



State of Wisconsin
Governor Scott Walker

CL-10535462-9659

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

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

October 24, 2013

REEDSBURG WI

NOV - 1 2013

RE: **File 563034** (*Refer to this number when contacting our agency*)
CHRYSLER GROUP LLC
PO BOX 21-8004
AUBURN HILLS MI 48321-8004

Dear

Thank you for contacting the Department of Agriculture, Trade and Consumer Protection concerning Chrysler Group LLC.

The issues in your complaint may be within the authority of the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

CENTER FOR AUTO SAFETY
STE 330
1825 CONNECTICUT AVE NW
WASHINGTON DC 20009

Telephone: 202 328-7700

If you have additional information or wish to follow-up on your complaint, please contact them at the telephone number or address listed above.

Sincerely,

Kathi L. Ashmore
Consumer Protection Investigator
Complaint Administration
BUREAU OF CONSUMER PROTECTION
FAX: 608 224-4939
E-mail: Kathi.Ashmore@wisconsin.gov
 www.facebook.com/wiconsumer

Agriculture generates \$59 billion for Wisconsin

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

NAM
110413
SMD



VIN: xxxxxxxxxxxxxxxxx

Owner Name

1234 Anywhere St

Anytown, St XXXXX

Dear (Name):

This letter is to inform you that the warranty period on your Chrysler Group LLC Pacifica's front engine cradle has been extended to 10 years or 150,000 miles, whichever occurs first. This engine cradle extended warranty coverage applies to Chrysler Pacifica model years 2004-2005.

We are extending the warranty period on your front engine cradle because some vehicles operated in areas of high road salt usage, may experience engine cradle corrosion resulting in a drivability vibration and or/shake. **If your vehicle is operating properly, there is nothing you are required to do.** If you are experiencing the conditions as described in this warranty extension within the 10 year or 150,000 mile period, simply contact your dealer to have repairs performed. Your dealer will inspect the engine cradle for perforation corrosion on the rear cross car cradle support and replace if necessary.

If you have already experienced this engine cradle concern and have paid to have it repaired, you may be eligible to receive a reimbursement. You may send your original receipts, invoices and/or repair order with adequate proof of payment (copy of the front and back of cancelled check, or copy of credit card receipt, etc.). Please mail to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. They can be reached at 1-800-247-9753.

Please keep this letter with your vehicle's other warranty information for future reference if necessary. The warranty extension applies to the above components only; the other terms of your warranty remain the same.

Chrysler is taking this action to demonstrate its commitment to your continued satisfaction.

Chrysler Group LLC

Dear Mr. J.B. Van Hollen-

I am writing to you with a huge concern regarding my 2005 Chrysler Pacifica. I am hoping that you can help me.

I had taken my car to get the oil changed and asked my service engineer to rotate my tires. I was having some shaking/vibration while driving. Imagine my surprise when he called me to tell me that my subframe/front engine cradle was rusted out and needed to be replaced. It is an 8 year old car mind you that has always been stored in a garage. It was at a point that he told me on the one side it was definitely a safety issue. So it was estimated at about \$1200 for a used one and \$4200 for a new one. We are talking a lot of money. So here I am stuck....it has to be replaced to safely drive it, and we couldn't sell it in that shape. I opted for a used one because I could not afford to pay for a new one. Here is the kicker.....obviously there is a problem w/this car's engine cradle because it took my service engineer many hours of searching and refusing delivery on deficient subframes to replace mine. We ended up 7 subframes later before we could actually find one to replace mine. The previous 6 were all found to be in the same state as my original one.

In the meantime I had called Chrysler inquiring about this being covered and was told no. I did a lot of research and found many complaints from other owners of this car with the same issue, but Chrysler was not taking any responsibility. I had long time service engineers telling me they hadn't seen this kind of damage on cars that were 30 yrs old. That says a lot! This was an almost \$40,000 car brand new and now here I am 8 yrs later and it is in this state of affairs. I was appalled. I found a service bulletin that stated Chrysler was extending the warranty on this particle part of Pacificas of model years 2004-2005, but on inquiring on this thru Chrysler they said it did not include my car. So as far as I could find in my research that this only covered a short manufactured date in 2004 and mine was Jan. 2005. If a problem is acknowledged, but not covering all vehicles involved.....this just makes no sense to me.

I am imploring you for help in getting reimbursement on the used subframe that I had to have installed. This is a huge expense to me and I truly believe a well built car that is taken care of should not have these kind of problems. I have enclosed pictures of the original subframe that was removed from my vehicle and I ask you to look and tell me that is normal wear and tear on a 8 yr old vehicle that was not stored outside, but in a garage when it wasn't being driven. I have also enclosed a copy of the service bulletin that I found when researching for recalls involving my car.

In my extensive research on this problem other Pacifica owners did have some luck getting reimbursed when their state's Attorney General got involved in contacting Chrysler. I am just asking that they stand by something that is an obvious defect. That is why I am contacting you, to ask for your help and/or direction in this matter.

Thank you for your time in reading this.

Sincerely,

 Reedsburg, WI 

RECEIVED SEP - 6 2013

Sullivans Two Of Reedsburg, LLC
81 West Main Street
Reedsburg, WI. 53959
Phone - 608-524-8382 Fax - 608-524-4027
Visit Us At www.sullivans2ofreedsburg.com

INVOICE

36772

INVOICE

Print Date : 08/15/2013

Reedsburg, WI
Spouse
Cust ID : 509
Ext
Cellular
Ref # :

2005 Chrysler - Pacifica
3.5L, V6, VIN (4), AUTO, 235/55R19 ABS
Lic # :
Unit # : GREEN
Vin # : 2C8GF78415R
Hat # :
Odometer In : 130129

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				REPLACE SUB FRAME	420.00
				USED SUB FRAME	900.00

*Paid
m.c.
Thank You!*

[Technicians : Parchem, Art 31 31]

Org. Estimate \$1,221.69 Revisions \$0.00 Current Estimate \$ 1,221.69 Additional Cost Revised Estimate

Labor:	420.00
Parts:	0.00
Sublet:	900.00
Sub:	1,320.00
Tax:	72.60
Total:	1,392.60
Bal Due:	\$1,392.60

[Payments -]

I understand that all charges are due upon completion of repairs. Warranty on parts and labor is 12 months or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. "Motor vehicle repair practices are regulated by chapter ATCP 132. Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. Of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911."

SIGNATURE..... Date..... Time.....

Ashmore, Kathi L - DATCP

From: [REDACTED]
Sent: Friday, October 11, 2013 8:45 AM
To: Ashmore, Kathi L - DATCP
Subject: Complaint

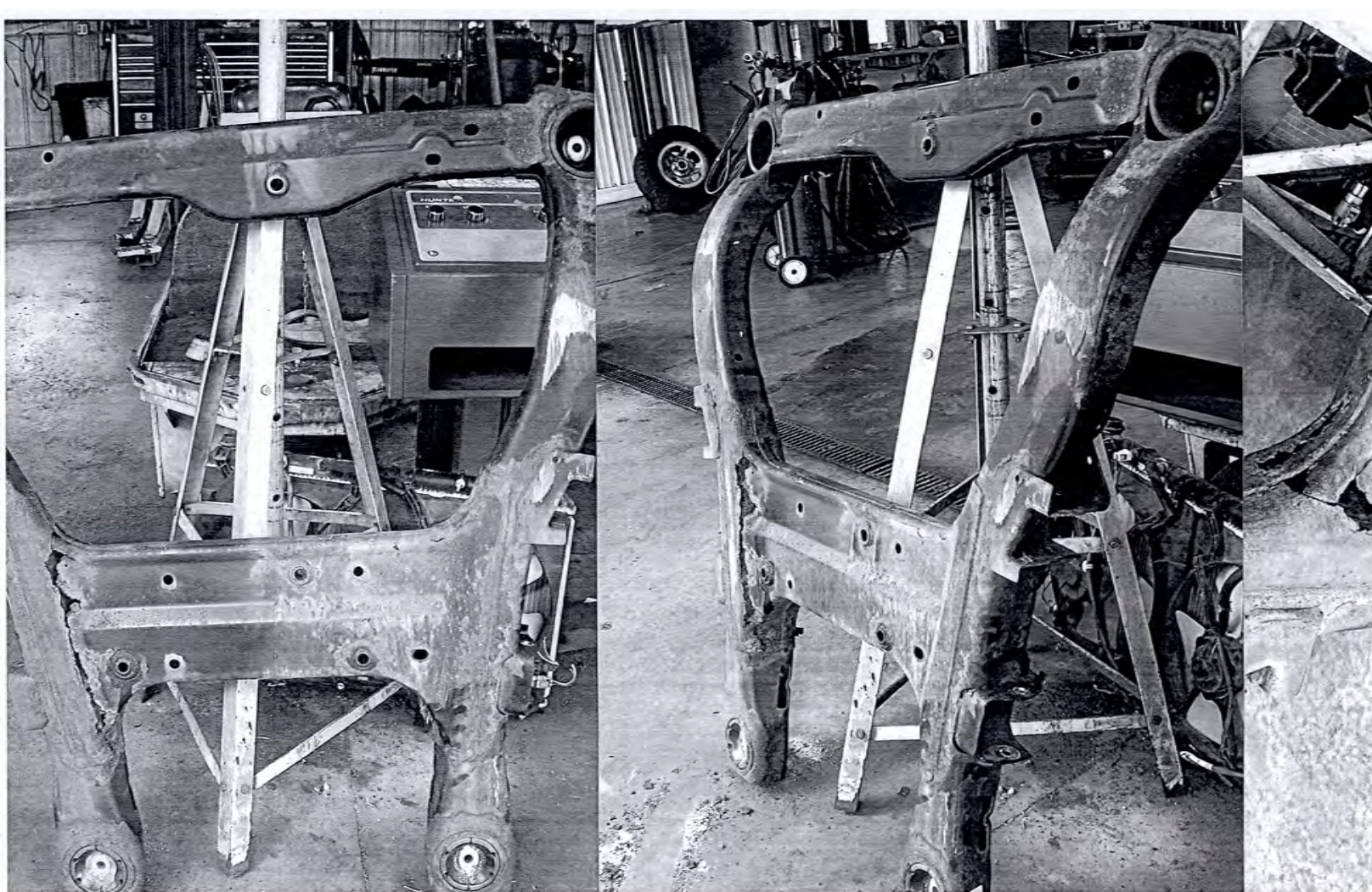
Hi Kathi-

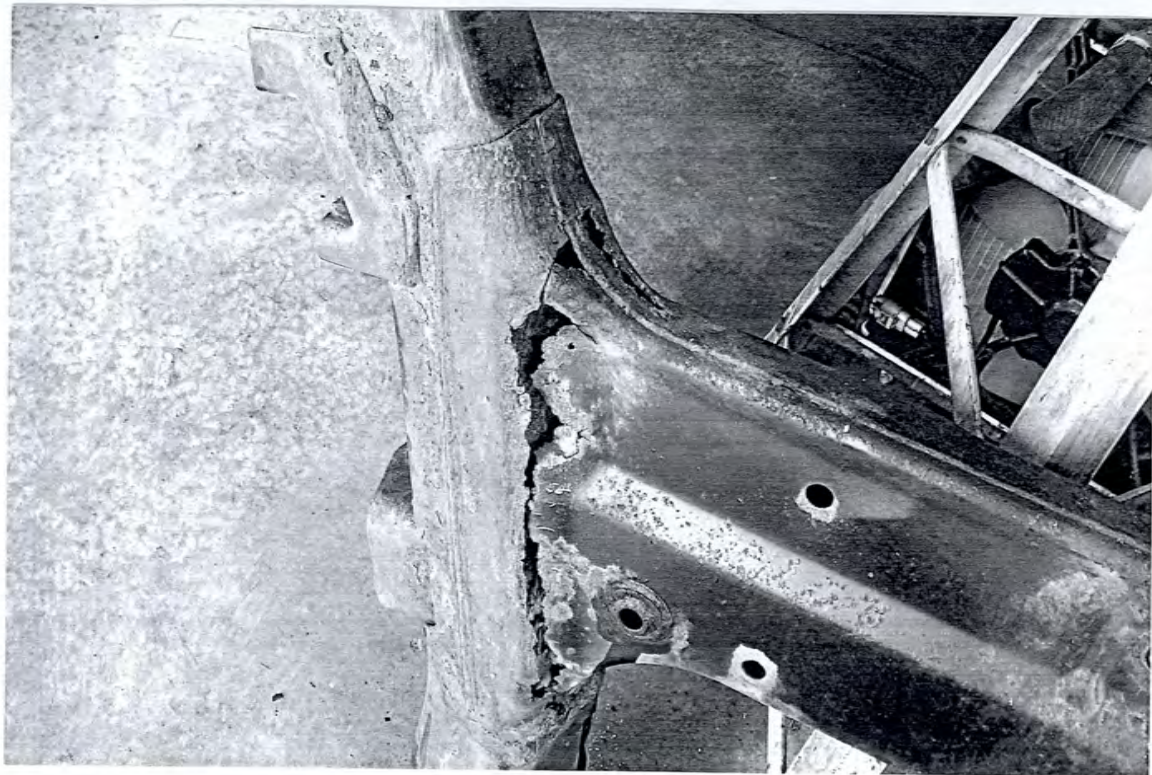
I got your phone message and I am emailing to let you know that my complaint regarding file #563034 has been resolved. I am happy to say that Chrysler did finally work w/me about the defect in my Chrysler Pacifica.

Thank you for your help.

[REDACTED] RTR (M) (MR)
Lead MRI Technologist
St. Clare Imaging

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**Department of Agriculture,
Trade & Consumer Protection**

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Madison WI 53708-8911

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

PS MAILED AT MIL 532 **

Defects
As

IQR-NBS 20590

