 50 MPH, once while on the express way, and another time going 35 MPH. This last time I was on the express way. Thankfully, it was Labor Day and traffic was moving at 10-15 mph. All of the same malfunction indicator lights illuminated, the car then started jerking, and then I could no longer accelerate. I had to again coast to the side of the road, turn my car off, then turn it back on; where I was able to drive home. I took my car in on 9/5/12 to Parkway Chrysler in Clinton Township, MI. The dealership had my car for about one week when they explained to me that they do not yet have a solution to the problem and that I need to pick my car up. They then stated that they test drove the car and “nothing happened”. I explained that the jerking and loss of acceleration happened at random. The dealership still requested that I pick my vehicle up, that Chrysler is “aware of and working on a solution to the problem” and that they would contact me when I could “bring my car back to be serviced”. I explained that I felt unsafe and uncomfortable picking up a car that is essentially not yet fixed. I then made a complaint with Chrysler Headquarters as well as NHTSA. I was assigned a case manager out of Utah. She then was in communications with the dealership and her management, where they again stated that there is not a solution to this problem and that I needed to pick up my car. I again called NHTSA, where they suggested that I contact the Michigan Attorney General Consumer Protection Division. I did just that and made a complaint through them. Once I informed Chrysler that I made this complaint, the case manager would no longer speak with me. The Attorney General’s office then sent a letter to Chrysler on 9/14/12. Meanwhile, Parkway Chrysler was still asking that I pick up my vehicle. They stated that they again replaced the PCM and they “hope” this would solve the problem. I asked them to put the information in writing, stating that my vehicle is safe. They responded with “I cannot put this in writing and I can’t say that the car is fixed, but it is finished”. On 9/20/12, I received a call from Phil Johnson, who works at the Chrysler Business Center in Michigan. He stated that they were able to “duplicate” the vehicle. He explained that that meant that they did experience the problem that I had been explaining all along, while test driving the vehicle. This would now be the 5th time that this vehicle did this. He stated that it is an intermittent problem and that they are very hard to detect, as well as fix. Mr. Johnson stated that the engineers are “working on finding a solution”. He stated that Chrysler is not yet ready to offer me a replacement vehicle and would let me know what path they are going to take. Mr. Johnson also admitted that he has been made aware that there was a serious “miscommunication” between the service man and upper management at Parkway Chrysler. He apologized on behalf of Chrysler for “not believing” me and for “the inconvenience that you have endured”. Mr. Johnson then stated that he would be in contact with me once he had some answers from the engineers and service department.

The service man that I had been dealing with at Chrysler, who also is the one that did not report the entire problem to upper management, is Tommy Frederick. The manager that I had spoke to is named Darren. All employees of Parkway Chrysler.