

March 14, 2016
Written Complaint

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

Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, DC 20590

MAR 23 2016

Dear Administrator,

I am being victimized by a Scam at Jim Browne Jeep/Chrysler, 10909 N. Florida Ave., Tampa, Florida 33612. I am a nervous wreck. They are in direct violation of FCA Safety Recall R06/NHTSA 15V-046. This Scam is so obvious a middle school student would recognize it. The bully at the school cafeteria who says, ***"Give me all your lunch money, Or Else!"***.

The reality is they are demanding I pay hundreds of dollars for repairs to the air bag restraint system they serviced under your Safety Recall. They have further required me to drive the vehicle without the system operational, endangering the lives of myself and my family until I pay. I have carefully detailed their total disregard of consumer safety for their personal profit since January 18, 2016.

Enclosures include:

1. FCA Safety Recall directed to me and identifying my vehicle.
2. Jim Browne Repair Orders dated 01/18/2016 and 02/06/2016.
3. My response letters dated 01/29/2016 and 02/15, 2016 to Mr. Jim Browne alerting him to the situation and pleading for help, severed return receipt required.

I responded to your FCA Safety Recall in accordance with the National Traffic & Motor Vehicle Safety Act concerning the air bag in my 2003 Jeep Liberty by making an appointment with Jim Browne Jeep January 18, 2016, **at no charge to me.**
(copy enclosed) Note-In addition, the FCA notice stated my vehicle also required additional safety recalls, N46 & C36.

The vehicle has been in the family for years with no indication of an air bag problem. The Air Bag Warning light on the dash had never illuminated. They completed the service and returned my vehicle 5 hours later with the Air Bag Warning light illuminated. They refused to diagnose that problem at that time. They required I make a new appointment for that purpose at a cost to me of \$98+tax, and sent me on my way with no regard for my safety or that of my family. (Jim Browne invoice [REDACTED])
(copy enclosed) - service performed, removed filter harness & replaced impact sensors).
In the middle school Scam that would be, "Hey kid, do you bring your lunch or buy it in the cafeteria?"

I responded on Friday, January 29, 2016, with a letter to Mr. Jim Browne, a heading of Factory Recall Scam at Jim Browne, **return receipt required, copy enclosed.** The first of the following week I received a telephone call from Mr. John Whitaker representing

the service department. He stated he would authorize the waving of the \$98+tax charge to diagnose the problem with the air bag warning light

That appointment was Saturday, February 6, 2016. Upon completion of the 5 hour investigation it was, Bad News [REDACTED] The part required to return my air bag to non-illumination status is \$1000 plus labor, estimated at \$150-\$250 and I had to pay. I was crushed! Mr. Whitaker said maybe he could get Chrysler to help with parts. He would call me after he talked to them. The FCA Recall scared me. Driving with the glowing air bag light staring me in the face terrified me. Knowing I was risking my life and the lives of my family every time I sat behind the wheel forced me to tears every time I drive the vehicle. *In the middle school Scam that would be,*
"Hey kid, Give me all your lunch money, Or Else!!" (Jim Browne invoice [REDACTED]
(copy enclosed) - service performed, diagnosed internal short in instrument cluster.

Note-I am not an automotive technician but my car did not have an air bag illumination prior to Jim Browne servicing my vehicle. They removed and replaced the filter harness. Now there is a short in the instrument cluster. My cost for responding to a Free Recall goes from zero to \$1250 - \$1350+tax, this is a Scam!

Still no attention to FCA notification(s) N46, C36 in the FCA Recall, but they have performed job 00CHZ98 for the second time in 3 weeks. In addition the FCA notice stated "We are sincerely concerned with your safety". Once again I drive out of Jim Browne service terrified and crying, with the Air Bag Warning Illuminated, the estimated repair cost to me \$1250 - \$1350+tax. I believe this is Jim Browne's "we are sincerely concerned with your safety".

There had been **no response from Mr. Whitaker by Monday, February 15, 2016.** I respond with another letter to Mr. Jim Browne headed, **Factory Recall Scam at Jim Browne Continued, served return receipt required, copy enclosed.**

Within 48 hours I receive a call from Mr. Whitaker. Good News [REDACTED] I was able to convince Chrysler to furnish the part at no cost to me, only hitch, I must pay for the labor. *In the middle school Scam that would be,*
"Hey kid, I like you, just give me half of your lunch money".

If this is a Scam by Jim Browne Jeep/Chrysler, an investigation of the internal work orders for consumers responding to a free safety recall followed by a customer paid labor repair shortly after will identify it. This could be Mr. Whitaker acknowledging the service department must comply with FCA safety recall's, even though they generate little or no profit on parts and earn an internal labor rate instead of the much higher customer paid labor rate that will enhance the service department profits. Perhaps the technicians' get a bonus for all FCA consumers that are converted into a customer paid labor repair order or possible some technicians are just incompetent and scrape one wire when performing repairs. ***It doesn't take long for the entire middle school class to identify a Lunch Room Bully.***

(Any middle school student can identify this bully, Jim Browne Jeep. The middle school class would conclude the air bag warning light was not a self inflicted malfunction caused by the 2003 Jeep Liberty itself while on a lift in the service department at Jim Browne Chrysler/Jeep. Jim Browne broke it and Jim Browne should fix it. Heaven Forbid an accident occurs and the air bag fails to deploy, it may be [REDACTED] Chrysler/Jeep).

Perhaps Jim Browne Jeep sees a single female with a 13 year old vehicle that works 5 days a week is as vulnerable as a middle school student on the first day of the new semester. I need my vehicle daily. I am terrified behind the wheel knowing that an accident with no air bag protection will cause far greater harm, possibly death. Mr. Whitaker knows I am forced to comply with the extortion fee to continue my life as it was before they performed a **"no charge to me safety recall."**

The pressure on me became so bad by the end of February I asked my [REDACTED] year old father to advance me enough money to have the air bag repaired. I spoke to Mr. Whitaker and he quoted the labor of the repair to be \$117.70+tax. A few hours later he called me back and advised me in addition I would be required to leave my vehicle for 3 to 5 days, (excluding week ends), in the service department while repairs were made. I would be restricted from driving my vehicle from the time I brought the vehicle into service, while they ordered the part from Jeep, waited for it to be received by the dealership, and finally scheduled and completed the repair. They are fully aware I need the vehicle to get to and from work from previous letters and conversation. The rental fee for a vehicle while in service is \$35 a day +tax. (4days @ \$35, \$140 plus \$117.70 and \$18.03 tax, \$275.73, *almost 1 week take home pay*) unless they stall completion and keep charging me. ***In middle school bully talk,***

"If I can't get the lunch money, I'll take all your spare change!"

Please Help. The original Factory Recall from you closes with, "We're sorry for any inconvenience, but we are sincerely concerned about your safety".

The middle school class may recommend changing my original heading, Factory Recall Scam at Jim Browne to, **Consumer Warning! Danger-Bullying in Progress!!**
Vehicles in the Jim Browne Service Department are subject to additional malfunctions if the bill isn't high enough or a technician is incompetent, or we haven't met our Quota, You will be forced to pay for additional repairs and if your safety is jeopardized , Tough!

Most Sincerely,

Tampa, Fl [REDACTED]

Copy to: Better Business Bureau of West Florida/Channel 8/On Your Side Investigations

March 14, 2016

Better Business Bureau of West Florida
2655 McCormick Dr.
Clearwater, Fl 33750

Dear Director,

I am being Victimized by Jim Browne Jeep at 10909 N. Florida Ave., Tampa, Florida 33512. This ordeal began on January 18, 2016. Since that date I have been driving my vehicle with the air bag safety restraint system disabled by Jim Browne Jeep.

I have followed the instructions in the FCA Safety Recall that prompted my taking my 2003 Jeep Liberty to that dealership with a written complaint as instructed by the National Traffic and Motor Vehicle Safety Act..

I have enclosed a complete inventory of all correspondence and contact with that dealership for your review beginning with the original FCA Safety Recall. This story is unbelievable! A Giant Retail Businesses Abuse of their consumer base..

January 18, 2016	Invoice # [REDACTED]	Serviced Recall Sabotage or Incompetence
January 29, 2016	My written response	Dealer Disabled the Air Bag Requires \$99 to diagnose
2 days later	Service Mgr calls me	I'll waive the \$99
February 6, 2016	Invoice # [REDACTED] Service Mgr	\$1300 or more estimate Maybe Jeep will help with parts
February 15, 2016	My written response	Have not heard a word from Service You broke it - You fix it
2 days later	Service Mgr calls me	Jeep will furnish \$1000 part I pay labor-Will keep car 4 days
March , 2016	My written complaint My Cost \$275 or more	Filed with FCA-copy Jim Browne You broke it - You fix it

I have been forced to risk the safety of myself and my family for almost 2 months with the air bag safety restraint system inoperative. The system was operative when I drove into the dealership, (no illuminated air bag warning light), they performed a major

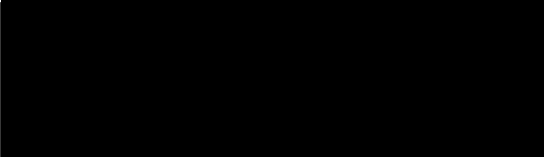
alteration to that system, and now the warning light is illuminated. Jim Browne diagnosed the problem as a short in the same system they serviced and require me to pay to repair it. That is simply **"Not Right! You Broke It, You Fix It!"**.

The details of the 2 month ordeal is carefully and accurately documented in the written complaint to the FCA as directed in their recall. The \$275 or more estimate Jim Browne requires is a lot of money to me.

Present these facts to any consumer in the Tampa Bay area, or any middle school student, and I believe their verdict will be,

Jim Browne Jeep/Chrysler, "You Broke It, You Fix It!".

Most Sincerely,

A large black rectangular redaction box covering the signature of the sender.

Tampa, Fl

January 29, 2016
FACTORY RECALL SCAM AT JIM BROWNE

Mr. Jim Browne
10909 N Florida Ave.
Tampa, Florida 33612

Dear Mr. Brown,

I have been advised as a first step in my displeasure to my recent visits to your dealership is to contact you directly and outline my position.

I responded to a factory recall regarding the air bag in my 2003 Jeep Liberty by making an appointment with your service department to perform the factory solution. The factory recall notification stated the air bag repair was at no charge to me.

A copy of Safety Recall R06/NHTSA 15V-046 is attached stating these facts.

The air bag service light on the dash board was not illuminated at the time of my visit to your service department and had never been illuminated during my ownership of the vehicle.

A copy of my invoice # [REDACTED] is attached and confirms these facts.

The vehicle was returned to me approximately 5 hours later with the air bag service lamp illuminated and I was advised by your service writer they would not investigate the mysterious illumination at this time, and I would be forced to return at a later date. I cried all the way home.

I am a single working mother of 3 and can only schedule visits around my job. I made a second appointment for Saturday January 23. I arrived at 7:30 AM and waited 2 hours before inquiring the status of my vehicle. I was informed they had not started on my vehicle yet. I believed the return visit was a continuation of the Factory Recall repair, but was devastated to learn this visit was at your Standard Customer Paid Labor Charge To Me. You broke the car and caused the air bag service light to come on, and now you are charging me to repair it. This is a SCAM! I cried all the way home, again.

I believe this may be a standard practice of your service department to force consumers to pay additional charges for factory recalls to greatly inflate the profit of your dealership. If your service department is causing recall consumers to pay additional charges as they have attempted to do in my case, consider this a

“Consumer Fraud Alert Notice At Jim Browne Jeep Chrysler Dodge Fiat”.

FACTORY RECALL SCAM AT JIM BROWNE CONTINUED

I, the Administrator NHTSA, Chrysler/Jeep Consumer Relations, Single Women, Senior Citizens, and all Tampa Bay Consumers anxiously await your response.

Most Sincerely,

A large black rectangular redaction box covering the signature area.

Tampa, Florida
Cell Phone

A black rectangular redaction box covering the contact information.

February 15, 2016

Factory Recall Scam at Jim Browne "continued"
To: Mr. Jim Browne at Jim Browne Jeep -For the Record

You have been furnished all documentation concerning your Service Departments attempt to extort an investigation fee to identify a problem you caused during a Jeep Factory Safety Recall, R06/NHTSA 15V-046, plus an undisclosed Customer Repair Labor Charge in my correspondence to you on January 29, 2016, served Certified, return receipt.

That correspondence generated a telephone call from Mr. John Whitaker who stated he was the Service Manager and he would waive the fee to diagnose why the Air Bag light had come on after you repaired the Air Bag.

He advised me at the time of diagnoses he had identified the problem and would try and have Jeep Motor Division authorize the repair to fix the problem caused in your Service Department.

To this date **"NO NOTIFICATION"** has been delivered. The failure of Mr. Whitaker indicates he is attempting to stall, expecting me to forget or force me to pay hundreds of **Retail Scam Dollars**, knowing I am terrified to drive my car with the **Life Of Myself and My Family At Risk, caused by Jim Browne Jeep!**

In Closing

I have notified you of the condition of my cause. I have been patient in awaiting a solution. I have solicited input from many sources. I have established Jim Browne Jeep is properly notified of my problem. I am driving a vehicle that you repaired the Air Bag in response to a No Charge Factory Recall that **created** an immediate problem, and have tried to make an innocent consumer pay hundreds of dollars to resolve. If your goal is to make me, my children, my parents, and all my co-workers suffer to boost you profits by Scamming Consumers, you have reached that point.

Most Sincerely,





Jeep

Jim Browne



Jeep



RAM



Tampa Bay

10909 N. Florida Ave.

Tampa, FL 33612

Phone: 813-935-4812

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	ELIJAH SMITH	588	02/06/16
	LABOR RATE	LICENSE NO.	MILEAGE
			156,900
	YEAR / MAKE / MODEL	COLOR	STOCK NO.
	03/JEEP/LIBERTY (3.7L)/2WD LIMITED	CHAKI/	
TAMPA, FL	VEHICLE I.D. NO.	DELIVERY DATE	DELIVERY MILES
	1 J 4 G K 5 8 K 0 3 W		
	F.T.E. NO.	P.O. NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE
			02/06/16

MO: 156900

LABOR & PARTS

J# 1 00CHZ98

23 POINT INSPECTION HOURS: 0.00 TECH(S):548
 (Multi-point inspection according to maintenance interval)
 INSPECT ALL FLUID LEVELS, INSPECT AND MEASURE TREAD DEPTH, VISUAL INSPECTION OF THE AIR FILTER, PCV VALVE, WINDSHIELD WIPERS, COOLING SYSTEM FOR LEAKS, INSPECT HOSES, INSPECT DRIVE BELTS EXHAUST SYSTEM, AXLE BOOTS, SHOCK ABSORBERS AND SUSPENSION, AND BATTERY COMPLETED

0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

J# 2 08CHZZ01

* ELECTRICAL

HOURS:

TECH(S):548

0.00

Customer states AIRBAG LIGHT ON (Electrical concern)
 INTERNAL SHORT IN INSTRUMENT CLUSTER
 DIAG ONLY AT THIS TIME

JOB # 2 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS

THANK YOU FOR YOUR BUSINESS !!

TOTAL LABOR.... 0.00
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 0.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
 NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

Service & Parts Dept. Hours

Mon - Fri

7:30 AM - 6:00 PM

Saturday

7:30 AM - 4:00 PM

Thank You
 for servicing
 your vehicle at
 Chrysler Jeep
 Dodge Ram
 of Tampa Bay

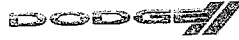


Jeep

Jim Browne



Jeep



DODGE



RAM



Tampa Bay

10909 N. Florida Ave.
Tampa, FL 33612
Phone: 813-935-4812

State of Florida Registration MV #80386

CUSTOMER NO.	ADVISOR MICHAEL PULLARO	TAG NO. 570	INVOICE DATE 01/18/16	INVOICE NO.
	LABOR RATE	LICENSE NO.	COLOR 156,433 KHAKI/	STOCK NO.
	YEAR / MAKE / MODEL 03/JEEP/LIBERTY (3.7L)/2WD LIMITED		DELIVERY DATE	DELIVERY MILES
TAMPA, FL	VEHICLE I.D. NO. 1-J-4-G-K-5-8-K-0-3-W		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 01/18/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 156433

LABOR & PARTS
1 00CH298

23 POINT INSPECTION HOURS: 0.00 TECH(S):514
(Multi-point inspection according to maintenance interval)
INSPECT ALL FLUID LEVELS, INSPECT AND MEASURE TREAD DEPTH, VISUAL INSPECTION OF THE AIR FILTER, PCV VALVE, WINDSHIELD WIPERS, COOLING SYSTEM FOR LEAKS, INSPECT HOSES, INSPECT DRIVE BELTS EXHAUST SYSTEM, AXLE BOOTS, SHOCK ABSORBERS AND SUSPENSION, AND BATTERY COMPLETED

INTERNAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1 TOTAL PARTS				0.00		
JOB # 1 TOTAL LABOR & PARTS				0.00		

2 30CHZZ1

MISC RECALLS HOURS: TECH(S):514
R06 Safety Recall R06 - Occupant Restraint Control Module (R recall CSN 1)
PERFORM RECALL
REPLACED O.R.C. MODULE, REMOVED FILTER HARNESS & REPLACED IMPACT SENSORS

WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	CBSZR062-AA	MODULE OC 08035034			0.00
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
NEED BY 1PM

RECOMMENDATIONS
DIAGNOSE AIRBAG LIGHT \$98.00 + TAX

TOTALS
THANK YOU FOR YOUR BUSINESS !!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

CUSTOMER SIGNATURE

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles. All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned
NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee

The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

Service & Parts Dept. Hours

Mon - Fri
7:30 AM - 6:00 PM
Saturday
7:30 AM - 4:00 PM

*Thank You
for servicing
your vehicle at
Chrysler Jeep
Dodge Ram
of Tampa Bay*

IMPORTANT SAFETY RECALL

R06 / NHTSA 15V-046

This notice applies to your vehicle (VIN: 1J4GK58K03W [REDACTED]).

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]:

FCA US LLC has decided that a defect, which relates to motor vehicle safety, exists in certain **2002 and 2003 model year Jeep Liberty models; 2002 through 2004 model year Jeep Grand Cherokee models; and 2003 and 2004 model year Dodge Viper models.**

The problem is... The airbag system Occupant Restraint Control (ORC) module on your vehicle may experience a front airbag and/or seatbelt pretensioner inadvertent deployment. An inadvertent deployment while driving could distract the driver and cause a crash without warning.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will replace the Occupant Restraint Control module. The work will take about two hours to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either fcarecalls.com or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to fcarecalls.com.

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

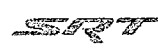
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

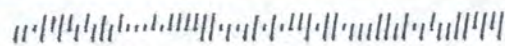
Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): N46 C36

Customer Services / Field Operations
FCA US LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



Tampa, FL



Tampa/St Petersburg FL 336

WED 16 MAR 2016 PM



Administrator, National Highway Traffic Safety Administration
1200 New Jersey Ave. S.E.
Washington, D.C.

20590