



State of Wisconsin
Governor Scott Walker

CL-10545906-7304

Department of Agriculture, Trade and Consumer Protection

Ben Brancel, Secretary

SEP 25 2013

September 16, 2013

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

██████████
GREENLEAF WI ██████████

RE: **File 561392** (*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

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

NM
92513
SMD



Department of Agriculture, Trade and Consumer Protection

AUG 12 2013

Consumer Complaint

Please attach two sets of copies (both sides) of all documentation that supports your complaint, such as: invoices, receipts, contracts, cancelled checks, advertisement/catalog page showing item ordered, lease documents, telephone bills.

Consumer Protection

1. How do we contact you?

Name: (Mr. Mrs. Miss Ms.) [REDACTED] (first) (middle) (last)

Phone: Home [REDACTED] Work () ext. Cell ()

Phone me between 8:00 A.M. and 4:00 P.M. at: (circle one) (Home) Work Cell Email: [REDACTED]

Address: [REDACTED] Apt.# [REDACTED] PO Box: [REDACTED]

City: Greenleaf State: WI Zip: [REDACTED] County: Brown

2. What business is your complaint against?

Name of business: Chrysler Corporation L.L.C.

Address: 1000 Chrysler Drive Ste.# [REDACTED] PO Box: [REDACTED]

City: Auburn Hills State: MI Zip: 48326-2766 County: [REDACTED]

Phone: 248-576-5741 Name of person you talked to: See Attached Title: [REDACTED]

Information about your complaint

3. Which of the following best describes your first contact with the business: (check one)

- | | | |
|---|---|-----------------------------------|
| ☐ Person from business came to my home | ☐ I went to the business | ☐ Internet |
| ☐ Person from business called me | ☒ I telephoned the business | ☐ Email |
| ☐ Business sent me information in the mail | ☐ I responded to a radio or TV ad | |
| ☐ I attended a convention or trade show | ☐ I responded to a printed advertisement | |

4. When did the first contact occur? month: June day: 18 year: 2013

5. How old is the person who had contact with the business? Age: (circle one) 0-17 18-61 62 or older

6. What product or service did you buy? (please be specific) Brakes Serviced on 2009 Grand Caravan SXT

7. Was it advertised? (circle one) (No) Yes Date: [REDACTED] Where: [REDACTED]

8. Did you sign a contract? (circle one) (No) Yes Date: [REDACTED] Number on contract, policy or receipt [REDACTED]

9. If yes, where were you when you signed the contract? [REDACTED]

10. Amount paid: \$ 507.73 by: (circle one) cash check credit card financed other plan

11. Where did you pay the business: (check one)

- | | | |
|--|--|-----------------------------------|
| ☐ At my home | ☒ At the company's place of business | ☐ Internet |
| ☐ Over the telephone by credit card | ☐ Away from company's place of business | |
| ☐ By mail | ☐ At a convention or trade show | |

12. Did you contact the business about your complaint? ☒ Yes ☐ No When? [REDACTED] What happened? [REDACTED]

13. Have you filed this complaint with another agency? ☒ Yes ☐ No Agency name? [REDACTED] What happened? [REDACTED]

14. Have you contacted a private attorney? ☒ Yes ☐ No Have you started court action? ☒ Yes ☐ No

IMPORTANT: More questions on the back page (over)

I:\cpcl\facts\ComplaintForm301 CP-3(11/09)

15. Describe your complaint in detail. See attached

16. How do you feel your complaint should be resolved? *(please be specific)* I should be
reimbursed for \$507.73. This should of been
recalled due to manufacture defect. This
vehicle only had 29,605 miles at this
time. Chrysler paid for the faulty brackets
admitting fault but not the other damage caused it
This complaint and the information you provide will be used in efforts to resolve your problem and will typically be
shared with the party complained against. It may also be used to enforce applicable state laws. Under Wisconsin's Open ^{created}
Records Law, this complaint will be available for public review upon request, after this department's action is completed.

The above information is true and accurate to the best of my knowledge.

Your signature:

Date: 8-9-2013

Return this form and two copies of your papers to:

BUREAU of CONSUMER PROTECTION
2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911
Toll-free in WI: (800) 422-7128

EMAIL: DATCPHotline@Wisconsin.gov
(608) 224-4976
FAX: (608) 224-4939
TDD: (608) 224-5058
WEBSITE: www.datcp.state.wi.us

[REDACTED]
Greenleaf, WI [REDACTED]
August 7, 2013

To Whom This May Concern:

My name is [REDACTED] I purchased a 2009 Grand Caravan SXT on April 27, 2009 with a mere 29 miles on the odometer from Gandrud in Green Bay, WI. I am writing this letter with sincere disappointment in the quality of the Chrysler product and the blatant disregard in the safety of myself as a consumer.

On or around June 18, 2009 the check engine light came on in my vehicle. I proceeded to bring the van to Gandrud Service Department at 2300 Auto Plaza Way, Green Bay, WI 54302.

The service department as part of their "quality" service performs a 23 point inspection when a vehicle is brought in for service. This procedure was completed finding rear brake pads worn down to 3mm and were sticking. I was told that the rear brake pads sticking in the caliper brackets are my fault. I BELIEVE NOT. The mileage of my van is 29,605 miles after four years. This clearly is a manufactures default of which I should have been made aware of before they reached this very unsafe point which could have caused harm to myself or created a horrible accident by failure to operate correctly.

This problem should have been addressed or at least recognized at a previous service appointment as my vehicle has only been serviced at Gandrud since taking ownership.

In my opinion Chrysler has admitted fault of defective parts as they paid for the replacement brackets at \$80.00 each. The brackets are what caused the pads to stick wearing them down and making the rotors to thin to be resurfaced, thus bringing a repair cost of \$507.73 to me. These were a defect and should have been recalled from the factory and the issues they caused should not be a cost to me. I believe Chrysler should be responsible for the entire cost for this manufactures defect and the other issues it created.

As of my last conversation with an individual from Gandrud it was stated to me that...this shouldn't happen again because Chrysler is now making the brackets better than when my van was built!

I have made several attempts to resolve this via Gandrud and Chrysler Corporation to no avail. Chrysler should stand by their product and admit to fault in their product and just recall and fix the problem. This is a safety issue that needs to be addressed before it becomes a fatality statistic.

August 7, 2013

Page 2

It is not justifiable to charge me \$507.73 to fix an issue that a factory defective bracket caused. Enclosed you will find the service document which verifies this issue was caused by the caliper bracket being defective. This solely should be Chrysler's financial responsibility.

I am now CASE NUMBER 23590885 to Chrysler. This reinforces that Chrysler genuinely does not care about the consumer who ultimately keeps them in business.

This letter will be distributed accordingly to any and all who might be able to help me.

Thank you for your time.

Sincerely CASE NUMBER 23590885,



cc:

Better Business Bureau
1047 N. Lynndale Dr.
Appleton, WI 54914

Auto Safety
1825 Connecticut Suite 330
Washington D.C. 20009

Dept. of Agriculture, Trade & Consumer Protection
2811 Agriculture Dr.
Madison, WI 53708-8911

Green Bay Press Gazette
435 E. Walnut St.
Green Bay, WI 54301

Gandrud
2300 Auto Plaza Way
Green Bay, WI 54302

GANDRUD

DODGE CHRYSLER Jeep RAM

Willem

2300 Auto Plaza Way
Green Bay, WI 54302
www.gandrud.com
(800) 242-2858 TOLL FREE
(920) 468-1212 Sales and Service
(920) 468-3677 Body Shop
(920) 469-4980 Parts

Call

My

Bill - 800-923 6343

1 week Fri night

CUSTOMER NO.	1063	ADVISOR	CHRIS THOMA	190	TAG NO.	5534	DATE OFFERED BACK	06/18/13	INVOICE NO.	DOCS361717	
		LABOR RATE		LICENSE NO.		MILEAGE	29,605	COLOR	BRIGHT SILV	STOCK NO.	90063
		YEAR / MAKE / MODEL	09/DODGE TRUCK/GRAND CARAVAN/VAN SXT				DELIVERY DATE	04/27/09	DELIVERY MILES 29		
		VEHICLE I.D. NO.	2 D 8 H N 5 4 1 3 9 R				SELLING DEALER NO.		PRODUCTION DATE		
		F.T.E. NO.		P.O. NO.		R. O. DATE	06/18/13				
		BUSINESS PHONE							MILEAGE OUT MO: 29607		

LABOR & PARTS

J# 1 10D0Z1

*SERVICE ENGINE ON

TECH(S):155

WARRANTY

CUSTOMER STATES SERVICE ENGINE SOON LAMP IS ON.
PERFORM DIAGNOSTIC CHECK TO DETERMINE FAULT CODE STORED.
ADVISE ON ANY ADDITIONAL DIAGNOSIS NEEDED.
GAS CAP AND ESIM LEAK
FOUND CODE P0456 EVAPORATIVE EMISSIONS SMALL LEAK DETECTED,
HOOKED UP EELD MACHINE TESTED SYSTEM FOR LEAKS, NO LEAKS PRE
SENT AT THIS TIME, MOST LIKELY HAS INTERMITTENT LEAK FROM ES
IM OR GAS CAP, REPLACED ESIM AND GAS CAP, RETESTED FOR LEAK
NO LEAKS PRESENT, CLEARED CODE

Chrysler's #:

1(800) 992-1997

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1		52124512-AA	CAP FUEL 14086035	
JOB # 1	1		4891685-AB	DETECTOR 14073007	
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

J# 2 31D0Z23 23PT INSPECTION TECH(S):155 INTERNAL
23 POINT INSPECTION
PERFORM COURTESY MULTI-POINT VEHICLE INSPECTION
INCLUDES COMPLETE VISUAL VEHICLE INSPECTION
INSPECTION, FOUND REAR PADS WORN DOWN TO 3MM, AND REAR PADS
ARE STICKING

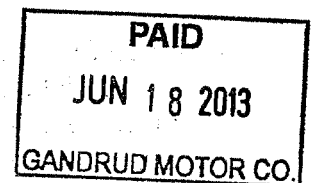
PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00

J# 3+30D0ZRBS REAR BRAKE SPECIAL TECH(S):155 106.68
Added Operation (2THOMA @ 06/18/2013 15:02)
REAR BRAKES----REPLACE PADS/SHOES AND REPLACE/RESURFACE
ROTORS/DRUMS
REPLACED REAR PADS AND ROTORS, ROTORS WERE TO THIN TO RESURF
ACE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1		68192439-AB	PAD REAR 5003003	100.00
JOB # 3	2		4721996-AB	ROTOR BRA 5005003	82.50
JOB # 3 TOTAL PARTS					265.00
JOB # 3 TOTAL LABOR & PARTS					371.68

J# 4+08D0Z *LIGHT REPAIR TECH(S):155 WARRANTY
Added Operation (2THOMA @ 06/18/2013 15:02)
REPLACE REAR BRAKE BRACKETS
CALIPER BRACKETS CAUSING PADS TO STICK
FOUND REAR BRAKE PADS STICKING IN CALIPER BRACKETS, REPLACED
BOTH REAR CALIPER BRACKETS

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	2		68192437-AA	ADAPTER D 5005043	



GANDRUD

DODGE CHRYSLER Jeep RAM

2300 Auto Plaza Way
Green Bay, WI 54302
www.gandrud.com
(800) 242-2858 TOLL FREE
(920) 468-1212 Sales and Service
(920) 468-3677 Body Shop
(920) 469-4980 Parts

CUSTOMER NO. 1063	ADVISOR CHRIS THOMA	190	TAG NO. 5534	DATE OFFERED BACK 06/18/13	INVOICE NO. DOCS361717
[REDACTED] GREENLEAF, WI	LABOR RATE	[REDACTED]	MILEAGE 29,605	COLOR BRIGHT SILV	STOCK NO. 90063
	YEAR / MAKE / MODEL 09/DODGE TRUCK/GRAND CARAVAN/VAN SXT			DELIVERY DATE 04/27/09	DELIVERY MILES 29
	VEHICLE I.D. NO. 2 D 8 H N 5 4 1 3 9 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R. O. DATE 06/18/13
BUSINESS PHONE	COMMENTS				MILEAGE OUT MO: 29607

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+27D0ZF FLASH MODULE TECH(S):155 WARRANTY
Added Operation (2THOMA @ 06/18/2013 15:02)
PERFORM FLASH ON MODULE
SOFTWARE UPDATE
FLASH PCM PER TSB 18-003-09 REV C

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 TOTAL PARTS 0.00

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+27D0ZF1 FLASH MODULE TECH(S):155 WARRANTY
Added Operation (2THOMA @ 06/18/2013 15:02)
PERFORM AVAILABLE FLASH FOR MODULE
SOFTWARE UPDATE
FLASH DMRL&R PER TSB 08-021-10 REV B

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00

JOB # 6 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES 9.57
JOB # 1 WD WARRANTY DEDUCTABLE 361717 100.00
JOB # 1 WDC WARRANTY DEDUCT CREDIT 361717 WARRANTY
TOTAL - MISC 109.57

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$510.00 (+TAX)

COMMENTS-----
WAITER

RECOMMENDATIONS-----
NO RECOMMENDATIONS AT THIS TIME.

GANDRUD

DODGE CHRYSLER Jeep RAM

2300 Auto Plaza Way
Green Bay, WI 54302
www.gandrud.com
(800) 242-2858 TOLL FREE
(920) 468-1212 Sales and Service
(920) 468-3677 Body Shop
(920) 469-4980 Parts

CUSTOMER NO. 1063		ADVISOR CHRIS THOMA	190	TAG NO. 5534	DATE OFFERED BACK 06/18/13	INVOICE NO. DOCS361717	
[REDACTED] GREENLEAF, WI [REDACTED]		LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 29,605	COLOR BRIGHT SILV	STOCK NO. 90063	
		YEAR / MAKE / MODEL 09/DODGE TRUCK/GRAND CARAVAN/VAN SXT				DELIVERY DATE 04/27/09	DELIVERY MILES 29
		VEHICLE I.D. NO. 2 D 8 H N 5 4 1 3 9 R [REDACTED]				SELLING DEALER NO.	PRODUCTION DATE
		F.T.E. NO.				P.O. NO.	R.O. DATE 06/18/13
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS				MILEAGE OUT MO: 29607	

TOTALS

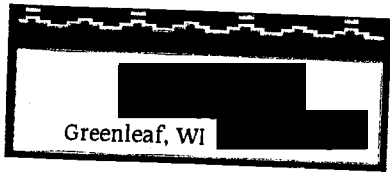
*****	TOTAL LABOR....	106.68
*Gandrud Dodge/Chrysler and your vehicle manufacturer are *	TOTAL PARTS....	265.00
*very interested in your opinion. You may receive a survey *	TOTAL SUBLET...	0.00
*regarding this service visit. Our goal is to provide *	TOTAL G.O.G....	0.00
"Excellent" customer service that you are "Very Satisfied"	TOTAL MISC CHG.	109.57
with. If we have not succeeded in doing so, please contact	TOTAL MISC DISC	0.00
*us. Thank You! *	TOTAL TAX.....	26.48

TOTAL INVOICE \$ 507.73

*Mopar Part Warranty on parts 12-months unlimited miles *
*(excludes seals and gaskets) and 12-month 12,000 miles on *
*labor if parts installed in our Service Department *

Please sign below for release of vehicle to your care.

CUSTOMER SIGNATURE



GREEN BAY WI 543

09 AUG 2013 PM 3 L



Dept. of Agriculture, Trade & Consumer
Protection
2811 Agriculture Dr.
Madison, WI

53708891111

53708891111



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

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

neopost[®] FIRST-CLASS MAIL
09/17/2013 AUTO
USPS[®] \$000.60⁶

ZIP 53718
041L12202864

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

** DS 16 MAILED AT MIL 532 **

