



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

02-NOV-2016

MAY 1 1 2017

Reference No.
10923906

OWNER INFORMATION (Type or Print)

Name

Address

City

HARTLAND

State MN

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to inform the public of safety defects, to inform the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2C4RDGDG2CR

Make

DODGE

Model

GRAND CARAVAN

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

27-SEP-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 060000 ENGINE (PWS)

Failure Mileage

82000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☒ Yes ☐ No

Number of Persons Injured

Number of Deaths

Reported to Police

Y

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 DODGE GRAND CARAVAN. WHILE DRIVING AT LOW SPEEDS, THE VEHICLE CAUGHT FIRE. THE CONTACT WAS NOT INJURED. A POLICE REPORT WAS FILED. THE VEHICLE WAS NOT TOWED TO A LOCAL DEALER. THE CONTACT CALLED 911 WHEN THE VEHICLE BURST INTO FLAMES. THE BATTERY WAS DISCONNECTED ON THE SCENE. THE VEHICLE WAS TAKEN TO A LOCAL BODY SHOP THE FOLLOWING DAY, BUT WAS NOT DIAGNOSED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 82,000.

While driving I smelled smoke and realized the driver's side door was on fire. I was one mile out of town & drove home and parked in my driveway and called 911. Though the fire dept. was called & they came, they didn't use hose or equipment. They used about 2 parts of water to extinguish. It reignited so they tore off the door panel & poured water on it. The pbto disconnected the battery. The inside of door was burned badly. All wires were scorched. Because all the wires were burned I cannot control any of the functions that were

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Control. Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)
~~control~~ For example I cannot adjust mirrors, open/close any doors, open/close windows. Also the temp gauge on LT15 of car doesn't work.
Also, the O.V.B system doesn't work. I believe the car is unsafe to drive but because I have no choice, I have to drive it. There is a recall that ~~about 100,000~~ I have included that I believe directly related to the reason my car door started on fire. I took the car to Complete Auto Services and they stated that because the door + wires were burned so extensively that Chrysler could not say for sure they were not responsible, that there was no way to tell. Chrysler had a fire inspector look at it and they sent me a short letter saying they were not manufacturingly responsible, + that the recall didn't relate to it. I also had T & T Body Shop + A's Body Shop look at it and all three auto-shops said that they believed it was related to the recall because there would be no other reason why my driver's door would smell of smoke + then burst into flames. I believe they were just trying to get ATTACH ADDITIONAL SHEETS IF NECESSARY

out of fixing it and expected me to just give up. Insurance didn't care because I only had liability. I am asking that they please fix this as it is a hazard to drive now + I am driving myself ~~very~~ ~~carefully~~ around + something bad could truly happen.

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

*additional information continued
on next page *

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



safercar.gov

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



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

MAY 10 2017

1200 New Jersey Avenue SE
Washington, DC 20590

NEF-160

Dear Consumer:

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 failure(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 Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

I sent along information that I sent
to the office of Minnesota Attorney
General - Lori Swanson to let you know
which other agencies I contacted.

★★★★★
NHTSA
www.nhtsa.gov

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There is a current recall on my car that states I need to get quarter vent window fixed.

I hadn't been able to do this because my car (Van) was in my garage for sometime with expired tabs. I was going to have this done but before I could the following happened. I was driving about 1 mile out of town, when I began to smell smoke. Within seconds I saw smoke coming out through the cracks of the driver's side door. Then moments later I saw flames. I had only been driving about 30 miles per hour but because the flames got bigger and I could feel the heat, I sped up until I reached my home. I had rolled the window down because the smoke was so thick. I immediately called the fire dept or 911. Two men showed up before the fire trucks got there. They asked for an extinguisher but ended up asking for a few pails of water and poured the water into the door cracks. The door reignited so they had to tear the inside door panel off and poured 2 more pails of water on it. The fire trucks or hoses were not even used. The police also came and they disconnected my battery so it wouldn't possibly reignite. The fire dept. charged me \$750⁰⁰ even though none of the equipment was used.

That evening I got out the Recall notice

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which was for my specific Dodge Grand Caravan 2012 VIN#

I took the car down to the local body shop and showed Tim of T+T's Body Shop the damage and showed him the Recall. He was 99% convinced there was a direct correlation between the recall and door fire, he said he had never seen anything like this happen before for no reason.

He did say it was drivable but because all of the door wires were scorched so badly that I couldn't control anything from that door including rolling up the window or opening ~~the~~ the door from the inside, controlling any other doors, or windows or mirrors. ALSO, LH5+ gauge does not work

The next day when I was driving, near Ellendale, MN, I noticed some of the wires sparking. I stopped at Al's Auto Shop in Ellendale and he found the wires that were sparking & cut them so it would not reignite.

The owner there at the body shop also looked at the recall and believed they were directly correlated with each other.

I then called the recall people and told them what happened.

The next call I made was to Dave Severson Chrysler in Albert Lea, MN. He told me to bring the car in to get fixed. I had explained about the recall and what happened. We set up an appt. for the next week. A few days later he called and reset the appt. because he said a fire inspector was coming down from

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fiat in the Twin Cities to do an inspection first. I brought the car in and after the inspection I asked the man how it went. His response was that it was not his decision but he believed they would be calling me to come in and have it fixed. This gave me the impression he knew how the fire started, but he didn't tell me exactly that. A few weeks later I got a letter from FIAT Chrysler basically only saying they were sorry for what happened but they believed they were not manufacturely responsible. They gave me no reason why they felt it did or did not happen and they also didn't send me a copy of the fire report which I believe if they feel they were not responsible, should have the reason why it happened. Doors just don't go up in flames for no reason. There was a name and phone # on the report.

I tried calling the number numerous times. At first there was no way to leave a message, it just said the person was unavailable. I continued to call + finally left a message but never got any response back. The man's name was Tony Morris - Special Investigations
Over the next few weeks I contacted (586)-28164 numerous people to try and get some help. I contacted the Recall people several times where each time they wrote a report and were going to look into it. I also contacted the customer service # for FIAT Chrysler and they also

made several reports. The final time I called them they said the case was now reopened and they would get back to me. Each time I called I asked to get a copy of the fire inspectors report. Each time they stated they would contact the inspector and have him call me within a few days. Not once did I get a ^{return} call. Tony Morris ^{Special I.} 586-
In the mean time I took my van into Complete Automotive Services in Austin MN. I brought along the door panel and they did an inspection on it. Their findings were that they didn't understand how FIAT could come to the conclusion that they did because all of the wires w/in the door panel were so burned that they could not definitively say that it was not due to the quarter vent window.

I did a longer summary on another page.



April 17th 2017
23
18

IMPORTANT SAFETY RECALL

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RDGDG2CR [REDACTED])

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

Dear [REDACTED],

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2010 through 2014 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.

The problem is... The rear quarter vent window switch on your vehicle may overheat if exposed to liquid moisture. An overheated rear quarter vent window switch may cause a burning odor, smoke, or a driver's door fire without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the rear quarter vent window switch and repair the electrical connector, if required. The work will take about ½ hour 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, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your 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 Chrysler Group Recall Assistance Center at 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. You may also update this information on the web at

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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 call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.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.

Customer Services / Field Operations
Chrysler Group LLC

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



FCA US LLC

CIMS 482-00-85

PO Box 218008

Auburn Hills MI USA 48321-8008

PRESORTED
STANDARD
U.S. POSTAGE
PAID
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Electronic Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law

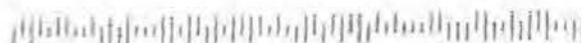


CE [REDACTED] P25 256861

HARTLAND, MN [REDACTED]



256861/#74686/P25-3D



Case # [REDACTED]

1 800 - 853 - 1403



STATE OF MINNESOTA
OFFICE OF THE ATTORNEY GENERAL

LORI SWANSON
ATTORNEY GENERAL

December 1, 2016

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

MAY 10 2017

[REDACTED]
Hartland, MN [REDACTED]

Dear [REDACTED]

I thank you for contacting our Office.

As you requested, I enclose a Consumer Assistance Request Form that you may complete and return to us. I appreciate receiving reports from the public, which serve two main purposes:

First, if you are having trouble resolving a consumer problem, we may be able to assist you. In many cases, we are able to contact the organization against which the complaint is filed and try to work out a resolution to the problem. We may also help identify other government agencies that may be able to help. Please indicate on the Consumer Assistance Request Form what action you would like the organization to take to resolve your dispute, and attach to the form any important documents (e.g. contracts, cancelled checks, invoices, etc.) I enclose a document entitled "*How We Can Help*", which has more information that you may find helpful.

Second, hearing about consumer problems also helps us to better understand activities in the marketplace that may unfairly impact our citizens. In some cases, reports from the public help us build lawsuits against organizations that have violated our state laws. In other cases, reports from citizens help us warn the public about emerging scams or problem areas.

Please complete both pages of the form and send your report to us as follows:

Office of Minnesota Attorney General Lori Swanson
445 Minnesota Street, Suite 1400
St. Paul, Minnesota 55101-2131

We will contact you as soon as possible after receiving your report.

I thank you again for contacting our Office.

Sincerely,

LORI SWANSON
Attorney General

Enclosures:

1, *Consumer Assistance Request Form, How We Can Help*

Consumer Assistance Request Form



The Office of
MINNESOTA ATTORNEY GENERAL
LORI SWANSON

YOUR INFORMATION

Your Name:

Your City, State, Zip:

Hartland, MN

Your Day Phone:

Your Night Phone:

Your Cell Phone:

COMPANY COMPLAINED ABOUT

Name of Company Complained About:

Chrysler Corporation

Its Street Address:

Its City, State, Zip:

Its Phone Number:

Its Contact Person:

Their Title:

I don't know all this information

HAVE YOU CONTACTED ANOTHER AGENCY?

Have you contacted another agency?

☒ Yes ☐ No

If yes, give name of agency and result:

US Dept of Transportation - National Highway Traffic Safety Administration

HAVE YOU FILED A LAWSUIT?

Have you filed a lawsuit?

☐ Yes ☒ No

If yes, what was the result?

PRODUCT OR PAYMENT INVOLVED (IF ANY)

Product/Service Involved

Dodge Grand Caravan

Date of Purchase:

Approx Spring 2012

Amount of Purchase:

approx 18,000

VIN 2C4RDG-DG2CR

EXPLANATION OF PROBLEM

(Time of accident 782,000 miles) Incident date Sept 27, 2016

I was driving my vehicle about one mile out of town when I started to smell smoke. I realized quickly that it was coming from the driver's side door as I saw flames coming up through the door panel. I drove home & parked in my driveway and called 911. The fire dept. and police showed up. They used 2 pails of water but that didn't extinguish it so they tore the inside panel off (LHS front door) and poured more pails of water & then the police disconnected the battery. I called Chrysler a few days later & told them about the incident and recall for my Dodge Grand caravan, that I have included a copy of. They had a fire inspector look at it and after awhile claimed that they were not manufacturer's responsible. I don't understand how they could come to that conclusion because there was a recall for what specifically happened & car doors don't just ignite into flames of fire. No reason.

More room is available on the next page →

Questions Continue on the Next Page →

(2)

EXPLANATION OF PROBLEM, CONTINUED

I took the car to (CAS) Complete Automotive Services in Austin, MN and they looked over, I included a copy of their letter ^{which} they told me they believed based on the recall that Chrysler is responsible to fix it. Their assessment stated that the wires were all so burned that they could NOT have definitively come to the conclusion that they weren't responsible. They feel they are just stone-walling me expecting me to give up. There is NO reason why my car door would smell of smoke & just ignite into flames. It has also made my vehicle very unsafe to drive. Because so many wires were burned I can no longer control the windows, mirrors, doors, displays, the temp on my side of the car & anything opening or closing. I can barely even open & close the driver side door. I feel they are a large enough company to stand behind their product & the safety recall that is specifically for my car. And because I have always bought Chrysler, I ~~can~~ ^{NO} longer stand behind them. I recommend them to anyone. Also, I feel they are responsible to pay the \$750⁰⁰ fire all but I am supposed to pay for calling 911.

WHAT DO YOU WANT THE COMPANY TO DO?

I feel that the fire to my car door is Chrysler's responsibility to fix because of the recall on my Dodge Grand caravan that is directly related to the door fire. The auto dealer ^{shop} that I had look at it and review it said the door was burned so badly that they could not have definitively come to the conclusion that they are not responsible for repairing the damage.

(If you need more space, please feel free to attach a separate document with more information.) I believe they are just trying to not fix it because they can't prove it was the recall but they also can't prove it wasn't. Also the \$750 fire dept calls their response why to pay.

The information you provide may be used in our efforts to resolve the problem, to communicate with you, and/or to enforce applicable laws. The information may be shared with the party complained against, law enforcement agencies and consumer assistance agencies. You are not legally required to provide this information, but failure to do so may hinder efforts to resolve your problem.

The information I have given you is true and accurate to the best of my knowledge and may be used as stated on this form.

Signature

Date

4/21/2017

Please mail completed, signed form (and any attachments) to: Office of Minnesota Attorney General Lori Swanson, 445 Minnesota Street, Suite 1400, St. Paul, MN 55101. Call our office at (651) 296-3353 or (800) 657-3787 with any questions.

Thank you for the opportunity to assist you.

Lori Swanson
MINNESOTA ATTORNEY GENERAL

③

Continued -

Though my car is drivable, I feel it is very unsafe to drive. I have no choice to not drive it as it is my only vehicle. They came to the conclusion that they were not responsible manufacturingly to fix it. I took the car to 3 separate motor vehicle dealerships (or Autobody dealerships. Two of the autobody dealerships looked at the damage and the Recall information and both came to the conclusion that it was directly related to the Recall. 1) Al's body shop in Ellendale MN, 2) T-T's body shop in Hartland MN. Neither wrote a report.

3) CAS (Complete Automotive Services) in Austin MN, did a complete review of the car, door, wires, rear quarter vent window switch, etc. I included the report from them which they stated that all of the wires in the door panel were ~~so~~ severely burned that if they were asked to do a fire inspection that they could not determine definitively that the fire was not caused by the quarter vent window switch. They reviewed the Safety recall information from FCAC (Fiat Chrysler Automobiles) and said they have never had an automobile car door ignite in flames for no reason that was not determinable upon inspection. They said they couldn't make a determination that it was or was not

(4)

do to the rear quarter vent window switch but based on what happened, along with the safety recall, that they believed that is why the car door ignited in flames. They agreed I should continue to fight this so I am moving forward to get this resolved. I sent along the statement from CTS. Though it was a short description of their review of the car, they said continue to fight to get this fixed. They agreed that it is also a safety issue as so many wires were burned it affects the safety of driving the vehicle. My daughters will no longer drive in the vehicle with me as they are afraid of what could happen.

There are so many safety concerns that I cannot understand why Chrysler is not committing to fixing the door based on the safety recall's description of what happened if the rear quarter vent window switch overheats. On the Safety recall under The Problem it states "The rear quarter vent window switch on your vehicle may overheat if exposed to liquid moisture. An overheated rear quarter vent window switch may cause a burning odor, smoke, or a driver's door to freeze without warning. This is exactly what happened as I was driving. Luckily I was close enough to home to be able to drive home before it burned

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The entire car. Had I been far from home or without a cell phone with me, that is exactly what would have happened. Under those circumstances I believe they would have agreed to fix the car as there would have been nothing left to look at but just a determination based on where & how the door started smelling of smoke, a burning odor, & then combusted into flames. I and my children could have been hurt seriously.

The other issue is that when I took the car in to the local Chrysler dealership to have the fire inspector look at it, if he felt the fire was not due to the specific recall, about the rear quarter vent window switch then, why wouldn't they have repaired or (replaced the rear quarter vent window switch and repair the electrical connector, if required) as stated in the Important safety recall.

If the damage was not their responsibility, manufacturer, as they stated due to this, then that repair should have been done then as a future fire could happen. I feel they didn't ^{replace} repair the rear quarter vent switch and repair the electrical connector, because they felt the fire already happened and all the electrical wires were

⑥

already burned so what was there left to repair. This just shows me that their determination ~~of~~ not being directly related to each other is incorrect or they would have made that repair at that time because another door fire could happen at any time. I feel very unsafe driving my car & that is why my children are not allowed to drive with me. If there were to be another fire because they didn't fix the rear quarter vent window or just an accident, in general I would not be able to open my door to get out. Also all the doors are controlled by ^{the LHS} ~~my~~ door panel & anyone else in the car could ~~be~~ locked in and stuck inside. I cannot control any doors, windows or mirrors. Everything has to be done by hand or on that door specifically. I cannot open my LHS cardoor window at all. The DVD player no longer works. I cannot control the temperature in the car & it stays on LO at all times. I can barely even open my cardoor. The parts & burned wires are duct-taped as to not interfere with my driving ability. Chrysler needs to make up and stand by this Important Safety Recall as a responsible and Safe Car dealership. I think they are just stone-walling me and hoping

(7)

as a young female, who doesn't know a lot about cars, that I will just give up. This is what Safety recalls are for. Obviously, this has happened to others in the past or there would be no Safety recall. They need to stand by the people who buy their vehicles with the respect of following through to the end and fixing this issue ~~properly~~ at hand. Our family has always bought Chrysler cars but we will never buy one again based on the treatment, disrespect + plain disregard for the safety of those who put their lives in the hands of the dealership by purchasing their cars, feeling they are safe and that they would stand by any defects, as in my case, the Safety recall. That is why Safety recalls are sent out, so no one is hurt. They are fortunate I or my children were not hurt or I would have sued them. As all I am asking is they stand behind their vehicles standards, and follow the Safety recall and repair my car.

But lastly, I believe they are responsible for paying the \$750.00 fire department bill as I had no choice but to call them as the entire car would have burned had I not called them at 911.

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I was parked in my driveway in the center of town and had I not called the fire department other things could have caught on fire also.

Thank You for reading this and allowing me to explain the situation. Any help and assistance in getting this issue resolved and fixed would be greatly appreciated. They need to take responsibility for this.

They are a large auto dealership and financially can afford to take responsibility for, and stand by their vehicles safety for those who put their lives into their hands each time they drive a vehicle they have purchased from them.

Sincerely,

Martland, MN

Complete Automotive Services

103 21st ST S.E.

Austin, MN. 55912-4376

Phone: 507-433-9555 Fax: 507-434-1111

Ord. Est. # 000

Printed: 12/23/16

INVOICE

2012 Dodge - Grand Caravan Crew - 3.6L V6 (220CI) VIN(G)

Lic #

Odometer In : 85797

Hartland, MN

VIN # 2C4RDGDG2 CR

Part Description / Number	Qty	Sale	Ext	Labor Description	E
				DIAGNOS FIRE DAMAGE, LEFT FRONT DOOR. WIRE HARNESS AND ALL SWITCHES EXTENSIVELY BURNT. COULD NOT DETERMINE SOURCE.	0.00

Ord. Estimate 0.00 Revisions 0.00 Current Estimate 0.00

Labor: 0.00

Parts: 0.00

Sub Total: 0.00

Tax: 0.00

Total: 0.00

Bal Due: \$0.00

[Payments -]

Vehicle Received: 12/23/2016

Work Completed Date: 12/23/2016

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair. Invoices unpaid are due to service charge of 1.5% per month or 18% annually.

Signature

Date

Time

Written By: Walk, Ron - Technicians

Page 1 of 1

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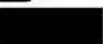
Hartland Firefighters Relief Assn

PO Box 504

Hartland, MN 56042

Invoice

Date	Invoice #
9/25/2016	3

Bill To
 Hartland, MN 

Ship To

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
			9/25/2016			

Quantity	Item Code	Description	Price Each	Amount
1	Fire Call	vehicle fire, driver side door  <i>This must be paid by 11/25/16 or it will be assessed to your real estate taxes for 2017.</i> <i>Melissa Olson City of Hartland</i>	750.00	750.00
			Total	\$750.00