

ELLEN F. ROSENBLUM
Attorney General



FREDERICK M. BOSS
Deputy Attorney General

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

DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION

1162 Court Street NE
Salem, OR 97301-4096
Telephone: (503) 934-4400
Fax: (503) 378-5017
TTY: (800) 735-2900

August 21, 2014

CL-10632859-5792

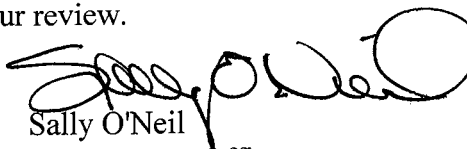
AUG 28 2014

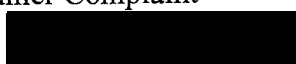
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Re: Our File Number FF4634-14
Complaint About Chrysler Motors

We have received the enclosed information. Since it pertains to matters within your authority, we are forwarding it to you for your reference.

Please let us know the results of your review.


Sally O'Neil
Enforcement Officer

(C3)
Enclosure/s:
Consumer Complaint
cc: 

Consumer Complaints, 1st Floor Vista Building, 340 Vista Avenue, Salem, Oregon 97302
Consumer Hotline (503) 378-4320 (Salem only), 229-5576 (Portland only) or Toll Free 1-877-877-9392
Hotline Hours: 8:30 a.m. to 4:30 p.m., FAX (503) 378-8910, TTY: (800) 735-2900 www.doj.state.or.us

ET
9/2/14
SMD

Ellen F. Rosenbium
Attorney General



Portland Area (503) 229-5576
Salem Area (503) 378-4320
Toll Free Area (877) 877-9392
Fax (503) 378-8910
www.doj.state.or.us

*Submitted online 7/24/14

**OREGON DEPARTMENT OF JUSTICE
CONSUMER COMPLAINT FORM**

Please Note the Following:

Under Oregon Law, the Attorney General cannot act as your private attorney or give you legal advice. Deadlines may prevent you from starting a lawsuit if you wait too long. Filing this complaint does not change those deadlines or guarantee the results you want. You may wish to contact a private attorney. If you paid by credit card, the card issuer may offer relief (or protection).

1. Please use dark ink. Type or print clearly.
2. Return this form with copies of important papers.

3. Keep your original papers.
4. Attach any additional explanation.

First Name Middle Initial Last Name
Mailing Address
Keno OR
City State Zip
Day Phone Evening Phone Cell phone number Email address

E-MAILED

Crysler Dodge
Name of Business or person about which you are complaining

Mailing/Street Address
City State Zip
Phone

Date of Transaction(s):
Whom have you contacted regarding your complaint?
☐ Attorney
☒ Business Lithia Dodge Klamath Falls
☒ Other Dodge
How much money, if any, do you believe you lost?
☐ I am not requesting action on this complaint.
☐ I am over 65 years of age.
☐ I am under 30 years of age.
☐ English is not my first language.
☐ I am a veteran.
☐ I would like info on Veteran's Benefits.

If you would like to receive **SCAM ALERTS**, print your email address:

FOR OFFICIAL USE ONLY			
FF #: 4634-14	Comp. Code: C355	Bus Code: 33611	Rec'd From:
Comp. Code:	Bus Code:	Uncheck: ☐ -Cons.Comp. ☐ -Websrch	Ref'd To:
Closing Code:	Ltr Type: E1	Notes:	
Rtn to:	Notify:		
Cc:	\$\$Amt:		
☒ -ADS ☐ -HJM ☐ -GJD			
DM#1872911 (FFEmail #5188597) Rev: 7/15/2014			

DETAILS OF COMPLAINT
(attach additional pages if necessary)

If your complaint is about a cell phone account, please list the cell phone number here: _____

If your complaint is about a website, please list the website here: _____

In 2013 I purchased a new 2012 Dodge 3500 Turbo Diesel. This vehicles primary use if for my construction business and I rely on it on an hourly basis. I purchased a new vehicle to insure that I would be able to meet the requirements of a contractor. I use the truck to haul trailers, equipment and tools to the job sites. I also use this vehicle to transport my four children. This vehicle has an open recall in which I have tried to obtain repairs for the tie rod assembly as the vehicle could at any time loose the steering capability. This is no the only issue; however, this is an issue that could potentially harm innocent people as I am frequently hauling trailers through residential districts and if I were to loose steering this could be a huge issue. This is not the only issue that I have been experiencing. I am lucky to get 11 miles to gallon on this when the low was to be 16 mpg. I am also experiencing major loss of power frequently and most of the times while hauling an empty trailer I can not even obtain a speed greater than 40 MPH. This also presents an issue as abrupt loss of power can potentially harm other drivers. As I owe a current loan on this vehicle I am unable to replace it and as I have said it is required on a daily basis in order to earn a living and support my family. Any help that you can provide on this would be greatly appreciated. I would also like to point out that I received the recall notice and have made several attempts to get this repaired. The only response I receive is the parts are not available and there is not an ETA.

By my signature below, I understand a) this complaint will become part of DOJ's permanent records and is subject to Oregon's Public Records Law; b) this complaint may be released to the business or person about whom I am complaining; c) this complaint may be referred to another governmental agency. By my signature below I authorize any party to release to the DOJ any information and documentation relative to this complaint.

Signature

7/24/14

Date

☐ Over 65?



West Business Center

August 13, 2014

Department of Justice, Civil Enforcement Division
Attn: Sally O'Neil
1162 Court Street NE
Salem, OR 97301-4096
sally.oneil@doj.state.or.us

Re: FF4634-14, [REDACTED]

Dear Sally O'Neil:

Chrysler Group LLC West Business Center has received [REDACTED] case FF4634-14 regarding the owner's 2012 Ram 3500 Crew Cab truck (VIN: 3C63D3GL1CG [REDACTED]) and the customer's concern of an open recall, fuel economy and loss of engine power.

Chrysler Group LLC launched recall N49 on December 20, 2013. During the course of the launch, Chrysler asked all Ram dealers to return part number CBUEN491AA. In April 2014, Chrysler launched the new part CBUEN41AB to Ram dealerships to perform recall N49. [REDACTED] should contact his local Ram dealer to inquire when his Ram 3500 can be scheduled to have recall N49 completed.

Chrysler Group LLC does not test or display fuel economy on the monroney window sticker for heavy duty vehicles. For more information, please see <http://www.fueleconomy.gov/feg/info.shtml>.

Lastly, Chrysler Group LLC does not have a warranty record on file for this vehicle addressing a loss of power. Per the vehicle's warranty booklet, Chrysler recommends [REDACTED] should set an appointment with their Ram dealership to properly diagnose the vehicle to address this concern.

The customer's concerns and Chrysler's actions have been documented in Chrysler's case # 25456456. Should you have any further questions, please feel free to contact me. Thank you.

Sincerely,

Nate Igielinski
Customer Relations / Warranty Manager
Chrysler Group, LLC – West Business Center



STATE OF OREGON
DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION
1162 COURT STREET NE
SALEM, OR 97301-4096

Hasler

FIRST-CLASS MAIL

08/22/2014

US POSTAGE

\$00.48⁰



ZIP 97301
011D12602819

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

Defects

AM

20590

