

To: US Department of Transportation (NHTSA)
Office of Defects Investigation
Room NVS-210
1200 New Jersey Ave, SE
West Building
Washington, DC 20590

Complaint Number 10759173

Re: VIN #2C3AA63H35H [REDACTED] (2005 Chrysler 300C)

SEP 15 2015

Dear Sir/Madam,

This car was purchased as a used vehicle by my late husband on March 30, 2010. It was purchased from Towbin Dodge as a Certified Pre-Owned Vehicle.

I took title on the vehicle following my husbands passing in September 2013. Shortly thereafter, I began to have problems with the car. In short, the vehicle stalls out while driving and reeks of gasoline. The same thing happens each time. ... I run low on fuel, it stalls, I gas up, it stalls again and reeks of gasoline. It always happens in this series when whatever is triggering the issue is triggered.

In 2013 this car was taken into Prestige Chrysler Jeep Dodge (part of the Towbin Automotive Group) for a series of issues. Specifically in December of 2013, I was informed that the gas tank was one of ~~various~~ various issues we where having and this was specifically related to the stalling and gas fumes. In short, it needed replacement. This was one of a few issues needing addressed but the gas tank was specifically a fix to the stall/fume smell.

During this time, I also received and paid for a service that was quoted in the \$800 range. At that time, I addressed these issues and had them fixed.

But this did not fix the issue with the stalling or the reeking of gas fumes. Approximately 6 months or so later, the car started acting up again. ... it started stalling/reeking of gas again.

I took it back for another look (this was one in a series of take backs to the dealership). My last visit during this time, I was told there was a recall on the gas tank. ... that this was a known issue and that a special tank had to be ordered. I was issued a refund for the first "regular" tank and the "special" tank was ordered and put in - see attached supporting documents, the recall and refund info can be provided as well.

Now, during this time between the two gas tanks, I was receiving a series of quotes in the \$800 range... constantly I was taking my car in and being told this is the problem cost is \$883, here's another problem, \$830, and yet another one \$856. It is strange to me that over the course of 6 to 9 months approximately (starting from late 2013 to the time the second tank went in), I had a series of 4 to 5 quotes in the \$800 range. In a survey sent to me, I complained of what I perceived to be deceptive practices. \$800 appeared to be the going rate at Prestige, you would think someone would have looked into this. I never heard back from anyone regarding this

NAM
91815
SMD

unsatisfactory survey however the \$800 quotes appeared to stop.

Following the installation of the second gas tank, there was rattling noise directly under the car. I took it back again and complained as it was also smelling of gas again! I was told it was a brake problem. My sister-in-law then drove the car for me, she heard it too. She took it to the dealership and took both the service writer and the service director on a test drive. We are not mechanics but any idiot could drive the car and hear that the noise was coming from directly from the bottom of the car. Following the test drive, the director told us that some screw was loose. .. the gas smell for this particular visit was due to some residue gas seeping because of it (see attached text messages).

Back to the recall.... We are now in August 2015 and the car is again stalling. The vehicle was taken in on August 4th. .. they said there's nothing wrong with it. They came up with a potential fix but could not guarantee (now were moved into the \$300 quote series - last three quote were in this range). They said bring it right back when it stalls on you again so we can take another look. On August 10th the car stalled again. . . just one week later. I took it back again... again they said nothing was wrong with it. .. but \$300 and a crankshaft position sensor replacement MIGHT fix it (note that when I took it in on the 4th it was recommended that the fuel injection system be serviced as a possible fix). Which is it. .. the crankshaft sensor or the fuel injection?

I left... filled it up with gas.. I went home, it REEKED OF GAS FUMES. Again myself and my sister-in-law who helps me, where told there is nothing wrong with the car, that they have to start somewhere and all they can do at this time is guess (see attached text conversations). Also please note that when I picked up the car the second time on the 10th, there was a little old lady there in front of me picking up her car. She said. ..I've been here a few times for the same thing and you haven't fixed it. Can you please fix it. .. I cant keep coming back. I take care of my sick husband.

It appears its women and the elderly that are appealing as repeat customers to keep dragging back and draining money from.

At the end of the day, this is not a new issue. I am having the same recurring issue of the stalling and gas fumes. This has been going on for the last 2 years. Prestige is taking me for a ride racking up charges and things to fix without actually fixing the problem.

Each time I have to bring the car in, I have to leave it for 2 days just to not have it fixed and keep coming back again? I need to work to keep paying for this car to not get fixed and keep food on the table.

To make matters worse, I contacted the dealership and insisted on meeting with the general manager. On August 14th, my sister-in-law met with Rennie Roopchard, GM and Lloyd, Sales Manager regarding the issue with 1) not fixing the recall and 2) the " !@# \$" serial pricing I've been receiving first at \$800 now at \$300.

Rennie and Lloyd both assured my sister-in-law that working through them would be different, that they would handle it and get it fixed. Rennie, the general manager, during the meeting however kept pushing a disturbing issue. Several times he asked my sister-in-law where the car was purchased. If it was purchased from a private individual. She told him she didn't know, that her brother was deceased and that she couldn't ask him so to get off it. Also it was not relevant

because regardless of where it was purchased, it was irrelevant to the issues of the recall tank. He insisted that it was relevant because the vehicle history shows that the car has had 4 or 5 owners and that it was in a major accident at one point. He said, where did you get the car? Did you buy it in Texas?.. Did you know it was in a major accident. I wouldn't have even been able to sell you this car on my lot with this history....". My sister-in-law felt that he was trying to find yet another excuse by putting blame on the accident and that we purchased a car that was not in a salable condition. This was concerning to hear which lead us to look for the original bill of sale to see where my husband purchased the car. The car was purchased from TOWBIN DODGE., as a CERTIFIED PRE-OWNED VEHICLE, GENERAL MANGER OF THE LOCATION IS RENNIE ROOPCHARD.

If the vehicle cannot be sold in this condition why did he, at a sister dealership for which is under his management, sell us the car? I will give him the benefit of the doubt that perhaps in 2010 he was not the GM. This needs confirmation.

At the end of the meeting, JR (possibly RJ) the new service director and Jayden, Rennie's assistant joined the meeting. The service director stated that he's been getting multiple cars in coming back for the same recurring problem that we are having. If the service director is saying that they are getting cars coming in with complaints of the same recurring problem, why would the service writer say that we have to start at point one again and go on a fishing expedition to fix A RECURRING PROBLEM?

There are multiple issues here:

1. Either the incompetence of the service department there or their "I@#\$" pricing quota the service managers are fulfilling
2. The RECALL TO THE GAS TANK DOES NOT WORK AND THE REPLACEMENT TANK DOES NOT WORK!
3. The questionable sale of a certified pre-owned car from a sister dealership which currently has the same GM

Note that upon the insistence and promise of the GM, Rennie, that he would get to the bottom of this and fix the car, I allowed him one more opportunity to review the car. On the following Friday (after the meeting on the 14th), we dropped the car off at Prestige Dealership where it was going to be taken to Towbin Dodge because according to them they have "higher ranking technicians". Note that this was the originally dealership ^{who} sold us the car in the first place.

On the 27th (on or about, see text and email messages) my sister-in-law was told that it was the fuel pumps that was causing the stalling and the gas fumes and that we would incur yet another charge to fix it. WHICH IS IT... THE GAS TANK WITH THE RECALL or the fuel pump not part of the recall? What are we to do? There is a know problem with this car... stalling and gas smell, we have taken the car in for 2 years now and still no fix with just additional charges?

This has to be illegal! Please we just want the vehicle fixed. If Towbin Automotive, a dealership for Chrysler Corporation, says it's the gas tank, then fix it under warranty and stop ripping us off!

I appreciate your assistance investigating what appears to be deceptive practices and/or

unqualified workmanship addressing a know issue that resulted in a recall (voluntary extended lifetime warranty). I am not asking for you to settle any civil issues, just to ensure highway safety by ensuring the dealership and manufacturer does what they say and are ~~not~~ ^{now} obligated to do.

Once again I appreciate you time and attention to this matter. Should you have any questions, please feel free to contact my sister-in-law ^{who} is assisting me in all matters with this car as she has from day one. Her name is [REDACTED] and her number is [REDACTED] email [REDACTED] Thank you.

① All supporting documents are printed double-sided

2) See page 11 of texts around August 2014. Service writer says they will check the ~~gas~~ fuel pumps... tells us new (2nd) tank has fixed all stalling/fume issue. Now as of August 2015, it's now the fuel pump and not the gas tank. Flip flop flip flop!

3) I took it to a new dealership for re-diagnosed, says the pump is badly crack, ~~fix~~ says is a fire hazard, is this negligence or the recall. I'm not a mechanic... I have no idea who to believe but to know same issue for 2 years... stall, gas fumes, stall again. 2 YEARS

Invoice for original
gas tank replacement

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

ACCOUNTING

PRESTIGE CHRYSLER JEEP DODGE

6520 Centennial Center Blvd., Las Vegas, NV 89149
Phone (702) 309-8000 Fax (702) 309-7882
www.prestigecjd.com

PAGE 1

HOME [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 201393 JOHN WILSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHRYSLER 300M	2C3AA63H35H	[REDACTED]	83433/83434	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN05 IS							
19JAN05 DD	05JAN05		18:00	21DEC13	129.00	VISA	21DEC13
R.O. OPENED	READY	OPTIONS:	STK				

12:53 21DEC13 16:48 21DEC13

LINE OPCODE TECH TYPE A/HRS B/HRS COST SALE COMP LIST NET TOTAL
A CUST STATES THAT THE VEHICLE WILL DIE WHEN COMING TO A STOP. USUALLY
HAPPENS RIGHT AFTER FILLING THE TANK TO FULL.
CAUSE: CHECK VALVE STICKING ON FUEL TANK. ALSO FOUND STORED CODES FOR
CAM & CRANK SENSOR FAULTS.

CONCERN CODE:

01 ADJUSTMENT

201364	CC1	8.00	8.00	24800	97500			975.00	975.00
1	56041584AF								
	SENSOR-CAMSHAFT			2290	4317	0	43.17	43.17	43.17
	ALL STOCK								
1	68051891AB TANK-FUEL			53400	100570	0	1005.70	1005.70	1005.70
1	CSS984 CRNK SENSOR			2561	5277	0	52.77	52.77	52.77

VERSION 1 (EMP# 201393, 21DEC13 16:36): REMOVE EXHAUST, DROP FUEL
TANK, TRANSFER MAIN & AUX FUEL PUMPS TO NEW FUEL TANK, REINSTALL TANK,
REINSTALL EXHAUST. REMOVE AND REPLACE CAM & CRANK SENSORS, BALANCED
TIRES (SEE LINE #B) ROAD TEST. OK.

VERSION 2 (EMP# 201393, 21DEC13 16:37): REMOVE EXHAUST, DROP FUEL
TANK, TRANSFER MAIN & AUX FUEL PUMPS TO NEW FUEL TANK, REINSTALL TANK,
REINSTALL EXHAUST. REMOVE AND REPLACE CAM & CRANK SENSORS, BALANCED
TIRES (SEE LINE #B) ROAD TEST. OK. *NOTE THAT AXLE SEALS WERE LEAKING
UPON INSPECTION OF VEHICLE. CUSTOMER AWARE. EST TOTAL FOR REPLACING
AXLE SEALS \$895.00*

B PERFORM WHEEL ROTATION AND BALANCE
CONCERN CODE:

BALANCE PERFORM WHEEL ROTATION AND BALANCE

201406	CC1	1.00	1.00	2900	6995				
CUSTOMER PAY SHOP. CHARGE FOR REPA				0	5000				

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
[REDACTED]	104495	27700		[REDACTED]	110164	58251	
	5000	0			9328	0	
	228987	*****					

COST, SALE, & COMP TOTALS 85951 219659 0

I AGREE THAT PRESTIGE CHRYSLER JEEP DODGE, LLC IS
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO THE
VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,
THEFT OR ANY OTHER CAUSE BEYOND PRESTIGE
CHRYSLER JEEP DODGE, LLC'S CONTROL.

SERVICE HOURS

MON - FRI
7:00 A.M. - 6:00 P.M.

SATURDAY
8:00 A.M. - 3:00 P.M.

DESCRIPTION	TOTALS
LABOR AMOUNT	1044.95
PARTS AMOUNT	1101.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2196.59
LESS INSURANCE	0.00
SALES TAX	93.28
PLEASE PAY THIS AMOUNT	2289.87

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

PRESTIGE CHRYSLER JEEP DODGE

INVOICE

CHRYSLER Jeep DODGE RAM

6520 Centennial Center Blvd., Las Vegas, NV 89149
Phone (702) 309-8000 • Fax (702) 309-7882
www.prestigecjd.com

PAGE 1

BUS: [REDACTED] SERVICE ADVISOR: 201393 JOHN WILSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHRYSLER 300M	2C3AA63H35H		97980/97983		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN05 IS							
19JAN05 DD	05JAN05		18:00 20MAR15		139.00	CASH	20MAR15
R.O. OPENED		READY	OPTIONS: STK				

09:55 20MAR15 17:35 20MAR15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUST STATES VEHICLE SHAKES BADLY WHEN APPLYING BRAKES - STEERING

WHEEL SHAKES - CHECK & ADVISE

05 BRAKES

201770 CC1

280.00 280.00

TEST DRIVE - VERIFY PULSATION DURING BRAKING - FIND FRONT AND REAR
ROTORS WARPED - ALSO FIND INNER & OUTER TIE ROD ENDS VERY WORN -
RESURFACE FRONT & REAR ROTORS - TEST DRIVE - VERIFY REPAIR - REC
REPLACING WORN FRONT STEERING SUSPENSION COMPONENTS AS THIS IS CAUSING
PLAY IN STEERING WHEEL

B SAFETY RECALL P81 / NHTSA 14V-817

CAUSE: SAFETY RECALL P81 / NHTSA 14V-817

20DOZP81 SAFETY RECALL P81 / NHTSA 14V-817

99 CC1

NO PARTS AVAILABLE

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

33.60

*When they say shaking
from wheel balance*
0.00 0.00

Sold w/ Suspension (front)

*2x in 2 years w/ 25,000 in
between each.*

PAID

002

CHECK
CREDIT
CARD

I AGREE THAT PRESTIGE CHRYSLER JEEP DODGE, LLC IS
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO THE
VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE,
THEFT OR ANY OTHER CAUSE BEYOND PRESTIGE
CHRYSLER JEEP DODGE, LLC'S CONTROL.

SERVICE HOURS

MON - FRI
7:00 A.M. - 6:00 P.M.

SATURDAY
8:00 A.M. - 3:00 P.M.

DESCRIPTION	TOTALS
LABOR AMOUNT	280.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	33.60
TOTAL CHARGES	313.60
LESS INSURANCE	0.00
SALES TAX	2.72
PLEASE PAY THIS AMOUNT	316.32

X

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# [REDACTED]

PRESTIGE CHRYSLER JEEP DODGE



6520 Centennial Center Blvd., Las Vegas, NV 89149
Phone (702) 309-8000 - Fax (702) 309-7882
www.prestigecjd.com

INVOICE

PAGE 1

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 4968 FRANK GRAAFSMA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	05	CHRYSLER 300M	2C3AA63H35H [REDACTED]	[REDACTED]	80804/80827	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JAN05 IS							
19JAN05 DD	05JAN05		18:00 25OCT12		120.00	MC	27OCT12
R.O. OPENED	READY	OPTIONS:	STK:				
07:34 25OCT12	10:59 27OCT12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUST STATES CHECK ENGINE LIGHT ON, CHECK AND ADVISE
10 DRIVABILITY

200881 CC1 2.50		260.00	260.00
1 5149062AA SWITCH-OIL PRESSURE	66.33	66.33	66.33
PERFORMED SOFTWARE UPDATES (6) TO PCM AND REPLACED OIL PRESSURE SWITCH AND RESET CHECK ENGINE LIGHT			

B CHECK FRONT SUSPENSION AND STEERING AND ADVISE
45 STEERING/SUSPENSION

200881 CC1 2.00		200.00	200.00
1 5180606AB *STRUT-TENSION	129.95	129.95	129.95
1 5180607AB *STRUT-TENSION	129.95	129.95	129.95
-1 DISCOUNT DISCOUNT	32.62	32.62	-32.62

C PERFORM 23 POINT COURTESY INSPECTION
23 PERFORM 23 POINT COURTESY INSPECTION
200881 CC1 0.00

0.00 0.00

D** CUSTOMER REQUESTS REAR DIFFERENTIAL SERVICE, REMOVE AND REPLACE GEAR OIL IN REAR DIFFERENTIAL, REPLACE FLUID WITH 75140W GEAR OIL AND INSTALL LIMITED SLIP ADDITIVE

22DOZRD CUSTOMER REQUESTS REAR DIFFERENTIAL

SERVICE, REMOVE AND REPLACE GEAR OIL IN REAR DIFFERENTIAL, REPLACE FLUID WITH 75140W GEAR OIL AND INSTALL LIMITED SLIP ADDITIVE

200881 CC1 0.70		82.97	82.97
2 4874469 *LUBRICANT-GEAR	37.86	25.32	50.64

E** PERFORM TRANSMISSION SERVICE
30 AUTO TRANSMISSION

200881 CC1 1.00		90.00	90.00
1 52108332AA GASKET-OIL PAN	30.79	30.79	30.79
1 52108325AA FILTER-TRANSMISSION OIL	36.16	36.16	36.16
8 68055894AA *FLUID-ATF+4	4.95	4.95	39.60

I AGREE THAT PRESTIGE CHRYSLER JEEP DODGE, LLC IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND PRESTIGE CHRYSLER JEEP DODGE, LLC'S CONTROL.

SERVICE HOURS

MON - FRI
7:00 A.M. - 6:00 P.M.

SATURDAY
8:00 A.M. - 3:00 P.M.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

CUSTOMER SIGNATURE

CUSTOMER COPY

TOWBIN DODGE RAM

275 Auto Mall Drive
HENDERSON, NV 89014
(702) 558-3800



Hours: Mon.-Fri. - 7:00 A.M. - 6:00 P.M. Saturday - 7:00 A.M. - 5:00 P.M.

CUSTOMER NO.	ADVISOR	5920	DATE	08/27/15
	LABOR RATE		102,159	SILVER/
	YEAR MAKE MODEL	05/CHRYSLER/300C/4DSN		DELIVERY DATE
	VEHICLE ID NO.	2 C 3 A A 6 3 H 3 5 H		59,545
	ETC NO.		08/21/15	
BUSINESS PHONE	COMMENTS			MO: 102161

JOB# 1 CHARGES

LABOR
J# 1 10DOZ DRIVEABILITY HOURS: TECH(S):3604 INTERNAL
CUST STATES VEHICLE WILL STALL OUT WHILE DRIVING. CHECK AND ADVISE
FOUND FUEL PUMPS BLEEDING DOWN AND LEAKING
NEEDS FUEL PUMPS REPLACED. CUSTOMER DECLINED REPAIR

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 60DOZ INTERIOR TRIM HOURS: TECH(S):999 INTERNAL
CUST STATES FUEL SMELL WHEN TANK IS FILLED. FILL TANK WITH GAS IF NEEDED
REFER TO LINE 1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 22DOZ0127PT 27 POINT INSPECTION HOURS: 0.00 TECH(S):999 INTERNAL
CUSTOMER REQUEST 23 POINT INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR
J# 4+46DOZ05 ROTATE AND BALANCE HOURS: TECH(S):5797 INTERNAL
CUSTOMER REQUESTS TIRES ROTATED AND BALANCED
ROTATE TIRES-BALANCE WHEELS

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
TIRE TAX TIRE TAX
TOTAL - MISC 0.00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPLIES INTERNAL
JOB # A EPA1 INTERNAL HAZ WASTE CHARGE INTERNAL
JOB # A RIMI DOCUMENT MANAGEMENT INTERNAL
JOB # A SHOP1 INTERNAL SUPPLIES INTERNAL
JOB # A SPC SUBLET PROCESSING CHARGE INTERNAL
TOTAL - MISC 0.00

Subject: Re: Prestige 2005 300

From: [REDACTED]

To: jaden.gordon@towbinauto.com;

Date: Thursday, August 27, 2015 11:29 AM

You took the tank out twice... once before the recall.

[REDACTED]

From: Jaden Gordon <jaden.gordon@towbinauto.com>

To: [REDACTED]

Sent: Thursday, August 27, 2015 11:28 AM

Subject: Re: Prestige 2005 300

What I have been told is the vehicle problems were duplicated. They tested the pumps and they are failing. That is the fix for the problems

When the tank was replaced. It was necessary since it was a recall and also a possible fix for the stalls. It didn't call for new pumps or other replacement of lines except for the O-Ring.

When it was all pulled. Would they have found the leak? Yes if it was leaking for them to find it since the fumes are not constant. Only in certain situations. After filling or stalling.

During the other visits and inspections, did the problems get duplicated to be able to find the leak?

I will have the 300 back at Prestige here shortly

Thank you

Sent from my iPhone

On Aug 27, 2015, at 10:46 AM, Moon [REDACTED]

wrote:

interesting they were just now able to duplicate the problem. The car didn't smell like fumes when we dropped it off... only after we got it back and filled it up. So how did they duplicate to detect the leak? The car was returned with the same amount of gas as when we dropped it off.

Great.

I find it interesting that the stalling and gas fumes was due to this now "leaking pump". I guess that first gas tank installation and subsequent "fixes" wasn't necessary after all since that was "the reason" the car was stalling.

I find it interesting that this "leak" is just now being detected since, according to the recall instructions you sent me, the pump line would have needed to be removed from the tank to replace it. This was done twice at Prestige plus all the additional "inspections" to the vehicle over the last 2 years we've brought it in for the same recurring problem. It's interesting that the "leak" was not detected during any of those times.

I also find it interesting that Rennie stated this car was not in a saleable condition in the first place due to

it's history. Because of his persistence in asking me where the vehicle was purchased, I did some digging and found the bill of sale. This vehicle was purchased at Towbin Dodge... another dealership under Rennie's responsibility. Interesting this car was sold to us as "Towbin Dodge Certified", when the GM himself states that it wouldn't be a car his could put on his lot. Ironical it's back at the very location where the history of this car with us starts.

Given my curious mind, I'll be working hard to find the answers.

From: Jaden Gordon <jaden.gordon@towbinauto.com>

To: [REDACTED]

Sent: Thursday, August 27, 2015 9:55 AM

Subject: RE: Prestige 2005 300

I'm checking the car and working on getting it back to Prestige. I will let you know

Thank you,
Jaden Gordon
W: (702)808-1497

From: [REDACTED]

Sent: Thursday, August 27, 2015 6:10 AM

To: Jaden Gordon

Subject: Re: Prestige 2005 300

Additionally we can't pick up any expense so if there is a charge for the balance, don't bother.

Sent from Yahoo Mail on Android

From: "Jaden Gordon" <jaden.gordon@towbinauto.com>

Date: Wed, Aug 26, 2015 at 12:43 PM

Subject: Prestige 2005 300

So far this is what is happening

The airbag recall is a waiting list for parts. Same reason it could not be finished at Prestige

Rennie has them doing the balance for the shaking. They checked under and they told me everything is fine so the balance is the first step to insuring it stops the shaking.

The fuel tank recall does not include fuel pump replacement. Just the tank and o ring for pumps (as shown in email scan of instructions) the replacement of the pumps will cure the problem of stalling as well as the leak being found.

The fuel pump is around 900 before taxes. It should be covered by an aftermarket warranty but it is not a solution that we promised to pay for. The warranty will help with the cost if they approve the repair. I am more than glad to give them a call to see the coverage.

Query paid \$300 approx. to fix the shaking. 2 to 3 mos. later, it ~~was~~ started shaking again, now it's the balance and a second change, not the "first step!"

MOST RECENT MESSAGES

1

Jayden - Remi... 2:20 PM

Thu, 08/20/2015

Jayden, just confirming our appointment tomorrow at 9am to drop off [REDACTED] car... with a rental for her to use. She goes to work right after so we need to be timely. Thanks.

8:45 AM

Tomorrow at 9am at Towbin Dodge. I will see [REDACTED] then and get her out as quickly as possible

9:11 AM

Where is Towbin dodge. We were planning to bring it to prestige. You guys

Jayden - Remi... 2:20 PM

Where is Towbin dodge. We were planning to bring it to prestige. You guys where handle where to take it to after.

9:13 AM

If it's easier to bring to Prestige then we can bring the car down to Towbin Dodge.

9:15 AM

Where is Towbin dodge

9:15 AM

Towbin dodge is at the valley Automall in Henderson
275 Automall drive 89014

9:16 AM

Towbin dodge is at the valley Automall in Henderson
275 Automall drive 89014

9:16 AM

Are they the ones that will be fixing the car? Are they certified to work on chrysler cars since this is not a dodge?

9:18 AM

They will be working on it Since Chrysler and dodge is one entity they are just like chargers and Towbin Dodge has more high ranking Technicians

9:20 AM

ranking Technicians

9:20 AM

We'll be dropping the car at prestige. We live nowhere near henderson. See you at 9am.

9:24 AM

Please confirm We'll be dropping the car at prestige. We live nowhere near henderson. See you at 9am.

9:42 AM

See you at 9am tomorrow at prestige. Have a great night!

9:42 AM

What is the approximate

What is the approximate mileage in the 300 right now?

4:38 PM

I'll have to check this evening but you can look on her service records she just had it in on the 10th and she only drives to and from work.

4:39 PM

Fri, 08/21/2015

Are you here?

8:54 AM

This is [REDACTED]

8:54 AM

Yes I am

Hi jayden, [REDACTED] said she got a call from robert about the car? What's up?

5:38 PM

They are still attempting to duplicate the issues following my strict requirements to get it to stall

He will update me tomorrow on my day off

5:47 PM

Great

5:56 PM

Mon, 08/24/2015

You have an aftermarket extended warranty on the 300 correct?

You have an aftermarket extended warranty on the 300 correct?

2:09 PM

Why do you ask? I went over this with rennie before. It was purchased after the issues started with the gas tank. I don't do things that are questionable or get me into trouble so I don't want any fun business going on with the warranty.

2:11 PM

Since you're asking about the warranty I'm assuming you found an issue with with car? What is it?

Since you're asking about the warranty I'm assuming you found an issue with with car? What is it?

2:12 PM

I was asking to see if you have a contact number since I am at the other location
Nothing questionable

2:12 PM

Advisor asked about warranty
I'm waiting for his techs report then I'll give you a call.

2:18 PM

Could you give me a call

warranty

I'm waiting for his techs report then I'll give you a call.

2:18 PM

Could you give me a call at your earliest convenience please

2:56 PM

I forgot to mention... the NHTSA says this vehicle has an airbag recall on it as well. This needs to be addressed.

4:02 PM

Jayden, I'm going to see [REDACTED] this evening and would like to give her an update. Please advise on the following: is the

Jayden, I'm going to see [REDACTED] this evening and would like to give her an update. Please advise on the following: is the replacement of the fuel lines/pump an actual fix or just another "best guess", I need confirmation if this was replaced previously. I believe it was with either the 1st or second tank. Did your service team actually smell the gas fumes after the car stalled/they gased up? I ask because i want to make sure that they were able to duplicate both issues so they properly fix BOTH issues rather than

able to duplicate both issues so they properly fix BOTH issues rather than just more guess work. Let me know.

6:15 PM

Their replacement is a fix. It is determined after stalling and fume smell The stall caused them to test the pumps and they found out they are failing and

7:14 PM

causing low pressure and thus power cuts to the motor
The smell came from a leak they found as well after wards when they

test the pumps and they found out they are failing and

7:14 PM

causing low pressure and thus power cuts to the motor

The smell came from a leak they found as well after wards when they were able to trace the smell from it

7:14 PM

being fresh

7:14 PM

Ok great. Let me know when the fix is complete. Also to confirm this is covered by your

Ok great. Let me know when the fix is complete. Also to confirm this is covered by your dealership... I see from my old invoice the pump was already replaced at least once. Please be sure that it is properly replaced this time. I also see that the wheel balance was done but just a couple of months ago. I took the car in for some shaking. She paid for a "fix" costing her 300 or so. A couple months later it was doing it again. She took it back and was then being told it was the wheel balance. Same old tactic she was getting with the stalling

4
Same old tactic she was getting with the stalling issue. Its funny how it always takes multiple efforts and continued money out of her pocket to get the fix right. I question if the first fix was even appropriate? Please fix the wheel balance as well. What about the airbag recall?

8:16 PM

Can you send me a picture of the invoice you have of us replacing one or both fuel pumps? I will check with Rennie when he has his phone about other repairs

9:20 PM

Can you send me a picture of the invoice you have of us replacing one or both fuel pumps? I will check with Rennie when he has his phone about other repairs

9:20 PM

You can find it from our records there. It was part of the tank replacement

9:31 PM

Tue, 08/25/2015

Jayden, what's the status of the car along with what will be done to repair it?

1:43 PM

I told them about the

I told them about the recall for airbags I can't approve of any other repairs with Rennies approval and he is without his phone until tonight As far as the

2:18 PM

fuel pump. They have never been replaced. Myself and three advisors looked through the ROs and only the O ring was replaced after the fuel tank recall because

2:18 PM

it was leaking

2:18 PM

5

it was leaking

2:18 PM

I look forward to hearing Rennie's response. Regarding the recall, i'd like to see Chrysler Corp instructions on what needs to be fixed to address the fuel tank recall. I spoke to Chrysler last night and they said you guys have this to make available. Please email me a copy to

~~XXXXXXXXXX~~

2:38 PM

Sending over to your email right now

2:57 PM

Wed, 08/26/2015

< Messages

John

Details

Hey [REDACTED] it's john. Call me when you can

Hi good morning john , it's [REDACTED]
[REDACTED] Pls call me . Thanks

8/4/15

Hey [REDACTED] Sorry just busy. Is the vehicle dying only right after you fill up?

If not we can't find anything wrong with it

Even the gas is almost empty the cat dying

Car

We can't find anything wrong with it dying out. Can't duplicate it. We also checked the purge lines (the lines that make it die/the problem with the fuel tank) and they are clean

< Messages

John

Details

Car

Tue Aug 4 12:04 PM

We can't find anything wrong with it dying out. Can't duplicate it. We also checked the purge lines (the lines that make it die/the problem with the fuel tank) and they are clean

8/10/15

As far as the vibration goes, I'm sending you a text now about that

My just dying for no reason

Car

There's a reason but we can't find out why

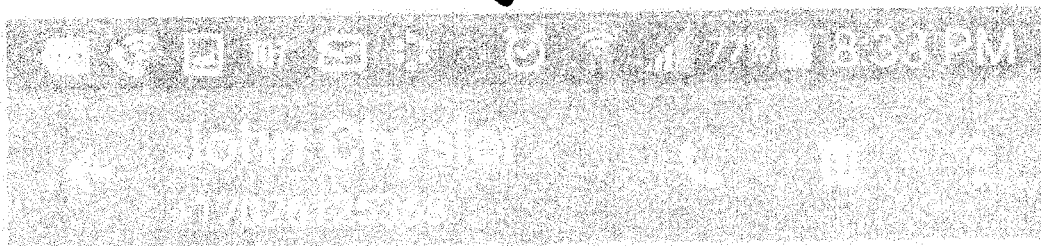
We haven't gotten it to duplicate it

He's recommending a fuel service for the throttle body. But not a confirmed repair

What I can tell you is that it's not dying for the fuel tank issue

2 year history

5



Fri, 07/25/2014



Hey ~~Chrysler~~ it's john. Yes
I can get you a ride to
work.

10:03 AM 

Thanks

11:00 AM



We'll just keep to Friday.
Also since the recall calls
for a special gas tank we'd
like to have that changed
out regardless if that's
what the problem is this
time. This would be
covered right? Don't want
to have problems again
down the road after recall
period. Whatever the
recommended fixes are,



Enter message



6



We'll just keep to Friday.
Also since the recall calls
for a special gas tank we'd
like to have that changed
out regardless if that's
what the problem is this
time. This would be
covered right? Don't want
to have problems again
down the road after recall
period. Whatever the
recommended fixes are,
want to make sure we do
it.



12:34 PM

Sat, 08/02/2014

Hey John please let me
know what the issue is
with the car. Also
regardless of the issue I'd



 Enter message



Saving screenshots

John Oyler

My phone

Sat, 08/02/2014

Hey John please let me know what the issue is with the car. Also regardless of the issue I'd like the tank replaced to what was recommended on the recall given the history of problems we've been having. I'm assuming there is no charge for that? Thanks

[REDACTED]

9:47 AM



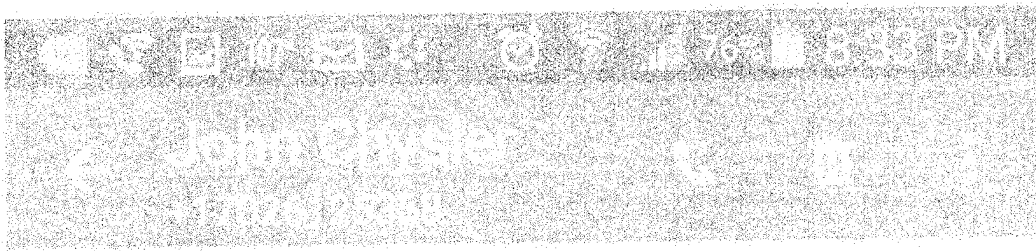
I ordered the tank for her. They're on back order. I'll let you know when it get here.

9:48 AM



Enter message





I ordered the tank for her. They're on back order. I'll let you know when it get here.

9:48 AM

Is that what was wrong? I thought u said u needed to inspect vehicle? That's already been done?

9:49 AM



Here's what I did... The gas tank you paid for was one that we put on before Chrysler issued this extended warranty. Now that they hav let people know about

11:37 AM



Enter message





Here's what I did... The gas tank you paid for was one that we put on before Chrysler issued this extended warranty. Now that they hav let people know about

11:37 AM



a few weeks to get in because of them being so hard to get. You don't have to pay a dime for the new tank.

11:37 AM

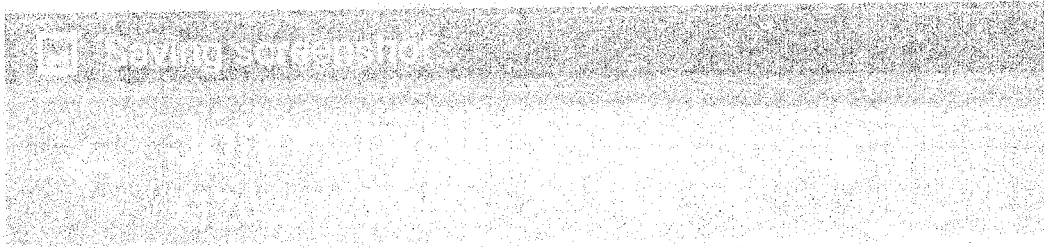


this problem, they made a new style gas tank with a special part number that is a fix to the issue she is having.



Enter message





this problem, they made a new style gas tank with a special part number that is a fix to the issue she is having.

The tank is on back order, unfortunately.

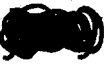
11:38 AM 



They are trying to manufacture millions of them and get them to dealers all over the country. What I did, is order the new style tank for you guys. It will take

11:38 AM 

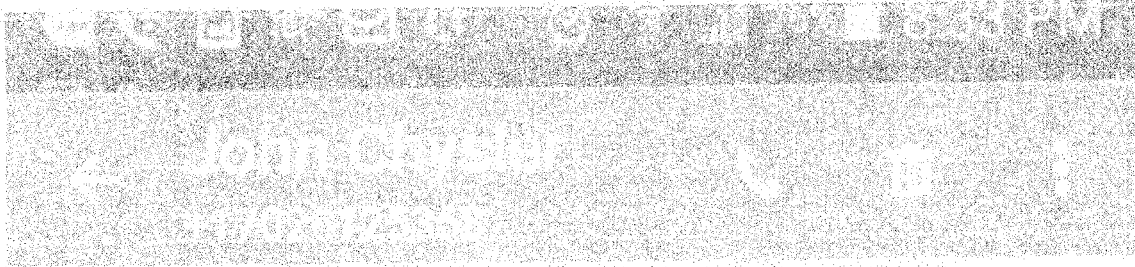


Once  brings it back in for the tank I'm going to check to make sure her



Enter message





Once ~~they~~ brings it back in for the tank I'm going to check to make sure her fuel pumps (the car has 2 fuel pumps) to make sure they are working properly.

11:38 AM

if they
check pumps
why are they
damaged now?



So until we get the tank here, have her watch to see if the car has a long start time when it's been sitting overnight.

Let the car is for about 8 hours and

11:39 AM



then try to start it and me me know if it takes too long for it to start.

11:40 AM



Enter message



John Chrysler

5/10/2014



then try to start it and me
me know if it takes too
long for it to start.

11:39 AM

Ok

11:43 AM



Sat, 08/16/2014

Hi john, it's [REDACTED]
[REDACTED]. Just checking in...
when do u expect to get
the parts in? [REDACTED] car
keeps dying on her.
Thanks.



10:03 AM

Wed, 08/20/2014

Hi john any updates on
the parts for [REDACTED] car?



Enter message



Wed, 08/20/2014

Hi john any updates on
the parts for ~~the~~ car?
Keeps dying on her.



12:29 PM



Hey. How's it going. Let
me check. I know that fuel
tank takes awhile to get
here.

12:38 PM

Ok thanks!



12:39 PM



No ETA yet. Still on
national back order.

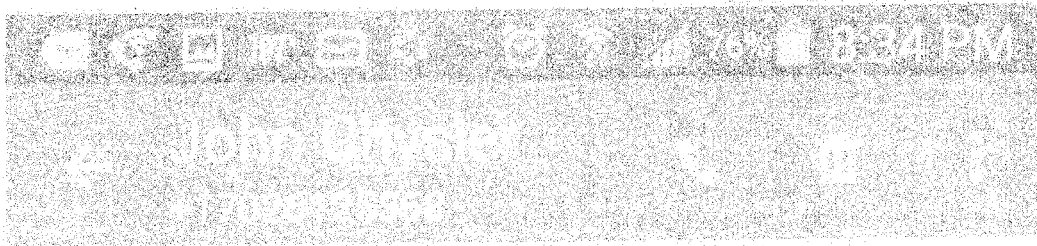
12:44 PM

Wed, 09/10/2014



Enter message





Wed, 09/10/2014

Hi just checking in. Any updates on the special tank? [REDACTED] car is dying more than ever. ... even while moving now! It does this crazy vibration and dies.



3:29 PM

Thu, 09/11/2014



Nothing yet. My parts people will let me know when it arrives.

10:01 AM

What's the approximate eta? Next year? This year?

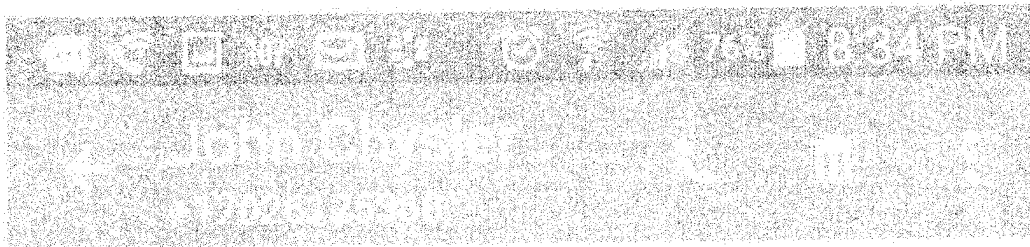


10:02 AM



Enter message





Thu, 09/18/2014



I just checked and it finally shows Milwaukee has some. Checking now for an eta.

7:42 AM 

Thanks

8:01 AM



Fri, 09/19/2014



I've got one for you.

9:03 AM 

Great! When should we bring it in and I'll check with 

 9:04 AM

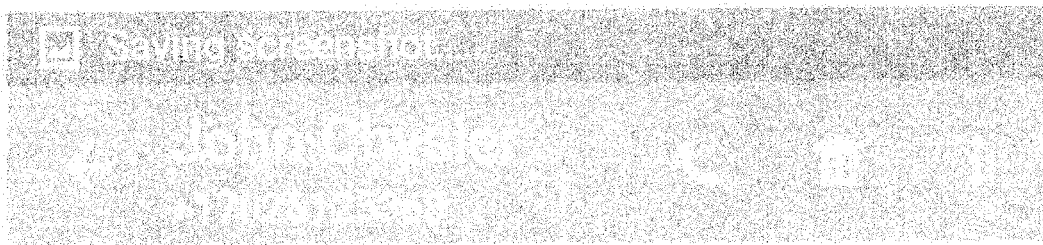


Sometime next week.



Enter message





Fri, 09/19/2014



I've got one for you.

9:03 AM

Great! When should we bring it in and I'll check with [REDACTED]

9:04 AM



Sometime next week.
Wednesday or Thursday.

9:37 AM



I will need it for approx 2 days. I also want to check to make sure that this is the issue.

9:38 AM

Great. But she will get the special tank regardless



Enter message





Great. But she will get the special tank regardless correct?



9:39 AM



Yes.

9:40 AM

Great.

9:40 AM



We'll bring the car in next Friday on the 26th. If necessary, can we drop it off Thursday night around 7:30pm?



6:09 PM

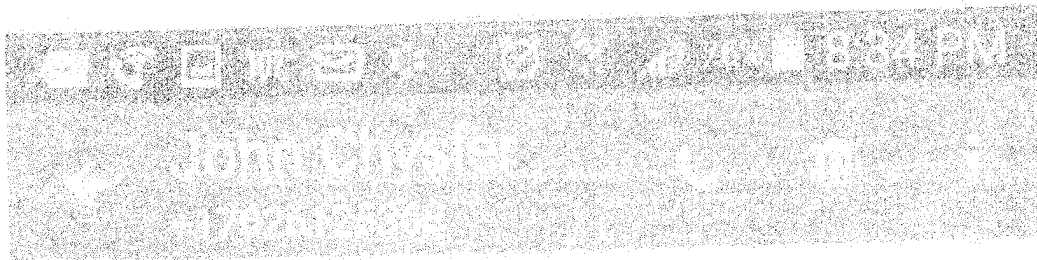
Wed, 09/24/2014

Hi john, just confirming that u will have ~~some~~ new



Enter message





Wed, 09/24/2014

Hi john, just confirming that u will have ~~new~~ new engine by friday as we are planning to drop the car off in the morning. If need be, can we drop it off on Thursday around 7:30pm? Let me know. Thanks

10:07 AM



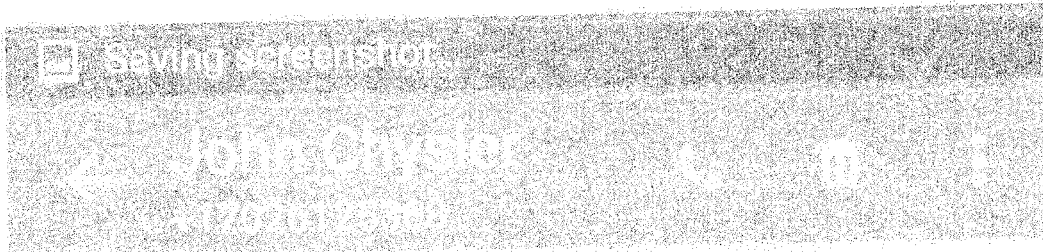
Yes the more time the better. Again I will probably need it for at least 2 full days. So the sooner the better. Bring it in today if you can

10:30 AM

Can't today. Tomorrow after work around



Enter message



Can't today. Tomorrow
after work around
7:30pm. Thanks



10:46 AM

Thu, 09/25/2014

Hi john, we dropped the
car off earlier this evening.
Please let us know if there
are any questions.
Thanks



9:47 PM

Sat, 09/27/2014



Hey I've got you guys all
done. Fuel tank is in.
When they took it on the
test drive the brakes are
pulsating very badly.
Shakes the whole vehicle

Enter message





John Chrysler



Sat, 09/27/2014



Hey I've got you guys all done. Fuel tank is in. When they took it on the test drive the brakes are pulsating very badly. Shakes the whole vehicle. It needs

1:39 PM



front & rear brakes + rotors. If you would like to get them done it would be \$860.00

1:39 PM

No thanks. We'll pick the car up

2:20 PM



Sounds good. Today?



Enter message

Took it to
autozone.
They looked
at it and
said brakes
looked new.
 Ample padding
etc. This
is when I
noticed the
suspension \$800+
constant quote.
 I complained
on survey of
deceptive
practices



 Saving screenshot

John Chrysler

10/1/2014

So our balance today is zero correct? And this will fix the issue with the car stalling out? We do not want to be bringing the car back in for this same recurring issue. What time do we have to pick the car up by today?



 2:23 PM



Balance is 0

2:48 PM 



We close at 5

2:48 PM 

Wed, 10/01/2014

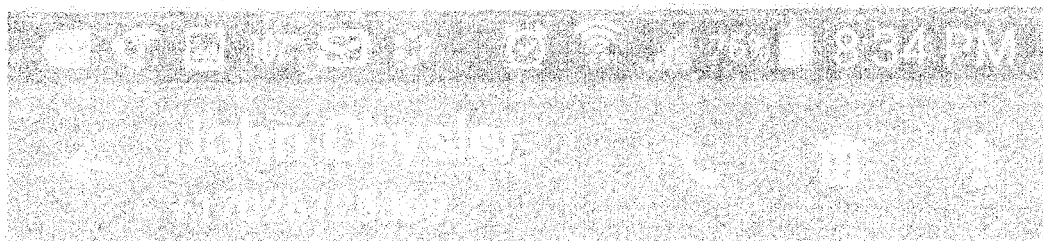


I got your voicemail.
Haven't forgotten about you I'll call you in a bit Or



Enter message





Wed, 10/01/2014



I got your voicemail.
Haven't forgotten about
you. I'll call you in a bit. Or
text when you can talk.

12:44 PM

Great. Give me a call
when you get a chance

1:05 PM



Thu, 10/02/2014



Available to talk?

8:01 AM

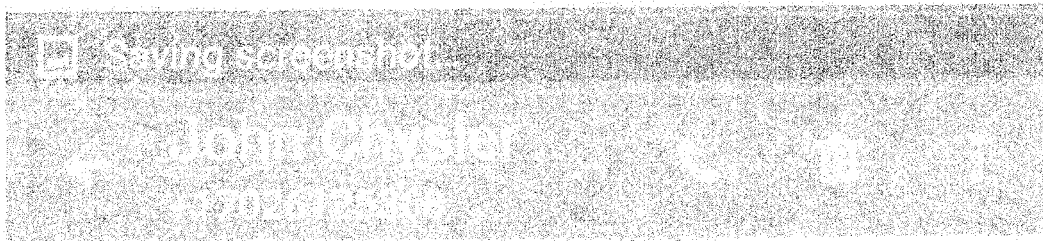
I will be available this
afternoon anytime after
2pm.

9:16 AM



Enter message





Available to talk?

8:01 AM

I will be available this afternoon anytime after 2pm.

9:16 AM



Fri, 10/17/2014



I've got you guys all taken care of. Ready to go

12:48 PM

Thanks. No noise and u tested the gas smell at filling?

1:58 PM



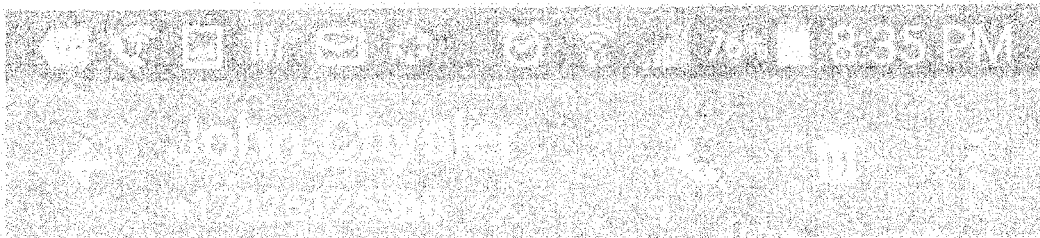
Yes. The fuel pump o-ring was folded over slightly



Enter message



(24)



Fri, 10/17/2014



I've got you guys all taken care of. Ready to go

12:48 PM

Thanks. No noise and u tested the gas smell at filling?

1:58 PM



Yes. The fuel pump o-ring was folded over slightly on top of the tank. Basically just had a small leak in the seal right under the seat.

2:00 PM

Thanks. We'll be there before 5

2:29 PM

Between 9/27/14
text and this
series... - when they
said "brakes were
bad", the noise

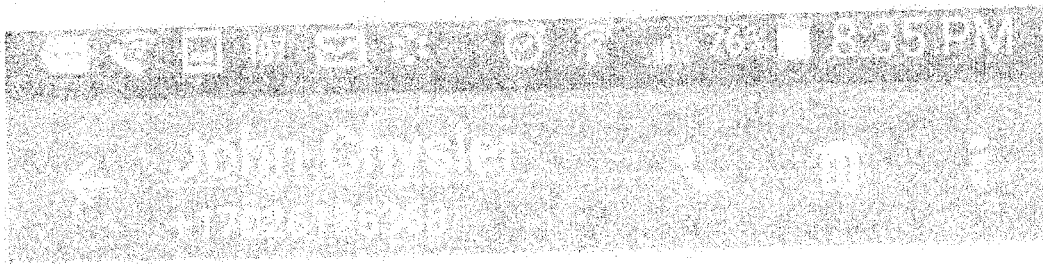
 was coming
from loose screw
causing
anxiety. See

my
written
complaint
for details.
Incompetent -



Enter message





25

Tue, 08/11/2015

John this is [REDACTED]
[REDACTED] She
told me she's taken in the
car a couple of time to
you this week now
because it stalling out
again. She also told me
you are trying to sell her
on another "this could fix it
" charge. Meanwhile it
continues to stall and
again... it reeks of
gasoline. Same problem
over the last 2 years...
stallout, has gas fume. I
don't understand how you
can continue to charge
her for guess work that
doesn't fix the problem.
Meanwhile you have left



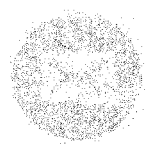
Enter message



26

don't understand how you
can continue to charge
her for guess work that
doesn't fix the problem.
Meanwhile you have left
her with no means but to
drive around in a
dangerous vehicle that
continues to stall and reek
of gas. How is this
acceptable?????? What
are you going to do to fix
this 2 year ongoing know
problem? She brought it in
again yesterday. You gave
her some " !@#\$% " up
charge again. She should
not have to pay AGAIN for
something that should
have been fixed 2 years
ago.

MMS 8:13 AM



27

John Chrysler
702-123-4567

again yesterday. You gave her some " !@#\$% " up charge again. She should not have to pay AGAIN for something that should have been fixed 2 years ago.

MMS 8:13 AM



It doesn't have anything to do with the gas tank

8:20 AM



There are no codes in the system. Best guess is a crankshaft sensor.

8:20 AM



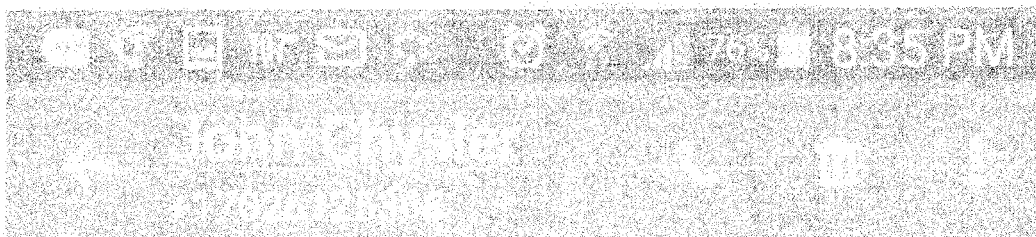
There are also no guarantees. If she opts in to do the repair and it continues to happen there

← just he said fuel ingestion search all within one week for same problem. \$300 peris.



Enter message





There are no codes in the system. Best guess is a crankshaft sensor.

8:20 AM



There are also no guarantees. If she opts in to do the repair and it continues to happen, there will be no refunds. We have to start somewhere.

8:21 AM



The vehicle isn't giving any signs/codes/clues as to why it's happening

8:21 AM

who cares if the computer is wrong... it's doing the same stall out, hums, stall-out.

You started somewhere 2 years ago! It's the same problem STALLING OUT



Enter message



signs, codes, and as to why it's happening

8:21 AM

You started somewhere 2 years ago! It's the same problem... STALLING OUT AND REEKS OF GAS FUMES! I don't care what your codes say... your codes are wrong. The car is stalling out and more importantly continues to reek of gas fumes. SAME problems we came in with 2 years ago and two gas tanks later. All you do is continue to "guess" and charge ~~400.00~~ for guess work that doesn't fix anything



8:28 AM



30

John Chrysler
8:35 PM



Bring it down and leave it
for 2 days. I will get you
an answer

8:37 AM



Possibly 3

8:37 AM

John you realize ~~she~~ just
did that last week with
you? She will need a car to
get her around for the 3
days... this is " !@#\$% " You
tell us the same thing
every time.. bring it down,
leave it for a few days,
with an answer of can't
replicate the problem, but
I think it's this, pay money.
Repeat. This will be the
last time we bring it



Enter message



31

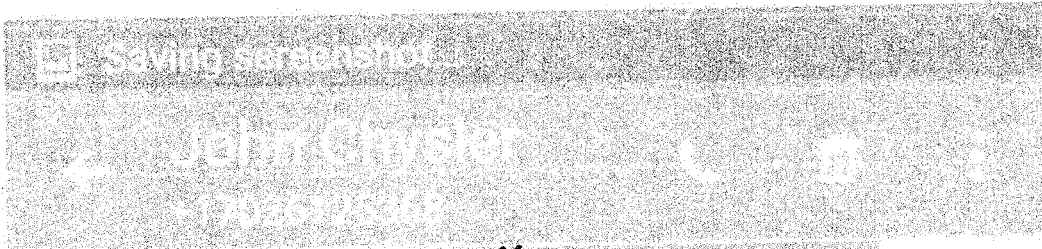
John Chydar

John you realize ~~you~~ just did that last week with you? She will need a car to get her around for the 3 days... this is " !@#\$% ". You tell us the same thing every time.. bring it down, leave it for a few days, with an answer of can't replicate the problem, but I think it's this, pay money. Repeat. This will be the last time we bring it down... and truthfully I feel you should pick it up. It cost us time, money and finding a babysitter to visit you guys so frequently. She will bring it this one final time. And again she needs a vehicle to get around while in your



Enter message





final time. And again she needs a vehicle to get around while in your shop... again. At your cost. Be sure your director looks at the car.

8:41 AM



We will not supply a rental

8:43 AM

John I want you to understand the severity of this. You are putting my family in a dangerous situation. Again the stalling out while driving is one thing... the gas fumes is a fire hazard. We have been dealing with you going on 2 years with this same problem. Know that



Enter message



53

Saving screenshot

John Chrysler

1/12/2018

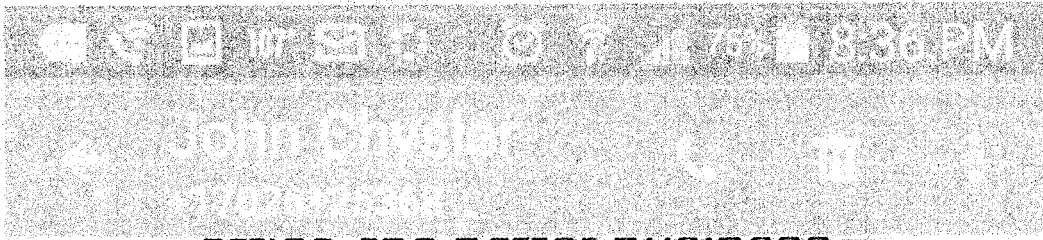
John I want you to understand the severity of this. You are putting my family in a dangerous situation. Again the stalling out while driving is one thing... the gas fumes is a fire hazard. We have been dealing with you going on 2 years with this same problem. Know that I will be contacting your gm today... Additionally I have initiated a complaint with the attorney generals office, the better business Bureau, the dmv compliance enforcement and have reported you to chrysler corporation to launch an investigation. I will not let this go. I'm tired



Enter message



34



OFFICE, the better business Bureau, the dmv compliance enforcement and have reported you to chrysler corporation to launch an investigation. I will not let this go. I'm tired of the fake fixes you guys have going on there. And to have the audacity to say you have to start somewhere to find the problem you've been looking for for 2 years is unacceptable.

8:47 AM



I want to help you.
Honestly

8:50 AM

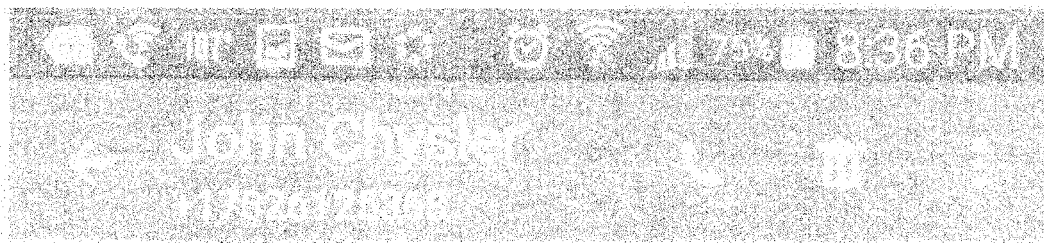


But you have to



Enter message





35



But you have to
understand what we have
done with the vehicle

8:50 AM



We're not just driving it
and saying "can't duplicate
concern"

8:50 AM

Right. I'm honest about
what I say I have and will
be doing as well. today I
will be writing a formal
letter of complaint to
chrysler USA CEO
regarding you and your
dealerships actions.
Honestly.



8:59 AM



Enter message



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DATE OF DELIVERY SPECIFIED*



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INSURANCE INCLUDED*



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NHTSA
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