

CL-10891453-1355

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



THOMAS J. MILLER
ATTORNEY GENERAL

ADDRESS REPLY TO:
Hoover Bldg., 1305 E. Walnut Street
Des Moines, Iowa 50319

Telephone: 515-281-5926
Toll Free: 888-777-4590 (In Iowa)
Fax: 515-281-6771
www.IowaAttorneyGeneral.gov

CONSUMER PROTECTION DIVISION

Department of Justice

July 5, 2016

JUL 20 2016

[Redacted]
Altoona, IA [Redacted]

Dear [Redacted]

We have received and reviewed your letter about the above referenced matter. From the information you provided, it appears your inquiry may more appropriately be reviewed for possible action by the agency listed below. Therefore, by copy of this letter, your information was **forwarded** to that agency for review. We anticipate the agency will respond to you after reviewing the information.

The agency may or may not take action based on your complaint. If the agency decides not to take action, you may wish to consult with a private attorney of your choice or consider filing a small claims court lawsuit.

Sincerely,

MARTI QUIGLEY
Investigator
Marti.Quigley@iowa.gov

cc:
National Highway Traffic Safety Administration
Department of Transportation
1200 New Jersey Avenue SE
Washington, DC 20590

NAM
7/28/16
SMD

AG CONSUMER [AG]

From: [REDACTED] <[REDACTED]>
Sent: Thursday, June 09, 2016 5:20 PM
To: AG CONSUMER [AG]
Subject: Submission from Iowa Attorney General (Online Consumer Complaint Form)

The following was submitted on June 9, 2016 at 5:20 pm US Central.

Consumer Information

Title: [REDACTED]
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: Altoona
State: Iowa
Zip Code: [REDACTED]
Email Address: [REDACTED]
Phone: [REDACTED]
Age: [REDACTED]

Please check appropriate none
box if you or your spouse
are an active or former
duty service member or
U.S. military veteran:

Who are you complaining about?

My Complaint is Against Chrysler Group
(Company or Name of Individual):

Address: none
City: none
State: none
Zip Code: none
Phone: none
Fax: none
Email Address (if available): none

For motor vehicle complaints, list the Vehicle Identification Number (VIN): 1C4RJFCG5FC [REDACTED]

Product or service involved: 2015 Jeep Grand Cherokee Overland Edition
Is the product?: Used
Date of purchase or contract: November 2015

Amount of purchase or contract: 55,000.00

Actual amount paid: 53,137.24

How did you pay?: Check

Have you contacted the business or person?: Yes

Have you contacted an attorney?: Yes

What do you think should be done to resolve your complaint fairly?: Some kind of compensation for the time off work, mileage, fuel, loss of value for the vehicle due to numerous issues, trips to the shop, and the fact that the problems it had a year ago we still have. They tell us that there will be a software update out this September that will fix all of our issues, but what if it doesn't? Do we just have to keep driving the vehicle that isn't the one we paid for? I could never sell this vehicle for what they say the book value should be for it right now once it was revealed to the buyer the number of issues, it has had. In my opinion it has lost sufficient value. I see no choice for me, but to continue driving it until it quits, or take a huge loss, and sell it now. Maybe a full purchase price refund was too much to ask for since they are not issues that impede the vehicles operation, but we feel like we have shorted in the vehicle that we paid for because we are still not driving it.

Summary of your complaint: Been in the shop 12 times in a year & a half. Approximately 60 days without the vehicle in a year & a half. Backup camera had to be repaired numerous times. Radio/Cd Player still doesn't work properly. Bluetooth doesn't work properly. Heated seats quit working. Vehicle went into Off Road Mode while driving down the street without touching anything. Headlights started flashing while stopped behind another vehicle for no reason. Although these issues are not mechanical in nature we are still not driving the vehicle we paid for. This case was reviewed by the National Center for Dispute Settlement. We were asking for our money back because they could not fix all of the issues that it has, and as stated above I feel that the value has diminished in it. They stated that the vehicle was operating normally so they denied our case. Normally mechanically? Yes. Normally as in everything working the way that it was when we bought it? No. This vehicle worked great the first 7 months we owned it. It wasn't until they started trying to figure out the first electrical issues that we had to make multiple trips to the shop. The issues just kept multiplying, and all are still not fixed. They worked on the electrical connections behind the media Center, and replaced a wiring harness. It has never been the same. They gave us a list of phones that are compatible with the Bluetooth System. They are all obsolete. So I guess this feature that we paid for will never work properly. Again, What if their software update doesn't fix anything?

Attachments: none

Attachments: none

Attachments: none

Note: For uploading more than three attachments in the same submission, please use file compression or "zip" software. For information about using zip software, [click here](#).

If mailing attachments: none

Submitter: 

[View this submission](#) within the administrative area of your website.

This email was sent by: [REDACTED]

User Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko

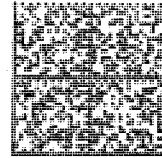
Remote Host: 173.31.26.53

Remote Address: 173.31.26.53

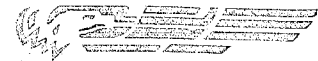
State of Iowa
Department of Justice
CONSUMER PROTECTION DIVISION
Second Floor, Hoover Building
Des Moines, Iowa 50319-0109

Address Service Requested

PRESORTED
FIRST CLASS



U.S. POSTAGE  PITNEY BOWES



ZIP 50319 \$ 000.39⁹
02 1W
0001398820 JUL 06 2016

F4W209B 20590

