



CHRIS CHRISTIE

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102



JOHN J. HOFFMAN
GOV
Acting Attorney General

KIM GUADAGNO
Lt. Governor

October 28, 2014

STEVE C. LEE
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re: [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

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NJ Home Office | Departments/Agencies | FAQs
CONSUMER PROTECTION

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THE STATE OF NEW JERSEY
DEPARTMENT OF LAW & PUBLIC SAFETY
DIVISION OF CONSUMER AFFAIRS

[REDACTED] [REDACTED] UPLOAD FILE(S)/SUBMIT COMPLAINT

Type of complaint: New Car

New Jersey Division of Consumer Affairs
Online Complaint Form

Complaint Reference Number: [REDACTED]

[REDACTED] vs. CHRYSLER JEEP
SADDLE BROOK NJ LITTLE FALLS, NJ

* indicates required field

Upload Any Supporting Documents

If you have any documents of any kind in support of your claim, you can upload those documents directly here. You may upload a copy of your file, if you have an electronic version of the file saved on your computer. Most file types including image files (.jpg, .jpeg, .png, .gif), text documents (.doc, .docx, .xls, .xlsx), and PDFs are accepted. A single file must not exceed 2 MB.

* File Browse... * File is required!
File Browse...
File Browse...

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. You are also advised that the completed complaint form is a "government record," which the Used Car Lemon Law Unit may be obligated to provide to anyone making a request pursuant to the Open Public Records Act (OPRA).

Complaint

Vehicle Information

Make Model
Year
Date of Purchase Purchase Price
Vehicle Identification Number (VIN)
Mileage, on date of purchase Mileage, at present

Is your vehicle normally used for personal, family or household purposes? ☒ Yes ☐ NoIs your vehicle normally used for commercial purposes? ☐ Yes ☒ NoDoes the material defect substantially impair the use, value or safety of the vehicle? ☐ Yes ☒ NoWere you advised, in writing, at or prior to the time of purchase that the vehicle was declared a total loss by an insurance company? ☐ Yes ☒ No

Warranty Information (Please check all that apply.)

☐ I purchased the vehicle AS IS. ☐ I was given a limited dealer warranty at no extra charge.Duration of warranty ☒ I purchased an extended service contract. (Please provide a copy.)Warr. Company

Address [REDACTED]
City State Zip
Phone

If the vehicle's mileage was more than 60,000 at the time of purchase, did you waive the warranty? ☐ Yes ☐ No

Did you sign a waiver form? ☐ Yes ☐ No If "Yes," please provide a copy of the waiver.

What is the malfunction or material defect you are claiming? [250 characters left]

i have a white jeep compass. the paint has rust stains on it. i have no trees in my driveway or on my block. i have a 2 car driveway with another white vehicle is parked with no rust stains. the dealer did take pictures and has denied any repairs

Did you notify the dealer of the problem described in question above? ☒ Yes ☐ No

If "Yes," on what date?

What was the mileage at that time?

Were three (3) or more repair attempts made for the same problem? ☐ Yes ☒ No

Were all three (3) repair attempts made within the warranty period? ☐ Yes ☒ No

Do any of the alleged defects still exist? ☐ Yes ☒ No

For each alleged defect

Description of problem? [250 characters left]

they did not repair anything. all they did was take pictures of the truck

	Date	Mileage
First Attempt		
Second Attempt		
Third Attempt		

Description of problem? [250 characters left]

	Date	Mileage
First Attempt		
Second Attempt		
Third Attempt		

Was the vehicle out of service for a total of 20 or more calendar days, due to repairs? ☐ Yes ☒ No

If "Yes," how many days?

1. From to

2. From to 3. From to Was the vehicle repaired by anyone other than the dealer or its agent? ☐ Yes ☒ NoName Address City State Zip Phone

Financial Information

Total purchase price \$ Trade-in allowance \$ Down payment (for that portion of the purchase price that is financed) \$ Monthly payment (for that portion of the purchase price that is financed) \$ Total amount of monthly payments made to date (monthly payment X number of payments) \$ Registration, title and other government fees \$ Total amount paid (excluding sales tax) \$ Sales tax \$ Name of
lienholder Address City State Zip Phone

Complaint Cont.

Describe the facts of your complaint in the order in which they happened. [1236 characters left]

* Description

i have a 2014 truck with rust stains on it. it most certainly should be covered under warranty. it is obviously a defect and i cant imagine i am the only person with this problem. it is unacceptable to think i should pay for rust stains that i did not cause.

The amount of loss involved in this complaint \$

Please provide a breakdown of these losses. [250 characters left]

Losses

By submitting this complaint form, I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. In addition, I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

* I agree ☒Prior to submitting this complaint, **print and keep a copy** of this complaint form for your records.

Click to print



← Click Image to get new code

* Answer Type the code above



[REDACTED]
Saddle Brook, NJ [REDACTED]



[REDACTED]
Saddle Brook, NJ [REDACTED]

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NJ OFFICE of Attorney General
DIVISION of Consumer Affairs

P.O. BOX 45025

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