

copy

CL-10789285-2721 2/23/15

MAR -9 2015

We are snow birds so we were on I 95 South our trunk lid kept opening and closing on its own. Now we have a car load of personal effects. I went to check the lid and it opened and closing hitting me on the head. This caused a bump in that area and a headache.

We then stopped in Va. and located a Chrysler dealer on Military Highway. The sales person indicated to us that there will be an \$89.<sup>00</sup> charge to look at the van and almost \$300.<sup>00</sup> to replace the key remote. He disconnected the fust key remote. (so the door would not open on its own) and continued to Florida.

I called Chrysler in Detroit and asked them to send me a new key remote and I will send back the bad one. They wanted nothing to do with request. They told me to see a Chrysler dealer in Florida.

On November 21<sup>st</sup> 2015 we arranged an appointment with Arrigo Bros. in Tamarae Fla. who service the van. Now the second remote doesn't work and the trunk lid goes up and down by itself.

#

NAM  
32416  
SNIP

We are now forced to buy a <sup>new</sup> Key remote  
for \$204.00!

I've been driving a Chrysler product  
for more than 20 yrs. I don't think  
I was treated ~~right~~ right.

I don't want this event to happen  
to someone else.

This should have been a recall.

Thank You

X As time went by I still had & have  
headaches. The bump <sup>on the head</sup> is sensitive to touch.

I saw dr. Guisto at 954-972-7224.

He suggested a CT scan which I took at North  
Broward Medical Ctr in Margate Fla,  
which showed an irritation at the bump site.



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failures(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

*Randy Reid*

Randy Reid Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure: VOQ



① VIN # 2A4RR6DG  
3BR [REDACTED]

② My original letter  
enclosed

③ Complained  
# 107 892 85

Reference  
[REDACTED]

④ Arrive invoice  
for service  
enclosed

2/20/16

CUSTOMER #: [REDACTED]

\*INVOICE\*



5901 Madison Ave., Tamarac, FL 33321  
(954) 861-6200 - Fax: (954) 861-6233  
Arrigosawgrass.com  
Registration No. MV - 70113

PINE PLAINS, NY [REDACTED]

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

SERVICE ADVISOR: 12194 GEORGE DAVID RIKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACKBERRY	11	CHRYSLER TOWN AND CO	2A4RR6DG3BR [REDACTED]		21691/21691	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
27MAY11 IS							
27MAY11 DD	16FEB11	27MAY2014	WAIT 21NOV15			CASH	21NOV15
R.O. OPENED	READY	OPTIONS:					
08:11 21NOV15	10:46 21NOV15	DLR [REDACTED] ENG:3.6_Liter TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES CHECK REAR DOOR OPENS ALL BY ITSELF DID IT TWO TIMES IN DRIVE ADVISE						
CAUSE: INTERNAL FAILURE							
23 ELECTRICAL REPAIR							
12530 CPS					45.00		45.00
1 5026590AH KEY FOB-INTEGRATED KEY FOB				162.00	145.80		145.80
PARTS:	145.80	LABOR:	45.00	OTHER:	0.00	TOTAL LINE A:	190.80

TEST THE FOBIKS, FOUND THE FOBIKS FAILED. PROGRAM ONE NEW FOBIK.

\*\*\*\*\*

B CHRYSLER SERVICE CONTRACT: OIL AND FILTER CHANGE REDEMPTION

26860303 CHRYSLER SERVICE CONTRACT: OIL AND

FILTER CHANGE REDEMPTION

12398 WARR

6 68055891AA \*OIL-5W30

1 68079744AD FILTER-ENGINE OIL

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

SERVICE COMPLETED

\*\*\*\*\*

C PERFORM COMPLIMENTARY WORLD CLASS INSPECTION

10DOZ-16PT PERFORM COMPLIMENTARY WORLD CLASS

INSPECTION

12398 CPS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

SERVICE COMPLETED

\*\*\*\*\*

D CUSTOMER STATES CHECK AT TIMES THE TRANSMISSION BANGS FROM PARK TO DRIVE SEE GR

CAUSE: NORMAL, COULD NOT DUPLICATE

10DOZ MAINTENANCE SERVICE

12530 CPS

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
--------	------	--------	------	--------	------	---------------	------

WI TECH ALL SYSTEM, FOUND NO SOFTWARE UPDATES OR DTC RELATED TO THE CONDITION. TEST THE TRANSMISSION OPERATION. COULD NOT DUPLICATE ANY ABNORMAL CONDITIONS AT THIS TIME.

CASH [ ] CHECK [ ] MC/VS  AMEX [ ]  
 DISC [ ] POL [ ] FIDEL [ ] CHARGE [ ]  
 CHRYSL [ ] OTH [ ]

PAID  
NOV 21 PAID

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

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

ALL PARTS NEW UNLESS OTHERWISE INDICATED  
CUSTOMER COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



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(954) 861-6200 - Fax: (954) 861-6233  
Arrigosawgrass.com  
Registration No. MV - 70113

PINE PLAINS, NY [REDACTED]

PAGE 2

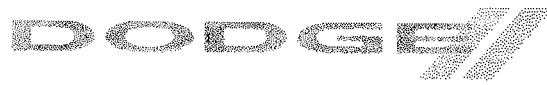
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 12194 GEORGE DAVID RIKER

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R.O. OPENED	READY	OPTIONS:		DLR:	ENG:	TRN:	
08:11 21NOV15	10:46 21NOV15			[REDACTED]	3.6_Liter	AUTO	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER PAY	SHOP	SUPPLIES	FOR	REPAIR ORDER			2.00

NOW ARRIGO DODGE CHRYSLER JEEP SAWGRASS IS  
OPEN MONDAY THRU FRIDAY 7:30AM TO 6:00PM  
SATURDAY 8:00AM TO 5:00PM  
BOOK YOUR NEXT SERVICE APPOINTMENT ONLINE  
AT WWW.ARRIGOSAWGRASS.COM  
THANK YOU AND COME AGAIN!



CASH	CHECK	MC/VS	AMEX	DISC	POL	FIDEL	CHARGE	CHRYSL	OTH	DESCRIPTION	TOTALS
[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]	LABOR AMOUNT	45.00
										PARTS AMOUNT	145.80
										GAS, OIL, LUBE	0.00
										SUBLET AMOUNT	0.00
										MISC. CHARGES	2.00
										TOTAL CHARGES	192.80
										LESS INSURANCE	0.00
										SALES TAX	11.57
										PLEASE PAY THIS AMOUNT	204.37

CUSTOMER SIGNATURE

Part number prefix: -/New, U/Used, R/Remanufactured/Rebuilt, A/Aftermarket, NC/No Charge/Warranty

ALL PARTS NEW UNLESS OTHERWISE INDICATED  
CUSTOMER COPY

# Arrigo Dodge Chrysler Jeep

5901 Madison Ave

Tamarac Florida 33321

9548616200

## Customer information

Street: 1


Zip code: [REDACTED]

## Cardholder Signature

[REDACTED SIGNATURE AREA]

## Transaction information

**MOTO**

Date: 11/21/2015 10:48 AM  
Merchant ID: 108860  
Terminal ID: 00000001  
Invoice No.: [REDACTED]  
Amount: \$204.37  
Card Number: \*\* [REDACTED]  
Response Msg: Approved  
Auth Code: 04812C  
Auth Mode: Issuer  
Processed as: [REDACTED]  
Entry Method: Manual  
Trace No.: [REDACTED]  
Reference No.: [REDACTED]   
Match AVS: Not Match N  
Match ZIP: Not Match N  
Match CVV: Not Present

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

Coconut Creek, Fla.

WEST PALM BCH FL 334

20 FEB 2016 PM 5 L



U.S. Dept of Transportation  
National Highway  
Traffic Safety Adm.  
1200 New Jersey Avenue S.E  
Washington, D.C. 20590-0001

205900001

