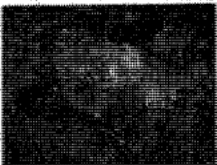


INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)



Scottsdale, AZ

APR 17 2013

April 11, 2013

Mopar Vehicle Protection
P.O. Box 2700
Troy, MI 48007-2700
Attn. C. L. Sarasin

CL-10510082-7527

File # 104459-13

VIN: 1D8H44H48B

Thank you for your letter of March 26, 2013 (copy attached) in which you deny culpability. However, this is not a claim against a supplemental or after market warranty. This is a claim against the original factory warranty. Chrysler group furnished my new 2008 Dodge Grand Caravan with two defective fobik keys. This was reported to and documented by your dealer Airpark Dodge Scottsdale, AZ. See attached documentation copy dated October 23, 2009 and Jan 27, 2011. You must furnish a second replacement fob no charge.

These fobs have never worked properly and twice I have been stranded far from home unable to start my car. Now I have one fob which you replaced and works and one that needs replacing.

Thank you. Please advise your decision.

Copy to: ✓

NHTSA
1200 New Jersey Ave., SE
Washington, DC 20590

Fob-less in Scottsdale,



NAM
42913
SMD



March 26, 2013

[REDACTED]
[REDACTED]
Scottsdale, AZ [REDACTED]

File No: 104459-13

VIN: 1D8HN44H48B [REDACTED]

SC:

RE: [REDACTED]

Dear [REDACTED]

This letter is to acknowledge receipt of your recent correspondence concerning repairs to your vehicle.

We regret that we are unable to accommodate your request for repair coverage, as our records do not indicate the purchase of a Chrysler Group Contract to cover repairs on your 2008 Dodge Grand Caravan. Consequently, we must decline participate in your request for repair assistance.

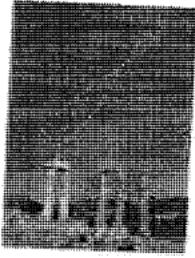
We regret that we are unable to provide assistance in this matter.

Sincerely,

A handwritten signature in cursive script, appearing to read 'C. Sarasin'.

C. L. Sarasin
Senior Staff, Dealer/Customer Relations
Mopar Vehicle Protection

CLS



Scottsdale, AZ

March 11, 2013

Dodge Motor Co.
Chrysler Group LLC
P.O. Box 2700
Troy, MI 48007-2700
Attn: Warranty Grievance Coordinator

Vin # 1D8HN44H48B [REDACTED] 2008 Dodge Grand Caravan SE Mileage 49617

Dear Dodge,

I have a defective Key FOB for the above unit. My dealer, Airpark Dodge Chrysler Jeep of Scottsdale, AZ, has advised they will not replace it, in warranty but want me to pay \$250 for a FOB + programing. I am appealing to you for a no charge replacement.

I have had a problem with these FOBs since the original purchase of the new car in 2009. There have been instances of door locks or gate remote not operating and a previous no start. They did replace one of the FOBs after the first no start in Oct. ,2009 & Jan., 2011. Saturday March 9th, 2013 the FOB would not start the car and since my wife was with me and we were a long way from home I had to call my sister to take us home so we could get the other FOB. On the previous no start my wife was able to bring me the spare FOB even though I was far from home. This never happens in the driveway at home.

Therefore, I feel that it is a documented defect with this car and it should be replaced no charge. Also I would like to know how the vehicle can be started, (if possible), when a failure occurs. The present FOB has not worked to unlock the doors or open the gate for some time but a standard key is furnished to unlock the driver side door. Now I have had a catastrophic failure and nothing works. The parts department employee at Airpark says the FOB does not have a signal. The Service Advisor says it will not be replaced in warranty. Can you help?

Sincerely,

copy

[REDACTED]

CUSTOMER #: 70847

252848



INVOICE

7801 E. Frank Lloyd Wright Blvd.
Scottsdale, AZ 85260
(480) 556-7400
www.airparkchryslerjeep.com

SCOTTSDALE, AZ

PAGE 1

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 702 PAUL E GUTHART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	08	DODGE GRAND CARAVAN	1D8HN44H48E		7728/7728	T9085
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
08MAY09 DD			17:00 23OCT09			CASH
R.O. OPENED	READY	OPTIONS:	STK:8B	ENG:3.3 Liter MPI	TRN:DFP	26OCT09
37:19 23OCT09	14:31 26OCT09	LINE OPCODE TECH TYPE HOURS				

A C/S ONE KEY FOB WON'T START THE VEH EVERYTHING ELSE WORKS LIST NET TOTAL

CAUSE:
C99 ELECTRICAL/TRIM DIAGNOSIS
803 W94 0.00
PARTS: 1 68043587AC KEY FOB INTEGRATED KEY FO (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)
0.00

7728 KEY FOB WON'T START VEHICLE ... INSPECTED KEYLESS ENTRY SYSTEM
OPERATION REPLACE WIN KEY FOB FOR INTERNAL RE-TEST ALL OK'D

3 CS-TRANS FLUID LEAK

CAUSE:
C99 ELECTRICAL/TRIM DIAGNOSIS
646 W94 0.00
PARTS: 1 5140429AA SOLENOID TRANSMISSION (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C)
0.00

7728 TRANS FLUID LEAKING THE PART THAT FAILED WAS THE TRANSMISSION
SOLENOID PACK. TRANSMISSION SOLENOID PACK WAS LEAKING FLUID REPLACED
SOLENOID AND TOPPED OFF FLUID

CS-AC DOESNT WORK WILL NOT GET COOL ENOUGH
AUSE:

C99 ELECTRICAL/TRIM DIAGNOSIS
717 W94 0.00
1 4882136 O RING-A/C LINE 5/8 (N/C)
1 5136091AA O RING (N/C)
1 4798219 *DYES-LEAK DETECTION (N/C)
2 82300101AB *REFRIGANT (N/C)
1 68067719AA LINE-A/C DISCHARGE (N/C)
1 82300101AB *REFRIGANT (N/C)
1 4798219 *DYES-LEAK DETECTION (N/C)
RTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C)
0.00

Customer agrees that any controversy or claim by or between Customer and Dealer including any of its agents representative of any kind or nature whatsoever shall be settled by arbitration in accordance with the rules of the American Arbitration Association. There shall be no class arbitration or relief. The arbitration award and/or order shall be final and binding on the parties to the arbitration. If the arbitrator determines that enforceability of this arbitration Clause requires otherwise, each party shall bear its own costs and expenses in connection with any arbitration proceeding. Both Customer and Dealer retain the right to exercise self-help remedies and to seek provisional relief from a court. If any part of this Arbitration Clause is found to be unenforceable for any reason the entire Arbitration Clause remains enforceable.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. 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 this item/items.

CUSTOMER SIGNATURE

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

CUSTOMER #: 70847

291000



INVOICE

7801 E. Frank Lloyd Wright Blvd.
Scottsdale, AZ 85260
(480) 556-7400
www.airparkchryslerjeep.com

SCOTTSDALE, AZ

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 702 PAUL E GUTHART

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
RED		08	DODGE GRAND CARAVAN		1D8HN44H48B				24940/24940		T7334	
DEL. DATE		PROD. DATE	WARR. EXP.		PROMISED		PO NO.		RATE	PAYMENT	INV. DATE	
08MAY09 DE					WAIT 27JAN11					CASH	27JAN11	
R.O. OPENED			READY		OPTIONS:				STK:8B			ENG:3.3_Liter_MPI TRN:DFP
07:03 27JAN11			14:35 27JAN11									

07:03 27JAN11 14:35 27JAN11

LINE OPCODE TECH TYPE HOURS

A C/S ONE FOBIX INOP - WILL NOT LOCK/UNLOCK DOORS - LABELED WITH BLUE LIST NET TOTAL

TAPEE

C99 ELECTRICAL/TRIM DIAGNOSIS

717 W94

1 68066869AA KEY FOB-INTEGRATED KEY FO

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)

(N/C)
(N/C)
0.00

24940 FOBIX IS FAILED PART LOCK AND UNLOCK BUTTONS DO NOT WORK ON
FOBIX/ TEST, REPLACE AND PROGRAM FOBIX LOP 08804401 FAILURE CODE UP

3 No Inspection needed

91 No Inspection needed

999 W94

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C)

(N/C)
0.00

** K25

RECALL TYPE IN RECALL INFO

717 W94

1 CAU3K257AA DRAIN KIT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C)

(N/C)
(N/C)
0.00

24940 K25 RECALL K25 RECALL REMOVE CENTER CONSOLE 24-K2-51-50/
REPLACE DRAIN 24-K2-51-82

THANK YOU FOR CHOOSING AIRPARK DODGE RAM
CHRYSLER JEEP FOR ALL YOUR SERVICE NEEDS.

FOR YOUR CONVENIENCE YOU CAN SCHEDULE YOUR
NEXT APPOINTMENT ON-LINE AT

***** www.airparkdodgechryslerjeep.com *****

Customer agrees that any controversy or claim by or between Customer and Dealer (including any of its agents or representatives) of any kind or nature whatsoever shall be settled by arbitration in accordance with the rules of the American Arbitration Association. There shall be no class arbitration or relief. The arbitration award and/or order shall be final and binding on the parties to the arbitration. If the arbitrator determines that enforceability of this arbitration Clause requires otherwise, each party shall bear its own costs and expenses in connection with any arbitration proceeding. Both Customer and Dealer retain the right to exercise self-help remedies and to seek provisional relief from a court. If any part of this Arbitration Clause is found or found to be unenforceable for any reason the Arbitration Clause remains enforceable.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00



Scottsdale, Az

PHOENIX, AZ 852

11 APR 2013 1945 L



NHTSA

1200^{CT} New Jersey Ave, SE

Washington, DC 20590

20590

