

**From:** [REDACTED]  
**To:** [PortableSafetyComplaint \(NHTSA\)](#)  
**Subject:** Chrysler Sebring 2010  
**Date:** Sunday, November 03, 2013 1:42:12 PM

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**From:** [REDACTED]  
**To:** ""\chryslerfeedback <chryslerfeedback\"" <"chryslerfeedback  
<chryslerfeedback""@cdjcustomersat.com  
**Sent:** Sun, Nov 3, 2013 12:21 pm  
**Subject:** Chrysler Sebring 2010

**From:** [REDACTED]  
**To:** complaints <complaints@coastalcarolina.bbb.org>  
**Sent:** Sun, Nov 3, 2013 12:12 pm  
**Subject:** Chrysler Sebring 2010

To whom this may concern,

Hi, my name is [REDACTED]. I am not sure if you guys can help or not but I wanted to give this a try. I purchased a brand new 2010 Chrysler Sebring Touring edition back in October 31,2010. I have been the only owner of this car. I have had nothing but trouble with this car before it was a year old. At first it started with simple things and now 3 years later is all to pieces. This car had zero miles when I purchased it and it has never been wrecked. Last September 12,2012 the racking pinion went out. I received a call from Naber Dodge stating it would cost me over \$1,200.00 dollars for the repair. I then called Chrysler Customer Service. At this point they covered half of the repair but then I had to pay almost \$400.00 for the repair and then the cost of a rental car. My car does have a higher amount of mileage due to the fact I have babies that require a lot of medical attention that is four hours away from home. The car had 52,000 miles when the first racking pinion went out. It also was covered under a one year warranty. This September 15, 2013 three days after the year warranty went out the racking pinion went out again. This is uncalled for. As I ask the dealership why does this keeps happening their response was we aren't sure. I then called Chrysler Customer Service again. At this point they did cover the cost of the repair but \$100.00 that I had to pay plus again I had to cover the cost of the rental car. I finally got a call a week later from Naber Dodge stating my car was ready. I went on that Thursday to pick it up. The car still had the same noise that I was hearing before I took it in to get the repair done and then another noise as well. It was a winding scrubbing noise. They simply stated that there could be air in the lines to drive it for 30 miles and it should quit. I drove it for 100 miles and the noise was no better. I then was told to bring it back. I did that again and had to leave it. Once again paying for another rental car. I then received a call from Naber Dodge on that Monday stating that I needed a whole new steering column. That cost was over \$1,500.00 dollars. At this point I lost it. I also questioned why did they replace the racking pinion if that wasn't the issue. They stated I needed both. So then I called Chrysler Customer Service again. They agreed to pay for the repair but once

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again I had to pay for the rental car. So then I leave the car again. I finally received a call that next week stating my car was ready but the noise is still there stating from Naber Dodge that he has called in an engineer to look at my car because he had done all he could do and the noise is coming from the racking pinion again. He also stated he has a 2013 Chrysler 200 in the shop right now with the same noise and cant fix it until they know how to fix mine. So the dealership reassured me it was safe to drive as I didn't want to get the car back until it was fixed. I took the car back on October 31, 2013. As you can see this has been going on and off for over a month. The car was driving ok that day. As I took my kids trick and treating (my mother was with me), the car started acting crazy making an awful noise. I drove it home very carefully and was praying the whole time. I called Naber Dodge first thing Friday morning 11/01/2013. They towed my vehicle in. I received a call around noon stating that my front left axle and wheel bearing was bad. I asked how in the world did this happen in just the matter of hours. Kevin stated once again he doesn't know. Kevin is the service department manager. He stated this repair was over \$600.00 dollars. I have mentally broke down over this car. I had just paid Enterprise \$291.00 dollars on Thursday 10/31/2013 for a rental. So after going around and around with Naber Dodge and Chrysler Customer Service, they wanted to cover a rental and for me to pay for the repair. I said no. I also had to travel four hours yesterday 11/02/2013 as my daughter had a competition. I am not made of money and can not afford this and a person doesn't expect for a new car like this to have all these troubles. They wanted me to drive the car and return it Monday to get it fixed. As the day went on the final agreement was everything would be covered but I have to pay \$187.00 dollars for the repair. Put in this jam I had to agree. How could they even expect me to drive it when they towed it in on Friday. I have spoken to several mechanics and this stuff should not be happening to a car that just hit three years old. I could understand if this was a used vehicle or an older car. Please give me some advise on what I can do. I can't afford this type of stuff to be happening. I feel like there is something wrong with the frame of this car. They are wanting to fix the axle and wheel bearing and let me drive it until the engineer contacts them regarding the racking pinion. If something should happen to my self or my babies while in this car, there would be tons of lawsuits even that could never replace a life. I can be reached at [REDACTED]

Sincerely,  
[REDACTED]