

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

[REDACTED]  
Sussex, NJ  
[REDACTED]

NJ Dept. Law and Public Safety  
Division Consumer Affairs  
Lemon Law Unit  
PO Box 45026  
Newark, NJ 07101

July 21, 2016

To Whom It May Concern:

RE: 2016 Town & Country  
Vin#: 2C4RC1BG9GR [REDACTED]

In December 26, 2015 I leased the above said vehicle knowing that I have a growing family with an infant son and twin sons on the way. The vehicle was going to support our travel experiences with a secure and safe feeling for the family.

Since then and on March 30, 2016 I brought the vehicle to Franklin Sussex Auto Mall because the engine wasn't running right and the "check engine" light was blinking. The van kept stalling. According to the work order they ran several tests and contacted Chrysler about service codes.

Then on July 6, 2016 the vehicle had to be brought back as my fiancé was driving with my [REDACTED] old son and [REDACTED] old twin boys and the right sliding door flew open on Rt. 23 in Riverdale, NJ. She was scared and shaken as there were 3 babies in the van. The door wouldn't completely close and she was afraid that the door could slam and hurt my son or worse, take a hand/finger off as his car seat was on the right side next to that door. Upon bringing the vehicle to Franklin Sussex Auto Mall, they found that the right side sliding door handle button sticking (inside handle). They, apparently, replaced the handle and reinstalled a top hinge on a track and said that the door opened normally.

Finally on July 15, 2016, again there is a problem with the door, brought it back to Franklin Sussex Auto Mall. The right sliding door was making a noise and still wasn't latching shut properly. Again they adjusted the top door roller, cleared and lubed tracks. Told fiancé that everything was fine.

The very next day on July 16, 2016 there was still noise in the door and still not functioning properly so the Tech., Justin replaced the top, sliding roller (again) and said that it was operating properly and at that moment the new repair worked for him.

Wednesday, July 20, 2016 the door didn't work at all and has no motor function and does not work automatically at all. My fiancé and called the service manager and service department and no one answered. Then she drove there with all 3 babies and was told by the Service Manager, Jim, that probably nothing was wrong and that sometimes it happens and the vehicle "loses its memory" and has to re-boot itself.

This is extremely unsettling when you have a [REDACTED] old boy and [REDACTED] old twin babies in the vehicle with you. I am finding it hard to believe that this is "normal" for a new vehicle that is supposed to be designed for a family to feel so dangerous. Also a very scary vision is knowing that, most likely, this vehicle will spend more time in the service department of Franklin Auto Mall than it will servicing my family, getting us to and from doctors appointments, well care for our babies.

To be clear, my fiancé talked to Bill Snoffer, General Manager of Franklin Sussex Auto Mall on Saturday, July 16, 2016 and he told her to touch base with him on Monday. She called him on Monday, July 18, 2016 and he told her that he spoke with his Chrysler sales representative and said that there is probably not much that can be done and he felt that it didn't pertain to anything with the Lemon Law but offered her to take off a monthly payment and she said she spoke to a Chrysler case manager, Patricia who told her she should keep bringing the vehicle in for service, especially if it feels unsafe. Then he said he was going to check again and touch base with his sales representative to see if there was anything he could do. Heard nothing back.

In the interim, a sales representative said that she could turn in the vehicle to be "put in a new one", all of which is absurd as having a growing family does not allow us to financially go over the budget we currently have. Also, other than a van we would have move up to an even larger SUV.

According to the Disclosure Notice for New Jersey in the Summary of Rights: item 3. It is presumed that the manufacturer or its dealer is unable to repair or correct the defect, if substantially the same defect continues to exist after the manufacturer has received written notice of the defect by certified mail, return receipt requested, and has had a final opportunity to correct the defect or condition within 10 calendar days after receipt of the notice. This notice must be received by the manufacturer within the term of protection and may be given only after (i) the manufacturer or its dealer has had two or more attempts to correct the defect; (ii) the manufacturer or its dealer has had at least one attempt to correct the defect if the defect is one that is likely to cause **death or serious bodily injury if the vehicle is driven**; or (iii) the vehicle has been out of service or repair for a cumulative total of 20 or more calendar days, or in the case of a motorhome, 45 or more days.

Please understand and note that it is hard enough to support a family and even harder to know you are paying for a vehicle that is in a service department more than with the family.

Thank you kindly for you time,

Sincerely,  
[REDACTED]

Cc: Chrysler  
CC: National Transportation Safety Board



ROUTE 23 • BOX 347  
 SUSSEX, N.J. 07461  
 TEL (973) 875-3188  
 FAX (973) 875-9547



Jeep RAM



INVOICE NO. [REDACTED]	ADVISOR <b>JOE</b>	TAG NO <b>04343</b>	5779	REVOICE DATE <b>03/30/16</b>	[REDACTED]
[REDACTED]	LABOR RATE	DISCOUNT	2,881	BRILL BLK/B	[REDACTED]
[REDACTED]	YEAR MAKE MODEL <b>16/CHRYSLER/TOWN &amp; COUNTRY/4DR WGN T</b>	DELIVERY DATE <b>12/26/15</b>			<b>10</b>
<b>HIGHLAND LAKES, NJ</b>	VEHICLE ID NO. <b>Z C 4 R C 1 B G 9 G R</b>	DATE OF SALE <b>03/28/16</b>			<b>REPRINT# 1</b>
[REDACTED]	COMMENTS <b>E# ERB</b>				<b>MO: 2960</b>

TOTALS

WE HAVE RECEIVED DMCC HIGHEST AWARD  
 "FIVE STAR"  
 WE ARE BETTER AND WE WILL PROVE IT  
 THANKS TO ALL OF OUR CUSTOMERS FOR  
 HELPING US TO BE THE BEST WE CAN  
 YOUR SERVICE TEAM

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**

\*\*\*\*\*  
 \* CASH ( ) CHECK ( )#..... VISA ( ) \*  
 \* \*  
 \* MASTERCARD ( ) AMEX ( ) DISC ( ) CHARGE ( ) \*  
 \*\*\*\*\*

CUSTOMER SIGNATURE

\*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*



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DODGE Jeep RAM



ADVISOR <b>JOE</b>	04343	TAG NO. 5779	ARRIVAL DATE 03/30/16	STOCK #
LABOR RATE	2,881	PLATE	BRILL BLK/B	
YEAR/MAKE/MODEL 16/CHRYSLER/TOWN & COUNTRY/4DR WGN T		DELIVERY DATE 12/26/15		10
VEHICLE ID 2 C 4 R C 1 B G 9 G R				08/22/15
			03/28/16	REPRINT# 1
E# ERB				MO: 2960

LABOR & PARTS

# 1 18CHZZTER/DIAG DIAG/CODE HOURS: 1.30 TECH(S): 06407 WARRANTY  
 Customer states ENGINE RUNNING ROUGH AND CHECK ENGINE LIGHT IS FLASHING (Perform DTC Inspection)  
 SCANNED SYSTEM FOR CODES FOUND 4 P0300,P2302,P2308,P2314 ALL CODES STORED. CHECKED PCM AND COILS OK. CHECKED HARNEES AND CONNECTORS. CHECK SLICES S108..OK..INSPECTED CYLINDERS 1,3 & 5 SPARK PLUGS..REMOVED INTAKE MANIFOLD PLENUM TO CHECK AND SWAP SPARK PLUG,FUEL INJECTORS TO SEE IF MISFIRE COMES BACK..  
 REASSEMBLED CLEARED STORE CODES AND ROAD TESTED 20 MILES WITHOUT A PROBLEM..CONTACTED CHRYSLER TECH SUPPORT FOR ANY HELP WITH THESE CODES..SERVICE MANAGER ROAD TESTED VEHICLE 54 MILES WITHOUT ANY WARNING LIGHT OR DRIVABILITY PROBLEMS UNABLE TO GET VEHICLE TO RUN ROUGH AFTER THE CUSTOMER DROPPED OFF THE VEHICLE THE DAY BEFORE..RETURNED VEHICLE TO CUSTOMER

JOB # 1 TOTAL LABOR & PARTS 0.00

# 2 90CHZZ INSPECTION HOURS: TECH(S): 06407 INTERNAL  
 (Multi-point inspection according to maintenance interval)  
 COMPLETED MULTI POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

# 3 26CHZZ1 GENERAL CONCERN HOURS: TECH(S): 06407 WARRANTY  
 Customer requests RENTAL CAR (General Concern 1)  
 2 DAYS RENTAL...

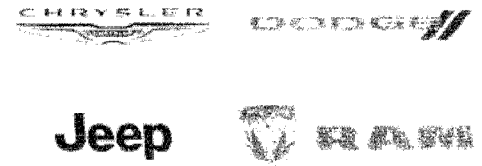
JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV#-INV.DATE-DESCRIPTION WARRANTY  
 JOB # 3 03/28/16 RENTAL/KAPUSTA 0.00  
 TOTAL - SUBLET 0.00

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)  
 TECHNICIAN CERTIFICATION  
 06407 TOM 06407

# FRANKLIN SUSSEX AUTOMALL, INC

ROUTE 23 • BOX 347  
SUSSEX, N.J. 07461  
TEL (973) 875-3188  
FAX (973) 875-9547



DODGE // CHRYSLER // Jeep // RAM



INVOICE NO	ADVISOR <b>JOE</b>	TRG NO	INVOICE DATE
	<b>04343</b>	<b>5050</b>	<b>07/08/16</b>
LABOR RATE	LICENSE NO	AMOUNT	VEHICLE
		<b>6,960</b>	<b>BRILL BLK/B</b>
YEAR - MAKE - MODEL	VEHICLE TO NO		DELIVERY DATE
<b>16/CHRYSLER/TOWN &amp; COUNTRY/4DR WGN T</b>	<b>2 C 4 R C 1 B G 9 G R</b>		<b>12/26/15</b>
SALES DEPT	SALES REP	SELLING DEALER NO	DELIVERY MILE
			<b>10</b>
		INVOICE DATE	SALES REP
		<b>07/06/16</b>	<b>08/22/15</b>
	INSTRUMENTS		MO: 6961
	<b>E# ERB</b>		

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