



CHRIS CHRISTIE

CL-10743257-1939

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
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
Acting Attorney General

KIM GUADAGNO
Lt. Governor

July 10, 2015

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]

JUL 21 2015

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

Patricia D. Pate
Supervising Investigator, Consumer Service Center

ET
72315
SMD

2nd Request

2nd Request

2nd Request

June 26, 2015

Chrysler Corp.

Customer Care

RD-Box 21-8004

Auburn Hills, Michigan 48321-8004

Dear Sir:

As noted; this is my second request regarding a problem with my 2006 Chrysler Sebring. I am not going to duplicate the information already noted in the enclosed copy of the letter/data from February 2015.

To date I have not yet received an acknowledgement/status to my letter regarding the listed Chrysler Customer Service case # [REDACTED] I am also adding a copy of a web listing that the 2006 Chrysler Sebring at issue is only suitable for parts/major engine replacement. This was as result of the nonresponse of Chrysler Corp. to my February letter / pending case # [REDACTED] and diagnosis of the Kindle Auto Plaza dealer, Cape May Court House, NJ.

Since I have not received any information/notification/acknowledgement/status/response regarding my noted claim I have copied the NJ Division of Consumer Affairs on this issue

Kindly advise of the status of my case/letter.

[REDACTED]
Rio Grande, N.J. [REDACTED]

Cc: NJ Division of Consumer Affairs

PO Box 45027

Newark, NJ 07101

Chrysler Corp.

1000 Chrysler Drive

Auburn Hills, Michigan 48326

Dear Sir:

My name is [REDACTED] and I own a 2006 Chrysler Sebring with a 2.4 Liter engine. I presently have a Customer Service case, # [REDACTED], about an oil leak in the engine area. The 2.4 liter engine presently has 43490 miles on it and from the information I have been able to develop it appears the leak is a result of a weakness in the crankshaft thrust bearing area.

The engine had a water pump/timing belt replaced on 1/27/15 (see attached invoice [REDACTED] \$838.03, Eddie's Auto, Cape May, NJ) and developed an oil leak. After two crankshaft oil seal replacements by Eddie's, and an inspection by a mechanic at Auto Specialties, Cape May, NJ, I was informed the problem appeared serious enough to contact Chrysler Corp about further information/diagnosis. I decided to review the history of this problem in Chrysler Corp complaint file.

I was able to identify a problem from your case [REDACTED] which resulted in a Technical Service Bulletin (TSB) identifying the problem as crankshaft end play resulting in oil seal perforation and leakage. After a number of complaints about similar problems with the 2005/06 2.4 liter engine it appears Chrysler Corp researched the problem and put out the TSB identifying the crankshaft oil leakage problem and recommended actions, install second thrust bearing to eliminate crankshaft vibration/movement.

I was informed by the contact person on my case that in order to make a determination on the oil leak problem an authorized Chrysler service person would have to look at the car. I took the car to Kindle Auto Plaza, Cape May NJ, an authorized Chrysler dealer, for diagnostic determination. Kindle's service department could only recommend an engine tear down or replace long-block, attached invoice [REDACTED] \$106.95. Estimated price ranging from \$1200.00 - \$3500.00 for the work, without reporting a direct cause for the oil leak.

Chrysler Corp issued a TSB on the 2.4 liter engine crankshaft oil leak problem thus identifying either a design defect or production problem. Although the problem did not rise to the level of a recall, a 2.4 liter engine, with 43500 miles, should fall within the scope of satisfactory customer performance expectation and standards. I do not expect a Chrysler product to have a life expectancy of only 43500 miles. Chrysler Corp identified a known oil leakage problem with a TSB, this should offer some engine life extension consideration.

I am not prepared to pay the estimated cost (\$1200.00 - \$3500.00) to identify a problem which Chrysler Corp knew existed and is not willing to accept some responsibility for. Looking at the present value of the car, and estimated repair cost, further action on my part would be cost prohibitive and unreasonable. In the present condition the 2006 Sebring is worth little beyond scrape metal. I understand that the vehicle is beyond the 36,000 mile/3 year warranty period, but time frame of the identified problem and issued TSB should offer some protection for implied service expectation.

Please advise of next course of action in this matter.

Thank you for your attention.

[REDACTED]

[REDACTED]
Rio Grande, NJ [REDACTED]
[REDACTED]

Eddie's Auto Body Shop

637 Rt.9

Cape May, NJ. 08204

Phone: 609-884-4613 Fax: 609-884-7907

INVOICE

Org. B

INVOICE

Print Date: 01/27/2015

2008 Chrysler - Sebring - 2.4L, In-Line4 (148CI)

Lic #:

Odometer In: 43351

Rio Grande, NJ

Home:

Cust ID

VIN #: 1C3EL46X3 6N

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
COOLANT	1.00	19.95	19.95	CHECK FOR COOLANT LEAK		0.00
COOLANT				WATER PUMP - Remove & Replace - In-Line4	4.20	378.00
TIMING BELT KIT WITH WATERPUMP	1.00	285.26	285.26	- [Includes: R&I Timing Belt.]		
TCKWP265A				(Additional) - TIMING BELT - Remove &	0.20	18.00
SHOP SUPPLIES	1.00	10.00	10.00	Replace Where Air Cond interferes add		
4				(Additional) - TIMING BELT - Remove &	0.20	18.00
				Replace Where Power Steering interferes add		
				A/C SYSTEM - Complete Charge - All	0.50	45.00
				Applicable Models - [Includes: Recover,		
				evacuate, and recharge system.]		
				(Combination) - TIMING BELT TENSIONER -	0.10	9.00
				Remove & Replace In-Line4		

Org. Estimate 838.03 Revisions 0.00 Current Estimate 838.03

Labor:	468.00
Parts:	315.21
Sub:	783.21
Tax:	54.82
Total:	838.03
Bal Due:	\$838.03

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____

Date _____

Time _____

66230121;
KINDLE FORD MERC-LINE IN
525 STONE HARBOR BL.
CAPE MAY CT HOUSE, NJ 08210
(609) 465-5000

Term ID: 046

Net #: 023

INVOICE

KINDLE AUTO PLAZA
P.O. BOX 730
C.M.C.H. NJ 08210

PAGE 1

Sale

N/A

SERVICE ADVISOR: 1114 LORETTA ANTORINO

Entry Method: Seiped

03/03/15

15:45:26

Inv #:

Appr Code: 00355R

Appr vd: Online

Batch#: 062001

Total:

\$ 106.95

Customer Copy

MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SEBRING	1C3EL46X36N		43471/43471	
EXP.	PROMISED	PO NO.	RATE	PAYMENT
	16:30 16FEB15		0.00	CASH
Y.	OPTIONS:	DLR:	ENG:	2.4 Liter

OURS	LIST	NET	TOTAL
SHAFT LEAKING AFTER REPLACING WATERPUMP AND			

CHECK FRONT END PLAY OF SEAL
ECOMEND TEAR DOWN OF ENGINE OR

REPLACING LONGBLOCK

1120 DILKS, JAMES LIC#: 3172

PARTS:

0.00

LABOR:

99.95

OTHER:

0.00

TOTAL LINE A:

99.95

OUR GOAL IS TO MAKE YOU COMPLETELY SATISFIED
IF FOR ANY REASON WE HAVE NOT ACHIEVED OUR
GOAL PLEASE CONTACT PAUL STADNICAR
609-778-1672

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/terms.

DESCRIPTION	TOTALS
LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.95
LESS INSURANCE	0.00
SALES TAX	7.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

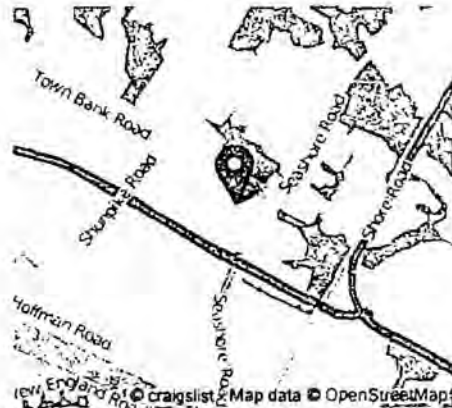
PLEASE PAY THIS AMOUNT

106.95

CUSTOMER PRELIMINARY

CL south jersey > for sale > cars & trucks - by owner

Posted: 22 days ago

[print](#)**2006 CHRYSLER SEBRING - \$1500 (CAPE MAY)****2006 CHRYSLER** paint color : blue

size : mid-size type : sedan

drive : fwd transmission : automatic

title status : clean

cylinders : 4 cylinders

condition: good

more ads by this user

FOR SALE FOR PARTS OR FIX IT AND DRIVE, 2006 CHRYSLER SEBRING WITH LOW MILEAGE OF 43,500. THE TIMMING BELT AND WATER PUMP HAVE JUST BEEN SERVICED, TIRES ARE EXCELLENT, VERY CLEAN CAR, THE ONLY ISSUE IS THE FRONT CRANKSHAFT SEAL IS LEAKING A BIT OF ENGINE OIL FROM A BAD FACTORY ENGINE DESIGN SO IF YOU ARE A MECHANIC AND WANT TO FIX IT THAT WILL BE A GREAT CAR. YOU CAN DRIVE IT AS IS, \$1,500.00 CALL ONLY, NO EMAIL, NO TEXTING, NO EMAILS, NO TEXT, CALL

[\(show contact info\)](#)

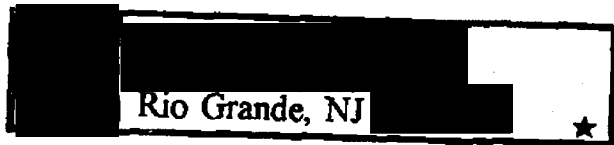
- do NOT contact me with unsolicited services or offers



NEW JERSEY DIVISION OF
CONSUMER AFFAIRS

2015 JUN 32 PM 3:57

OFFICE OF THE DIRECTOR



SOUTH JERSEY NJ 080

26 JUN 2015 PM 4 L



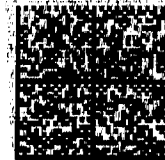
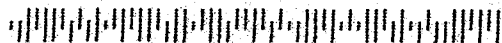
N. J Div Consumer Affairs
PO Box 45027
NEWARK, N. J
07101

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NJ Office of the Attorney
Division of Consumer
Consumer Service Center
P.O. Box 45025
Newark, NJ 07101



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

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