

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



BILL SCHUETTE
ATTORNEY GENERAL

P.O. Box 30213
LANSING, MICHIGAN 48909

May 02, 2017

MAY 11 2017

Refer to AG No.: [REDACTED]

[REDACTED]
St. Joseph, MI [REDACTED]

Dear Consumer:

RE: Chrysler Customer Service Center/FCA US LLC

We have received the information you recently submitted to this office regarding Chrysler Customer Service Center/FCA US LLC.

We are, by copy of this letter, referring your correspondence to:

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington, DC 20590
(888) 327-4236

From the information you have submitted it appears that the above-named agency may have jurisdiction in the matter outlined in your correspondence and may be able to assist you.

Further communication regarding your correspondence should be forwarded directly to them at the address given in this letter.

Hopefully, this direct referral will expedite efforts toward a solution of your problem or provide you with the information you requested.

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

ET
9/17
LP

Michigan Office Of Attorney General Consumer Complaint Form

Web Complaint Number: [REDACTED]

Submitted: 4/12/2017 5:46:29 PM

Consumer Information

Your Last Name: [REDACTED] First Name: [REDACTED] MI: [REDACTED]
Your Street Address: [REDACTED] City: Saint Joseph
Your State: MI Zip Code: [REDACTED]
Your County: Berrien
Your Home Phone: [REDACTED] Your Work Phone: [REDACTED] Ext.:
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Are you a veteran or active-duty service member? False

Primary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: Chrysler
Street Address: Po Box 21-8004 City: Auburn Hills
State: MI Zip Code: 48321
County: [REDACTED] Phone: [REDACTED]
Fax Number: [REDACTED] E-mail Address: [REDACTED]
Web Site Address: [REDACTED] Product Offered: [REDACTED]
Primary Jurisdiction: None

Secondary Company Or Person Your Complaint Is About

Company or Person? Company
Complainee Last Name: [REDACTED] Complainee First Name: [REDACTED]
Company Name: [REDACTED] City: [REDACTED]
Street Address: [REDACTED] Zip Code: [REDACTED]
State: MI Phone: [REDACTED]
County: [REDACTED] E-mail Address: [REDACTED]
Fax Number: [REDACTED]
Web Site Address: [REDACTED]

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model, and Year: Chrysler Pacifica 2005
Vehicle VIN No.: 2C4GM48L15 [REDACTED]

Complaint Information

Incident Date/Time: 4/12/2017 1:00:00 AM
Incident Location: [REDACTED]
Approximate Monetary Value: [REDACTED]
Did you sign a contract? [REDACTED]
Where did you sign this contract? [REDACTED]
Is a court action pending? [REDACTED]
Do you have an attorney representing you on this matter? [REDACTED]
Are you willing to testify in court regarding this complaint? [REDACTED]
Did you complain directly to the business? [REDACTED]

What was the response from the business?

If no complaint was given to the business directly, why?

Was this complaint filed with any other agencies?

Do you think were targeted for unfair treatment due to your status as a veteran or active-duty service member?

Complaint Detail/Inquiry Information

Chrysler Pacifica 2005 and some other years are a serious safety hazard. Chrysler needs to notify all Pacifica owners about the serious issues with their vehicle. We purchased the 2005 Pacifica about 6 months ago. It looks very nice. No body rust anywhere and runs good so we bought it with the intent to do some misc. minor repairs and have a car to drive for the next 4-5 years. Put new plugs and wires on the engine. new valve cover gaskets to stop some oil leaking. New tires to be safe on the road. We had front brakes put on and the mechanic mentioned that the engine cradle had some severe rusting on it and may have to be addressed in the near future. I started doing research on the internet and was shocked that there is such a dangerous issue with the Pacifica engine cradle and frame. Reading thru only 9 pages of the over 70 pages of complaints about the 2005 Pacifica frame issue on the NHTSA web site, it is clear to me that Chrysler has not and is not taking the safety of Pacifica owners serious. Appears Chrysler is putting company profits ahead of company integrity and customer safety. Many of the complaints run a common thread. A very serious safety issue and something that often is not detected until the point where you are informed to not drive it. Also that as a rule Chrysler is doing next to nothing. Not informing the public of the danger and very minimal help for Pacifica owners and seems like when newspapers or tv investigations take place they respond. I called a number of Chrysler dealers to see what their response is and our vehicle does not fall in there 6 week window for an extended warranty period. When talking about the seriousness of the issue and how it is being handled, the service manager commented that he can't figure out what the people at the top of the company are thinking or what they are doing. This is a serious problem on the Pacificas we see all the time. The places I took our car said that this is on all the Pacificas that come thru there shop. From past comments Chrysler said "this is not a safety issue, and the company evaluates the customer inquiries on a case by case basis. From a few years ago the NHTSA stated it did not see evidence of a potential safety defect.... May be time to rethink the issue since the cars are a few years older and the frames are deteriorating rapidly. In October of 2010 Chrysler issued a Technical Service Bulletin and told the dealers to inspect the cradles and front suspension if they have complaints of the Pacifica cars vibrating and shaking violently. If your car is vibrating and shaking violently it is probably because your frame and engine are coming apart and it is to little to late. After researching the issue we did a further inspection of the car when it was on the hoist for muffler work. It was not just holes along the bottom, there were cracks going up to the top and the frame is 60%-70% broke thru. Another struggling family can park their car that they invested an extra \$2,000 in to make it safe, THANKS to CHRYSLER I have tons more of information, but till someone cares, makes no difference.

[False] Check if you want to send documentation. After you submit this form you will be provided with a postal mail address, and facsimile number, to which you may send documents.

[True] Check if this referral is just to give us information and you do not need us to respond to you directly.

[False] Check if you want to sign up for the Consumer Protection Listserv.

[False] Check if you want to sign up for the AG Press Release Listserv.

[False] Check if you want to sign up for the Attorney General Opinions Listserv.

(*) I certify that the information on this form is true and accurate to the best of my knowledge.

(*) I consent to releasing to the Michigan Attorney General any information or document relative to the investigation of this complaint. By checking this box, I also certify that I have had the opportunity to review the Michigan Attorney General Privacy Policy before submitting this complaint.

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913

*** 05/05/17 LANSING MI

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FIRST CLASS



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National Highway Traffic Safety Administration
200 New Jersey Ave. SE
West Building
Washington, DC 20590

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