

THOMAS J. MILLER
ATTORNEY GENERAL

CONSUMER PROTECTION DIVISION



Department of Justice

CL-10896740-9664

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

August 2, 2016

[REDACTED]
West Des Moines, IA [REDACTED]

AUG 11 2016

RE: Chrysler

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,

A handwritten signature in cursive script that reads "Marti Quigley".

MARTI QUIGLEY
Investigator
Marti.Quigley@iowa.gov

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

NM
81516
SMD

AG CONSUMER [AG]

From: [REDACTED] <webteam@feedback.iowa.gov>
Sent: Wednesday, July 20, 2016 5:29 PM
To: AG CONSUMER [AG]
Subject: Submission from Iowa Attorney General (Online Consumer Complaint Form)

The following was submitted on July 20, 2016 at 5:28 pm US Central.

Consumer Information

Title: [REDACTED]
First Name: [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
City: West Des Moines
State: IA
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
(Company or Name of Individual):

Address: none
City: none
State: none
Zip Code: none
Phone: 1-800-247-9753
Fax: none
Email Address (if available): customerassist@chrysler.com

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

Product or service involved: 2012 Chrysler Town & Country minivan blind spot system.
Is the product?: Used
Date of purchase or contract: October 2013

Amount of purchase or contract: \$25,000

Actual amount paid: \$25,000

How did you pay?: Loan

Have you contacted the business or person?: Yes

Have you contacted an attorney?: No

What do you think should be done to resolve your complaint fairly?: Either providing the new sensors at cost or providing a full comp for the fix since in my opinion, this is both a safety concern since the blind spot sensors on the side mirrors are constantly on and an annoyance/safety issue since the beeping is incessant and constant. If the system cannot be shut off as they can be in other makes and models, then that is an engineering issue that Chrysler should own on a vehicle that is now 4 model years old.

Summary of your complaint:

This issue is regarding a 2012 Chrysler Town & Country Minivan. In March 2016 we brought the vehicle into Dewey Dodge in Ankeny, Iowa for a diagnosis relating to a warning notification in the vehicle for the Blind Spot Sensors. At that point, this blind spot system notice caused a constant sound dinging in the vehicle, similar to when a door is ajar in the vehicle as well as a constant light flashing in the vehicle while the vehicle was engaged. Following the diagnosis, Dewey provided a resolution for the vehicle that included a replacement of the Blind Spot Sensor System as well as some electrical components that would need to be replaced to the cost of \$3,000. Subsequent to that resolution, we called Chrysler directly to appeal the price for the fix on a component that would have cost roughly 10% of the initial MSRP on the vehicle in 2011/2012. At that point, since the vehicle was not under warranty, Chrysler was not willing to extend any help on either lowering the price for the fix or providing a workaround fix that would have shut the system off entirely, thus bypassing the error and the system altogether. We later learned that a "shut off" function was not engineered on this product so there is no workarounds that can be provided as a resolution. We chose not to spend \$3,000 on the fix in April and have just continued to drive the vehicle with the issues. This was the case until last week when the beeping was incessant enough for my wife, [REDACTED] to telephone Chrysler directly again to raise the issue from a safety perspective given the blind spot sensor lights themselves are constantly on and no longer provide the benefit they were intended to provide. On Monday, July 11th, [REDACTED] called Chrysler was connected to a representative by the name of Mitch who then escalated the issue to a Project Manager for a resolution to be determined and recommended by the engineering staff with a call-back to occur by Thursday, July 14th, there had been no follow up phone call for [REDACTED] so she contacted Chrysler again on Monday, July 18. With that phone call, the person [REDACTED] spoke with was rude, non-responsive and unwilling to do anything to address or advance the issue further after communicating that it had been determined the case was closed without a resolution. Upon requesting a manager or supervisor, [REDACTED] was denied that ability by the call center representative. Under protest [REDACTED] voiced her frustration with no resolution and followed up with a subsequent email to Chrysler noting the terrible customer service. Chrysler responded with a canned email response that provided no further resolution. That email exchange is attached here. I subsequently called Chrysler today (Wednesday, July 20) to press the issue further. I was on the phone for 90 minutes with Maria, a very kind representative who seemed to understand our position and agreed with it, but was under no

authorization to have Chrysler provide a solution or a more reasonable-priced fix. There is no shut-off capability for this system, which in my opinion, is a function of poor engineering, so instead of being able to shut a malfunctioning system off, we are forced to either spend thousands of dollars on a fix that seems to be aggressively overpriced given the initial price of the vehicle or deal with the issue. If we were to trade the vehicle in, we would not receive full price because the dealership would know there is an issue connected to this vehicle in the range of \$3,000. We are supposed to receive a further call-back from a supervisor representative at Chrysler tomorrow (7/21), but I am not confident this will result in any resolution. Upon further investigation, upon Googling "Chrysler Town & Country Blind Spot Sensor issues" there is a long list of outstanding claims towards faulty engineering, indicating a more systemic issue. Since we are getting nowhere on having Chrysler provide a reasonable remedy to the extortion they are currently promoting, your assistance on this issue would be appreciated, as would your recommendation as to if this should be an item that needs to be submitted and escalated to the NTSB from a vehicle safety issue standpoint. Please call back or email at [REDACTED] to walk through any questions you may have. Thank you for your consideration,

Attachments: Message_from_Chrysler_[REDACTED]

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: [REDACTED]

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

This email was sent by: www.iowaattorneygeneral.gov

User Agent: Mozilla/5.0 (Windows NT 6.1; WOW64) AppleWebKit/537.36 (KHTML, like Gecko)

Chrome/50.0.2661.102 Safari/537.36

Remote Host: 206.195.208.253

Remote Address: 206.195.208.253

----- Forwarded message -----

From: "customerassist" <customerassist@chrysler.com>

Date: Jul 19, 2016 4:54 AM

Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

To: [REDACTED]

Cc:

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center.

We can understand why an issue such as this would be aggravating and we are very sorry to learn of the problem you have encountered.

Our records confirm that you have previously contacted us on this matter and your concerns were discussed at that time. We appreciate the time and effort you took to bring this concern to our attention.

We have updated your file to reflect the latest information you provided in your message. Technical information is supplied only by the dealership and we regret that we were not able to assist you with your question.

It is regrettable to learn of your intent to dismiss FCA as your automotive supplier. Our objective is to maintain a high quality standard for the products and the service we provide. It is truly unfortunate that you have not found this to be the case. We are, however, hopeful that our future products and developments may lead you to choose FCA again.

Any future communication related to this issue will be retained in corporate records.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-FCA ([1-800-247-9753](tel:1-800-247-9753)).

Sincerely,

Royal

Customer Service Representative
FCA Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: [REDACTED]

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Customer Service Experience

Comments:

To Whom It May Concern: I just was on the line for an hour with one of your

CSRs. The service I received was abhorrent. Not only was the CSR hostile

and condescending, she refused to get a supervisor when repeatedly requested to do so. I was laughed at during the call as well. I am appalled at both Chrysler's commitment to their own product, and even more

so by their customer service. I will never in my life even consider purchasing a Chrysler or Chrysler related product. I will also tell everyone I know what a horrific experience this has been. My husband and

I have 6-figure incomes and I guess instead of supporting American made vans, we will do what everyone else we does and go with an Asian brand instead. At least they are willing to stand by their products and provide

good customer service. Since Joselyn (your CSR) made it clear that there

is NOTHING Chrysler can and will do to assist in their safety related problem that the dealership sent me back to you for, I will be purchasing a

Nissan immediately. I wish you luck in keeping customers with the way you treat us. I am extremely disappointed in what happened today and although I did yell it was only after your CSR refused to get me a supervisor, or anyone else for that matter, when requested. [REDACTED]

VIN:

CR [REDACTED]

Mileage:

97000

Servicing Dealer:

Dewey

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

West Des Moines

State:

IA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

Quigley, Martha [AG]

From: Quigley, Martha [AG]
Sent: Thursday, July 28, 2016 1:37 PM
To: [REDACTED]
Subject: Chrysler

Dear [REDACTED]

I have reviewed your complaint involving the blind spot sensor system on your 2012 Chrysler Town & Country Minivan. The appropriate agency to contact regarding this issue would be the National Highway Traffic Safety Administration ("NHTSA"). You can file a complaint on their website.

www.nhtsa.gov

Sincerely,



Marti Quigley

Investigator

Office of the Attorney General of Iowa

1305 E. Walnut Street

Des Moines, IA 50319

Phone: (515) 281-8771 Fax: (515) 281-6771

Email: mquigley@iowa.gov | www.iowaattorneygeneral.gov

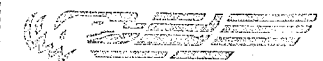
State of Iowa
Department of Justice
CONSUMER PROTECTION DIVISION
Second Floor, Hoover Building
Des Moines, Iowa 50319-0109

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