

SEP 18 2017



GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

2 Martin Luther King, Jr. Drive SE
Suite 356
Atlanta, Georgia 30334

CHRISTOPHER M. CARR
ATTORNEY GENERAL

www.law.ga.gov
(404) 656-3790

Writer's Direct Dial: 404-651-8600
Fax: 404-651-9018

September 8, 2017

[REDACTED]
Cumming, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Troncalli Chrysler Jeep Dodge Ram

Dear [REDACTED]

The Consumer Protection Unit of the Georgia Department of Law has received your complaint regarding Troncalli Chrysler Jeep Dodge Ram. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

Dr. Mark R. Rosekind, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

S. Parker
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)

ET
10-3-17
WD



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SUMMARY OF COMPLAINT

AGCPU reference file number: [REDACTED]

Date complaint received: 8/22/2017

Consumer name: [REDACTED]

Address: [REDACTED]
Cumming, Georgia [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Troncalli Chrysler Jeep Dodge Ram

Address: 818 Atlanta Highway
Cumming, GA 30040

Phone: 800-992-1997

E-mail: customerassist@chrysler.com/info@ncdsusa.org

Year of transaction: 2016

Month of transaction: March

Complaint details as submitted:

The Chrysler manufacturer and Troncalli dealership sold us a 2014 Town and Country. We took the car into Troncalli in March 2016, when it started to violently shake. They would not tell us what was wrong with the car. We asked for the service records so we would know what was wrong and they refused to give them to us.

In November of 2016, it started to happen again. We contacted Troncalli and told them what was going on and they promised to speak to the service manager and never did. We kept calling and they would not return our calls. I had been in and out of the hospital and was not driving the car much because of that reason.

When I was able to start driving again the problems with my car escalated. The rear passenger tire pressure sensor malfunctioned. The sensor corroded and caused the tire to blow out. This happened after the car started accelerating on it's on.

[REDACTED]
September 8, 2017

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I was making a turn and one of my neighbors' car was parked on the street. In the middle of my turn, the car accelerated and I hit the neighbor's car. We have a lot of kids in our neighborhood and it could have just as easily have been a child.

We took the car to Troncalli and they lied about what was wrong with the car and tried to get us to pay almost \$800 for repairs they knew would not fix the problem. We contacted Chrysler and told them about everything that was happening and they sent an inspector out to do a diagnostic of the problems. We did not get any info about the diagnostic either. We filed a claim with our insurance company and they gave Chrysler the claim number and the number to direct billing. After they realized that our car was acting up was due to a TIPM malfunction. Troncalli called the police and had them come to our house to get the loaner because they claim we weren't paying for the loaner. They brought our car back to us and the check engine light was on and it was shaking like the motor was about to fall out. We are still paying on the car and paying insurance for a car we can't drive. The arbitration company that Chrysler had us call said they only handle service issues and since we had a wreck our car was out of their jurisdiction and dismissed our complaint even though the wreck was caused due to a manufacturer's defect.

Our insurance company had us take the car to a different repair place and they reported that there were numerous TIPM malfunctions. Some of which caused the car to accelerate on its own. That was the first we heard about any of this. If a repair shop that was not specialized to repair Chryslers was able to find out the inf Troncalli and Chrysler was able to as well but yet and still they did not warn us nor do anything to fix it. We need to know what to do because we have been renting cars as well as paying a car note and insurance for a car that doesn't work.

Please help us. I am looking forward to a solution.

Sincerely,

[REDACTED]

Documents Only Hearing ☐
In Person Oral Hearing ☐
Teleconference Hearing ☒

FOR CDSP USE

CASE NUMBER:

☐ Mr. First name _____ MI _____ Last name _____

☒ Mrs. Street address _____

☐ Ms. _____

City Cumming State GA Zip Code _____

Day phone _____ Evening phone _____ Email _____

Name(s) that appears on the vehicle title: [REDACTED]

Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: 09 / 22 / 2013

Was this vehicle purchased used? Yes ☐ No ☒ Is vehicle used by a business? Yes ☒ No ☐ % of use 60

Make: Chyrsler Model: Town & Country Year: 2014 Current mileage:

Vehicle Identification Number: 2C4RC1BGOER [REDACTED]

Selling dealer and address: Troncalli 818 Atlanta Hwy, Cumming, GA 30040

Dominant Servicing Dealer: Troncalli 818 Atlanta Hwy, Cumming, GA 30040

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Circle)	
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles [REDACTED]	Yes	No
The van shook so violently it felt like engine would fall out.	Troncalli Cumming, GA 30040	2/18/16 34988 miles	<input checked="" type="radio"/> Yes	No
We contacted Troncalli in Nov of 2016 because the problem and never did	Troncalli Cumming, GA 30040	11/10/2016 49,000 miles	<input checked="" type="radio"/> Yes	No
At the end of March the problem escalated. It started to escalate when the brakes were pressed or while driving I had an accident due to this issue and took the car back to Troncalli Cumming, GA 30040		April 2017 52462 miles	<input checked="" type="radio"/> Yes	No
Troncalli had the claim number & the number to direct billing for our insurance company yet they brought the police to our home to get their rental vehicle all while knowing that the car was deemed dangerous by GA law and brought it back to us on May 24, 2017 in the same			Yes	No
dangerous state it was in and the knew it was a manufacture's defect. They lied to us about what was wrong with the car and tried to get us to pay for repairs they knew would not solve the problem. They specialize in repairing Chryslers. But would not upon our repeated attempts tell us it was a computer module failure.			Yes	No

We had our car sublet from the body shop to Randy's Automotive in Cumming and they cited several computer errors. If they were able to determine this on their first attempt and they are a general automotive repair shop, it is hard to believe that they would not have been able to determine this. They also refused to give us the service reports on what was wrong with the car could have caused death.

Has the vehicle been involved in an accident?

If YES, give date of accident: 3/29/2017

Specify damaged area: Front right bumper

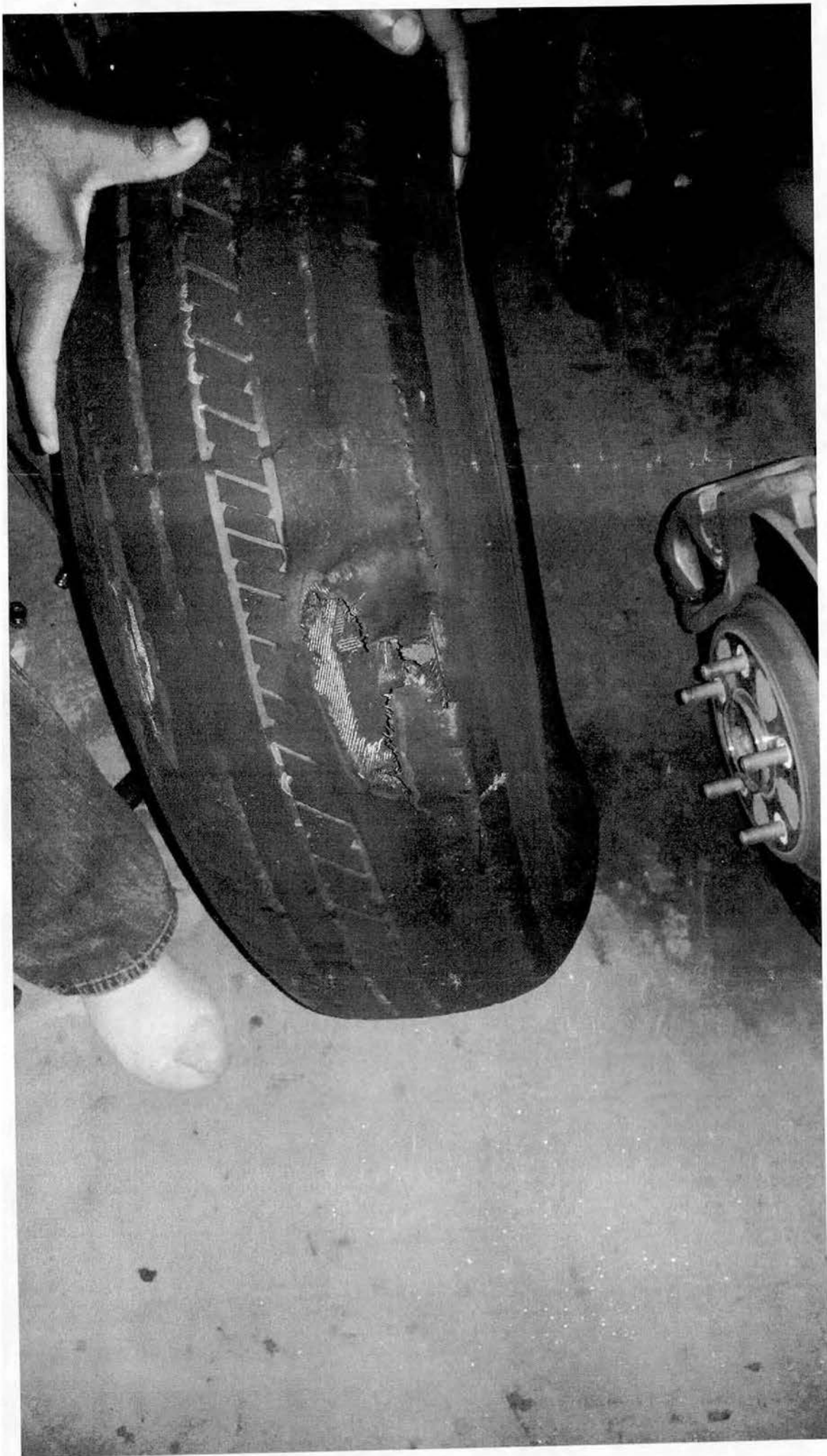
Repurchase	<input type="checkbox"/>	Replacement	<input type="checkbox"/>
Repair	<input type="checkbox"/>	Reimbursement	<input checked="" type="checkbox"/>

California Dispute Settlement Program
P.O. Box 727
Mt. Clemens, MI 48046
(or email to: info@ncdsusa.org)

X  8/13/2017

SIGNATURE(S) DATE

I will add the video of the state the car was in when it was returned. The rear passenger tire pressure gauge malfunctioned and caused the tire to blow out. I will add the picture of that as well. This all happened around the end of March through the first of April. We want reimbursements for tires, rental cars, the damages caused due to the accident because Troncali's bad faith and we have been paying for a car and insurance for it while it can't be driven.



Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Troncalli is horrible

Comments: We took our car into them because it shook violently, accelerated on its own, it is slow to shift, & It stutters. We first brought the car in about this issue in 02/16 and they allegedly fixed it. Yet, could not tell us what was wrong with it. In November 2016 we contacted Troncalli to have it service and described in detail what was going on and they never return any calls. I was hospitalized in Dec and I wasn't able to drive the car as much so it wasn't a big deal. However, on March 27th when I was turning the corner the car speed up on its own, and hit my neighbor's car. We took our car to troncalli to have it diagnosed and they recommended changing spark plugs and coils, but that told us they didn't know it would solve the problems. They wanted us to pay almost \$800 even though it would not fix the problem. Then they were fussing because they told us Chrysler would no longer pay for the rental. So I gave them our auto claim info & the number to direct billing to cover the cost. Yet they came out to our home by the police and returned the car in the dangerous state it was in when we brought it to them. They would not give us the service history nor their diagnosis so we could take it to a different shop. We took the car to another shop and they told us for all intents and purposes, there is so much wrong with the car they did not know if it could be fixed. I called Chrysler corporate to get the service history and the rep hung up on me. Their over reactions to what is going on points to them trying to hide something from us. We are demanding help.

VIN: ER [REDACTED]

Mileage: 52985

Servicing Dealer: Troncalli

Mrs [REDACTED]

Email: [REDACTED]

[REDACTED] Cumming, GA [REDACTED] Work Phone: [REDACTED]

Chrysler Group LLC Customer Assistance (KMM10230182V26780L0KM)

customerassist <customerassist@chrysler.com>

Reply

|Tue 6/6, 1:27 AM

You

Dear [REDACTED]

Thank you for contacting the FCA Customer Assistance Center. We would like to apologize for the way your last conversation with us ended. I am seeing that the Agent disconnected the telephone call.

You are correct by stating that FCA Customer Care is trying to hide something from you, but it is not as malicious as you think. We are not able to provide the service history for vehicles. Therefore, we must hide it. The information is considered proprietary even if you are the owner of the vehicle. This is why we recommend holding onto all documents or transactions between the owner and the dealership. We apologize for how this seems, but I can assure you that it is not subterfuge, but just policy. If you are continuing to have issues with your vehicle, we would ask that you set an appointment with an authorized dealership. If you can advise us of the date, time and location of the appointment, we can have your concerns escalated to our case management department for further handling and assistance.

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 1-800-247-9753.

Sincerely,

Tyler REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM10230182V26780L0KM&

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

Wed 6/7, 6:18 PM

customerassist@chrysler.com.getnotify.com;

Stephens, Laura (LauraStephens@allstate.com);

franklin@franklinandagee.com

Tyler thank you for your reply addressing my concerns. The truth of the matter is that our car is a hazard and not safe to drive. We have taken it to another mechanic and we told them what Troncalli said was wrong with the car. They had it for 2 days and didn't charge us anything to diagnose it. Because our car is a hazard to drive due to no fault of ours, we have been paying out of our pocket because even with an extended warranty, it only covers the parts that are the least likely to fail.

Allstate is subrogating Chrysler due to the accident caused by our vehicle accelerating during a turn and causing it to clip our neighbor's car. They have grounds to do so because the incident occurred after having had our car treated for this very problem before to no avail.

We have photos of the tire, which blowout. Which was the same tire the dealership told us the had the malfunctioning tire pressure sensor. As well as a video the same tire the dealership told us the tire pressure sensor malfunctioned. Along with, a video of the shape our car was in when it was returned by Troncalli.

We have been living in our neighborhood for over 10 years and the way the dealership came to our home with the police it looked like a motorcade for the president. Our kids were here and frightened because they have never gone through anything like this.

What makes it worse is I have the recorded call where I gave Troncalli the claim number from Allstate along with the number for direct billing so they could pay for the rental once Troncalli said they no longer would.

Instead of them using the claim number to cover the rental, they called on the last day of school. During my daughter's graduation and we had to silence our devices so we didn't get any calls or messages. The next thing we know we get home and there were 2 police cars and two managers pulling up at our house like we are common criminals.

We have 4 kids. My youngest graduated Friday (the day Troncalli claimed we were ignoring their calls) and our eldest was graduating on that Sat from high

school .

We had family coming into town. We were running around trying to get everything ready for our family and our kids, only to have to deal with what. Troncalli poor choice to handle this issue. Because it was totally unnecessary.

Then we tried to take our car somewhere else to be serviced. Yet when we asked for the previous work and complaints we had brought the car into Troncalli before, we couldn't have it.

So in essence, Troncalli and Chrysler left us with no way to repair our car with anyone else. While they kept telling us the \$800.00 repair they recommended to fix our car, may not fix it.

The fact that they didn't fix it in February 2016 because they couldn't even diagnose the problem caused them to avoid us when we tried to bring it back in, for the same problems in November of 2016. Yet, they would not return our calls. It shows they knew our car wasn't fit to drive.

Then, if that wasn't bad enough the way they treated us in May when it was completely unnecessary, only gives more reason to believe that whatever is wrong with our car they knew about it but did not disclose this to us.

Granting us legal standing to sue Chrysler and Troncalli. We will take the car into another shop with the info we have. Granting us legal standing to sue Chrysler and Troncalli for negligence.

We are taking the car into another shop with the info we have. We won't divulge any information, so we can get their professional opinion without leading their answers. If they cosign with what the other mechanic had to say we want our vehicle paid off and for Chrysler to replace it with a new vehicle of our choosing.

We will get one for the same price that we paid for the Town and Country we just don't want anything else to do with Chrysler. If you have any questions you can reach me, [REDACTED] or my husband, [REDACTED] at [REDACTED]

Regards,

[REDACTED]