

NHTSA ccmMercury Routing Slip



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

Printed: 10/3/2017

NHTSA #: ES17-003021	Rec'd Date: 9/28/2017	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 9/28/2017
Delivery: EML	Address To:	Due Date: 10/27/2017
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM CONGRESSMAN ROUZER ON BEHALF OF CONSTITUENT [REDACTED] RE 2011 DODGE CHARGER FALSE RECALL NOTICE ON THE MOTOR		
Ack Date:	Ack By:	Signed For:
Sign Office: DEPUTY DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ESSIE WAGNER	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

The Honorable DAVID ROUZER
U.S HOUSE OF REPRESENTATIVES
310 GOVERNMENT CENTER DRIVER, UNIT 1
BOLIVIA, NC 28422
Tel: 919-630-3411 Fax: E-mail:

OCT 04 2017

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	9/28/2017	10/27/2017	
NGA-010	SIGN	9/28/2017		



David Rouzer
7th District, North Carolina

Congress of the United States
House of Representatives

CONSTITUENT REQUEST FOR SERVICE

The Privacy Act of 1974 is a federal law designed to protect you from any unauthorized use and exchange of personal information by federal agencies. Any information that a federal agency has on file regarding your dealings with the United States government may, not, with a few exceptions, be given to another agency or Member of Congress without your written permission. Family members, friends, or other interested parties generally may not authorize on your behalf the release of information covered by the Privacy Act.

Please provide a detailed description of your issue (use separate page if necessary):

I have attached a written / typed statement along w/ supporting documents. My husband felt he also should have been notified. This is felt. but too is included.

I hereby authorize the Office of Representative David Rouzer to make an inquiry on my behalf. In accordance with the requirements of the Privacy Act of 1974, I grant Representative Rouzer and his staff permission to receive any information that they might need to provide this assistance.

SIGNED

[Redacted Signature]

DATE:

5/25/17

Name: (please print)

[Redacted Name]

Date of Birth:

[Redacted Date of Birth]

Address:

[Redacted Address]

City:

Couthern

State:

Pa

Zip:

[Redacted Zip]

Email Address:

[Redacted Email Address]

Day Telephone:

Evening Telephone:

Social Security Number:

[Redacted Social Security Number]

Please return this form to:
Representative David Rouzer
310 Government Center Drive, Unit 1
Bolivia, North Carolina 28422
Telephone: 910-253-6111
Telefax: 910-253-6114
www.rouzer.house.gov

ESI7-003021

[REDACTED]
Southport, NC [REDACTED]

To whom it may Concern,

05/25/17

I am asking that the Dodge Corporation be "fully investigated" due to the 2011 Dodge Charger owned by and my husband having a recall that was covered up. My Husband ([REDACTED]) as well as my father in law ([REDACTED]) life was at risk on HWY 17 when without warning totally cut off on them on Dec 23, 2016 as he was in high traffic.

I have enclosed paperwork to show all the related information to this incident which spells out all the facts you many need.

To Include:

- Conversations with the Corporate Office from my twitter account to show they would ensure that they are doing everything for "Great Customer Service". To include I was to have a New Engine"
- The recall list for the Dodge Dealership in Shallotte from the Previous Shop Mangt. Brian which shows many recalls on the Dodge Vehicles.
- The Pic's taken from the Insurance Company Zurich which shows the faulty timing chain that should have been changed out yet wasn't as well as the pic's in the Dodge computer system that shows the Keffer Dealership being responsible for this Change out prior to our purchase of the Vehicle.
- Statements of what was said in response to our complaint to the County General's Office and the responses from what we received back.

If anything else is needed please let me know.

I would like to include I am the Co-Signer of a 2013 Chrysler 200 which has a recall as well which in fact has a Nationwide lawsuit against the Corporation for Deaths that have occurred due to faulty Airbags which are and have been on backorder since I purchased the car and wasn't made aware of this. My sister [REDACTED] has this Vehicle who now resides in MI and is at a loss of what to do as well as myself do to the extensive wait list of the back order for the airbags which are a serious situation that concerns me and [REDACTED]

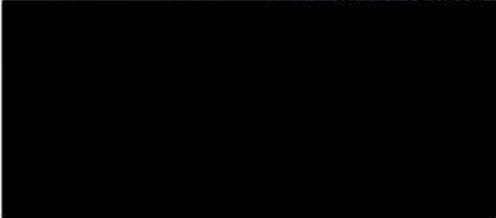
Thank you Very Much for all you're time and attention in such a serious matter such as this.

[REDACTED]

To whom it may concern:

04/21/2017


I am asking that Dodge Corporation and Victory Dodge as well as Keffer Dodge be investigated due to my 2011 Dodge Charger having a false recall done on the motor when in fact it was never done. Car broke down on Dec 23, 2016 at the height of rush hour traffic coming out of Wilmington, NC. Had it towed to Naber Dodge which is now Victory Dodge in Shallotte, NC. After the holidays were over, my engine was broke down and determine in fact that the timing chain was never replace even though it showed in the computer system being done from a dealership called Keffer Dodge In Charlotte, NC. Former employee there falsified the records showing this car was done on recall list. Keep in mind, I didn't even own the car at the time or had any knowledge of a recall even exist on this Dodge Charger when I brought it. People at Victory Dodge told me it would be about \$8,000.00 for a brand new motor plus labor. I had an extra warranty on the car when I brought it. So when the insurance company found out that the recall has been cover up, they decline to cover engine. This is when Keffer Dodge is called, and they agree to buy a brand new motor to replace blown motor that I had. Not once, did anyone tell me that they were going to put in a rebuilt block motor and use old parts of my blown motor to put on it. I was told several times by the service manager Brian at Victory Dodge and there staff and well as from Dodge Corporation that this would be a brand new factory motor they were going to put back in this Dodge Charger. This never happened; furthermore they had my car for 4 months. Victory Dodge called me on April 7th and they wanted there loaner car back and to get my car off there lot. Point is, I'm the consumer, I didn't commit fraud or cover up a recall on a vehicle. I have a \$50,000 dollar car that runs like crap, it's still leaking water out the exhaust pipe, the car shaking real bad, smell like oil burning and no one wants to do anything about it. Also they told me I had a 3year or 100,000 mile warranty, now they tell me it's on 2 years unlimited warranty. This is nothing but a big cover-up from the beginning. I'm not asking for a new car, all I want is a new factor motor like they promise me several times. Someone needs to make this right and my wife being a disable veteran from the military; I don't feel safe in her driving that car until someone takes responsibility and make this right!! I've never had a problem with my Dodge Charger until all this happened.



5/27/17

Hello Mr. Chance,

I initially stopped by to bring you the other complaint filed to go along with the stack of paperwork that complaint was filed against the Victory Dodge Dealership in Charlotte, NC which was electronically to David Fox at the Attorney General's Office "Please if you may need this complaint - Contact Mr. Fox" I will let him know you may contact him regarding this. Had a copy been printed prior to it being sent we would of had one for you. My apologies. Appreciate all your help, feel free to contact at any time for any thing needed
Thank you,



Subj: **ATTN: David Fox Consumer Protection Division**
Date: 4/3/2017 12:07:55 P.M. Eastern Daylight Time
From: [REDACTED]
To: consumer@ncdoj.gov

[REDACTED]
Southport, NC [REDACTED]

Dear: Mr. Fox,

RE: File NO: [REDACTED]

Outlined are the facts at hand and what I am having to try to get resolved.

Date Of Purchase

In Original Complaint I mistakenly documented my date of purchase incorrect. Correction: my car was Purchased Feb 2015 not Feb 2014. My Apologies. As I was told my original warranty was covered (and had a 3yr) I assumed it was in the yr 2014.

Date of Actual Recall/Cover-up was Fixed

Mr. Bitterman claim was that my car's Timing chain was supposedly fixed prior to my owning the car by an employee of the Keffer Charlotte Dodge Jeep Truck Ram Dealership claimed to have fixed this recall July 23, 2014 after being taking to them by the Ford Dealership in Charlotte, NC.

Dated Proof Of Recall Correction

In the paperwork (Which was also stated that Keffer had knowledge of having from the Victory Dodge Dealership (See Attached Photos-Printed out from the Victory Dealership to show Zurich "Warranty Company" the Cover-up recall) Clearly showed the Timing Chain was "Supposedly Corrected by the ex- employee of Keffer" on July 30, 2014 (The date it was signed off to be fixed) not July 23, 2014.

From Day one it was stated there was going to be a New Chrysler Factory Motor to replace my blown motor which I had no knowledge of due to the Cover up from Keffer Dodge in Charlotte- it was not stated they was going to use old parts from the blown Engine.
After my wife and I both spoke with Brian Morotto (Service Magnt), Michelle Goodwrench and Victory Dodge as well as my wife having conversations with Joe Kellerman the other service Magnt after first initially having problems with the rebuild motor to Jennifer H from the Michigan Dodge Headquarters who also claims she was ensuring they were doing everything to correct the situation and get the new motor to us as quickly as possible as there was a back order.
See twitter feed from my wife's tweets twitter account with Jennifer H- which shows them at Headquarters as well claimed to have stated a New Motor was going to be installed- as she conversed with both Service Managers from both Dealerships. Brian Morotto from Victory Dodge in Shallotte as well as AJ Bitterman at the Keffer Dodge in Charlotte.

Final Conclusion/Expectations:

I would conclude to all that facts given- As stated since Day 1 that a "New Factory Engine was being Put in "Not a rebuilt With Old Parts from blown motor" that be completed and to my "Satisfactory as stated by the Dodge HQ Headquarters in MI by Jennifer H.
I further Conclude Keffer Dodge Jeep Dodge Ram Take full Responsibility for their Employee's and mistakes that could have took the Life's on The day my Dodge Charger Completed Cut Off on HWY17-
To Ensure this is not handled or considered a quick fix recall and more like a Recall Cover-up or Neglect at the hands of The Keffer Dealership due to one of their Employee's and properly being supervised.

Thursday, April 27, 2017 AOL: [REDACTED]

I do I fact and stated bye Mangt of the Dodge Corp In MI as well as the Victory Dodge Dealership in Shallotte "we will put a New Engine to replace the old blown Engine" to do so without question!

As stated from the Dodge Headquarters in MI as well as Keffer's "we will do all to ensure everything is done to YOU'RE SATISFACTION", I failed to say my \$50,000 is not running as it was prior to the timing belt and total engine loss. I would Conclude as well how Victory Dodge did have their own mechanic who worked on my car state to my wife how "this was not the first car he saw like this." As well as Brian Morotto the Service Magnt state that we were the first Civilian car with a Cover-up re-call he's seen like this, how ever they have had many of the Sheriffs Dodge Chargers as well however being that they have their own Mechanics Danny Walters the service Tech stated it is hard to claim anything to hold them responsible. Doing research concerned my wife was reading on the Dodge Forum which had identical situations to mine and to were the Dodge Chargers never ran the same since as well as was continuously having problems.

Please also take note from the response on Mr. Brittermens complaint as he stated that there was a back order engine that arrived from Chrysler- It was never a new engine it was a new block with parts from my blown engine put on the new block. Now I contacted Brian Morotto to inform him after I contacted a company I found on line with the name and number which specialized in Mopar Parts and New Factory Hemi Motors yet Keffer blew this off.

I fail to believe my situation would measure up to a normal recall change out as Keffer is treating it so. It's out and out Fraud. Now they just don't want to do the right thing and correct what they tried to cover up in the beginning.

I accept anything less than what should have been right in the beginning.

Please see the Attached documents and photos of proof mentioned in statements above. Please let me know if anything further is needed.

Appreciate All You're Help,

[REDACTED]



State of North Carolina

JOSH STEIN
ATTORNEY GENERAL

Department of Justice
9001 Mail Service Center
Raleigh, NC 27699-9001

CONSUMER PROTECTION
Toll Free in NC
(877) 566-7226
Outside of NC
(919) 716-6000
Fax: (919) 716-6050

March 17, 2017

[REDACTED]
Southport, NC [REDACTED]

Re: File No. [REDACTED]
Keffer Chrysler Dodge Jeep Ram
8214 E. Independence Blvd
Charlotte, NC 28227

Dear [REDACTED]

This letter is in reference to the complaint filed with the Consumer Protection Division concerning problems you were having with Keffer Chrysler Dodge Jeep Ram. The business has responded to our request for a statement of their position regarding your complaint. A copy is enclosed.

Let us know if this response resolves your complaint. Please refer to file number [REDACTED] in future correspondence.

Sincerely,

David M. Fox
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

Enclosure



"The Family Store"

8214 E Independence Blvd
Charlotte, NC 28227

03/16/2017

File# [REDACTED]

To who it my concern,

Response to file number [REDACTED] complaint against Keffer Chrysler Jeep Dodge Ram allegations of "cover up". On June 23, 2014 an x-employee of Keffer Chrysler Jeep Dodge Ram claimed he performed a federal recall P01 for the replacement of the engine timing chain. The dealership was unaware the repair was not performed. The vehicle was brought to Keffer Chrysler Jeep Dodge Ram from Capital Ford of Charlotte for the recall P01 to be performed on June 23, 2014.

Two and a half years later a Service Advisor from a dealership in Shallotte, NC contacted the Service Director at Keffer Chrysler Jeep Dodge and Ram and explained the situation of the engine failure due to the recall not being performed. The Advisor presented visual evidence via pictures to the Service Director showing proof the P01 recall was not performed. The Service Director agreed the work was not done after reviewing the pictures showing the old timing chain part numbers still on the vehicle that caused the failure. Keffer Chrysler Jeep Dodge Ram agreed to cover the repair and gave the Shallotte dealership the authorization to replace the engine assembly.

The Shallotte dealership advised Keffer the engine assembly was on national back order and unable to get in a timely fashion. Keffer's Parts Manager was able to locate an engine assembly through Tracy's Industries that provides FCA dealers with remanufactured factory engines. Keffer had an engine dropped shipped to the Shallotte dealership to expedite the repair process. Come to find out the engine was not the exact same engine after installed and was not able to be used. The Advisor at the Shallotte store advised the Service Director at Keffer of the situation. Within a day or so of the wrong engine being installed the back ordered engine arrived from Chrysler. The dealership in Shallotte removed the engine provided by Tracy's Industries and installed the engine received by Chrysler.

The customer [REDACTED] is upset because he thinks a used engine was installed in his vehicle as per a Valvoline independent oil change center the customer took the vehicle to for a second opinion. The engine installed is a Chrysler new remanufactured long block assembly warranted by FCA. This is the same engine that would be installed if FCA was covering the repair under power train warranty claim. On a factory long block assembly new or remanufactured you receive the engine block and both cylinder heads. The technician will have to swap external parts from the old engine and installed on the replacement engine. This is a normal procedure of the engine replacement.

State of North Carolina

JOSH STEIN
ATTORNEY GENERAL

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Raleigh, NC 27699-9001

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Outside of NC
(919) 716-6000
Fax: (919) 716-6050

March 10, 2017

Keffer Chrysler Dodge Jeep Ram
8214 E. Independence Blvd
Charlotte, NC 28227

Re: File No. [REDACTED]

[REDACTED]
Southport, NC [REDACTED]

Dear Sir:

The Consumer Protection Division has received the attached complaint regarding your business.

In order to assess the merits of the complaint and to determine appropriate action, we need to know your position and any proposed resolution. Therefore, we ask that you provide a written statement of your position, along with copies of any supporting documents, within fifteen (15) business days of the date of this letter.

Please refer to our File Number [REDACTED] when you correspond with our office concerning this matter. If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5 mb, including attachments.

Thank you for your cooperation.

Sincerely,



David M. Fox
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

Enclosure

cc: [REDACTED]

State of North Carolina

JOSH STEIN
ATTORNEY GENERAL

Department of Justice
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Raleigh, NC 27699-9001

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March 31, 2017

Victory Dodge Chrysler Jeep
45 Naber Drive
Shallotte, NC 28470

Re: File No. [REDACTED]
[REDACTED]
Southport, NC [REDACTED]

Dear Sir:

Our office recently wrote to you regarding the above referenced file and requested a response within fifteen business days. To date, we have received no response. It is important that you respond to our office in writing as soon as possible as to your position on the matter. In your response, be certain to refer to File Number [REDACTED] and attach any supporting documents that you believe are necessary.

Actions by this office are often based on the cumulative record reflected in the complaints we receive. In addition, information about complaints filed with our office is provided in response to public inquiries. Therefore, your response is important to assure that our files accurately reflect your position regarding this matter.

If you prefer to submit your response electronically, we request that you do so using your business' letterhead, indicating the name of the person sending the response and the sender's contact information. An electronic response should be sent to consumer@ncdoj.gov and cannot exceed 5 mb, including attachments.

If you have any questions, please contact us.

Sincerely,

David M. Fox
Consumer Protection Specialist
CONSUMER PROTECTION DIVISION

cc: [REDACTED]
Chrysler Group LLC



FILE A COMPLAINT

* indicates a mandatory field

Your Information

Prefix: * First Name:

MI: * Last Name:

* Mailing Address:

* City:

* State: * Zip Code:

County of residence: Country, if not US:

Day phone number, including area code:

Evening phone number, including area code:

Fax number, including area code:

Cell phone, including area code:

E-mail address:

I am a military service member or military spouse: No Yes

Information About Company Against Which You Are Complaining

* Full name of company:

Mailing Address:

City: State:

Amount in dispute:

How was payment made?:

Did you buy an extended service contract?:

Name of company responsible for extended service contract or warranty:

If repairs, indicate type of repairs or services performed (Air conditioner, brakes, oil change, transmission, etc.):

Before any work was performed, did you receive an estimate?:

Did you authorize any changes to the original estimate?:

If yes, provide details:

I WAS TOLD A NEW CHRYSLER FACTORY MOTOR WAS GOING TO REPLACE THE

Were the completed repairs different from what you had authorized?:

If yes, provide details:

I WAS TOLD I WAS GOING TO HAVE A NEW ENGINE INSTEAD HAD A NEW ENGINE

Information About the Transaction

How was initial contact made between you and the business?:

Where did the transaction take place?:

Details of Complaint

* Provide details of your complaint:

Limit of 5000 characters

Zip code: Country, if not US:

* Telephone number, including area code:

Fax number, including area code:

Complaint Information (complete any blocks which apply to your complaint)

Year: Make:

Model: VIN#:

Mileage:

- Is your complaint about:
- New car sales practices
 - Used car sales practices
 - Warranty
 - Repossession
 - Towing
 - Manufacturing Defect
 - Repairs
 - Financing or leasing
 - Damage disclosure
 - Title issues

Date of purchase:

Date of repair:

How did you buy your vehicle?:

Where financed (if relevant). Include address.:

Did you sign a lease?:

Starting date:

Expiration date:

Total amount paid:

Dec 23, 2016 without warning stopped on HWY17 I had it towed to the Victory Dodge in Shallotte NC. They then called my wife the next day and stated it was going to cost estimated \$7,000+ for a new engine because of the timing chain had busted and have to replace with a new engine. Called me and informed them I had warranty coverage. Zurich had the engine broken down to ensure I wasn't at fault and discovered the timing chain then was a recall. Looked in the Dodge computer system and then discovered it was signed off that it was completed by this dealership in Charlotte "Keffer" more like Covered up!

Between the dealerships they conversed back and forth with each other and all I was told was that I was due to have a new Factory Motor from Chrysler put in my car yet this was not the case. Instead I was given I new engine block with old parts put on the new block from my blown engine. I told the dealership in Shallotte this was unacceptable and that they need to make this right after my wife took my care up to the Valvoline shop due to the noise to have them visually just look to see what they thought "second opinion" they talked with Dodge in Shallotte on my wife's phone and clearly just bye in the parking lot saw it leaking and misfiring, hood wasn't aligned and engine was not new.
Cover up and Cover up!

Between the two Dealerships they need to ensure they don't EVER put ANYONE's LIFE at RISK AS THEY DID HERE. AS well as make this matter right!

Resolution Attempts You Have Made

Have you contacted the company with your complaint?:

Yes ▾

Name of person most recently contacted:

Jennifer

His/her phone number, incl. area code:

Results:

She Claimed that they were out test driving the car yet

* What result would you consider fair?:

A New Chrysler Factory Motor as Discussed and

Do you have an attorney in this case?:

No ▾

If yes, name of your attorney:

Attorney's number, incl. area code:

Has your complaint been heard or is it scheduled to be heard in court? If yes, where and when? If already heard, what was the result?:

Will you be submitting documentation by mail or fax?:

Select One ▾

Enter security code:

Please attach up to four supporting documents in jpg, png, pdf, doc, docx or txt format. You may also mail supporting documents to us.

Attachment 1:	Upload: <input type="button" value="Submit Query"/>	Browse...
Attachment 2:	Upload: <input type="button" value="Submit Query"/>	Browse...
Attachment 3:	Upload: <input type="button" value="Submit Query"/>	Browse...
Attachment 4:	Upload: <input type="button" value="Submit Query"/>	Browse...

PLEASE NOTE: The maximum size of your submission is 15 Mb including the form and all attachments. If you receive an error that says "maximum request exceeded", you need to reduce the size of your attachments or contact Consumer Protection directly to provide the attachments.

Please print a copy of your completed form to mail in with any supporting documents and a copy for your records. Please note that the printed copy may not include all of the information included in the details of complaint box.

After you've completed the form and printed copies, please hit submit to send your complaint to the Consumer Protection Division.



NOTE: Service Manager from Victory Dodge
 Brian Monoto Printed this out
 after recall in their
 Computer System was
 discovered -



Revised October 2016

Dealer Service Instructions for:

Customer Satisfaction Notification P01 Engine Timing Chain and Chain Guide

NOTE: The "Parts Information" section has been updated.

Models

- 2009 - 2013 (LC) Dodge Challenger
- (LD) Dodge Charger
- (LX) Chrysler 300

NOTE: This recall applies only to the above vehicles equipped with a 5.7L Hemi engine (sales code EZD or EZH), automatic transmission (sales code DGJ) and rear axle ratio 3.06, 3.73 or 3.92 (sales code DMP, DME or DMH) built through March 08, 2013 (MDH 030807).

- 2009 - 2011 (LX) Chrysler 300
- 2011 (LD) Dodge Charger

NOTE: This recall applies only to the above vehicles equipped with a 5.7L Hemi engine (sales code EZD or EZH), automatic transmission (sales code DGJ) and rear axle ratio 2.65 (sales code DLC) built through January 25, 2011 (MDH 012508).

IMPORTANT: Some of the involved vehicles may be in dealer used vehicle inventory. Dealers should complete this repair on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.



Order Information

Client ZURICH
 Claim ID [REDACTED]
 Order Date 1/5/17 10:15 AM
 Inspector MW102
 Contract Number [REDACTED]
 Insured Party PRIVATE
 Vehicle Year 2011
 Vehicle Make DODGE
 Vehicle Model CHARGER R/T
 Vehicle VIN Number 2B3CL5CT1BH [REDACTED]
 Vehicle Mileage 57998

Inspection Location

Name NABER CHRYSLER DODGE
 Address 45 NABER DRIVE
 City SHALLOTTE
 State, Zip NC, 28470
 Phone (910) 754-2811
 Contact MICHELLE GOODRICH

Adjuster Name BILL FRANKLIN
 Extension 91333910009999

Report Information

Inspection Date 1/9/2017 1:00:00 PM
 Verbal Report Taken By ZURICH
 Vehicle Year 2011
 Vehicle Make DODGE
 Vehicle Model CHARGER
 Current VIN Number 2B3CL5CT1BH [REDACTED]
 Vehicle Production Date 12/10
 Current Mileage 57998
 Vehicle Trim 110 PROVIDED VERBALLY
 Labor Rate / Type 5.7 V8
 Engine Type AUTO
 Transmission / Model REAR WHEEL DRIVE (RWD)
 Wheel Drive Type AMB1 NORTH CAROLINA
 Vehicle Plate #

Engine Oil Level	Full	Engine Oil Condition	Good
Coolant Level	Drained	Coolant Condition	Good
Transmission Level	Full	Transmission Condition	Good
Power Steering Level	N/A	Power Steering Condition	Good
Brake fluid Level	Full	Brake Fluid Condition	Good
Differential Fluid Level		Differential Fluid Condition	
Transfer Case Level	N/A	Transfer Case Condition	N/A
Oil Filter Brand	MOPAR	Sample Taken	N

Sample Type

NONE

Miscellaneous Comments

RECALL CAMPAIGN HISTORY SHOWS A TIMING CHAIN RECALL COMPLETED 06/30/2014 THAT SHOULD HAVE INSTALLED A METAL TIMING GUIDE WAS NOT DONE CORRECTLY AS THERE IS A PRIMARY PLASTIC GUIDE THAT IS BROKEN.

Commercial Use ?	NO
Modifications ?	YES, AFTER MARKET WHEELS INSTALLED.
Collision ?	NO
Tow Hitch ?	NO
Towed or Driven In	TOWED
Belts	GOOD
Hoses	GOOD
Tire Size	245 45 20
Factory Tire Size	245 45 20
Overall Condition	GOOD

Customer Complaint, Date Opened, Shop Name on Repair Order
ENGINE QUIT WITH NO RESTART TOWED IN

Facility Repair Order

State of Assembly (be specific)
FRONT ENGINE TIMING COVER OFF

Related Recalls, TSB's, or Service History?

Inspection Findings

FOUND THE TIMING CHAIN BROKEN. FOUND THE LEFT PRIMARY TIMING CHAIN BROKEN. NO SIGNS OF ENGINE OVER HEAT. LOOKED AT CYLINDER TWO WITH A BORE SCOPE THROUGH BOTH SPARK PLUG HOLES. THERE APPEARS TO BE A WITNESS MARK ON THE PISTON FROM VALVE IMPACT.

Measurements of Components

Cause of failure

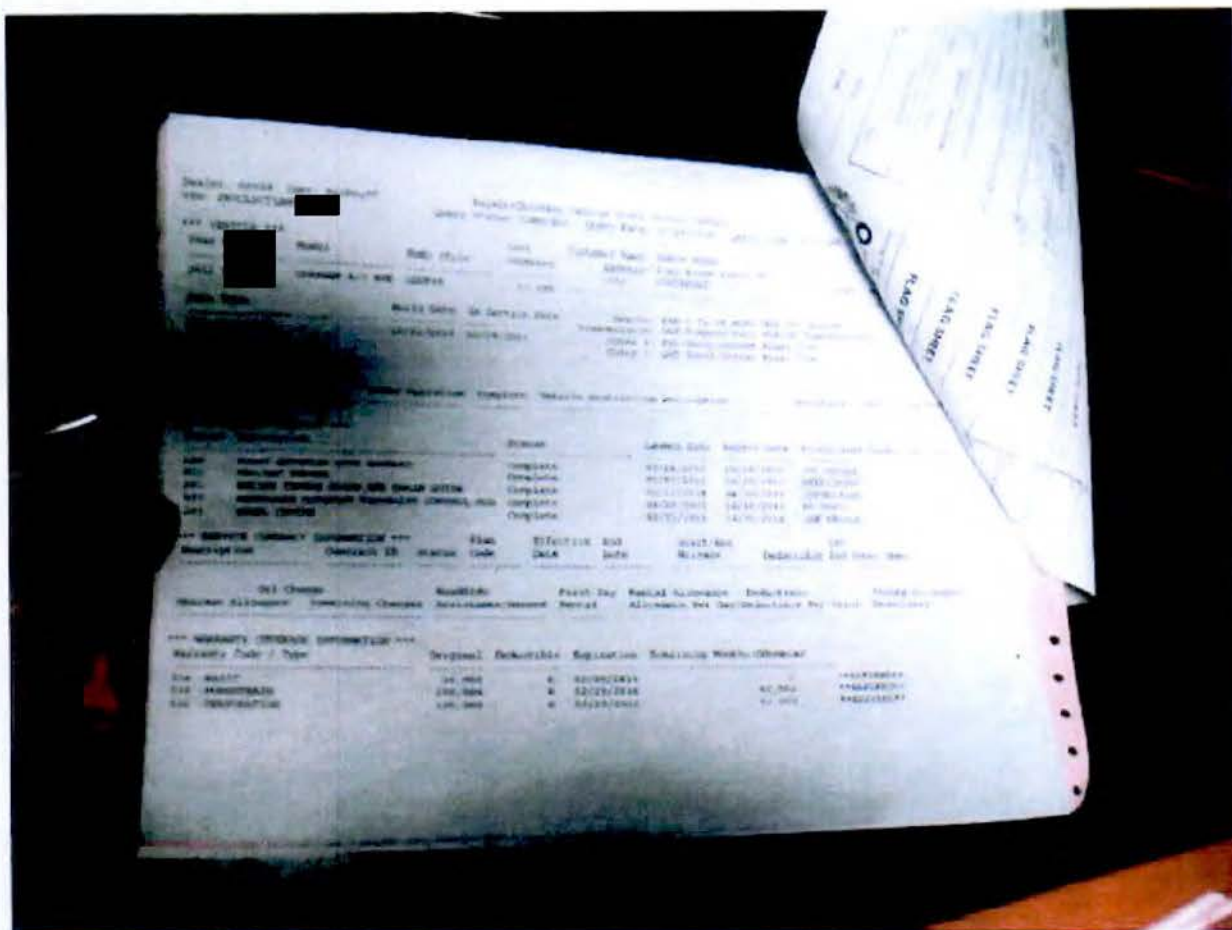
FAILURE CONSISTENT WITH TIMING CHAIN PLASTIC GUIDE FAILURE WHICH ALLOWED A SEVERE TIMING CHAIN LASH CONDITION RESULTING IN TIMING CHAIN BREAKAGE. MISTIMING ALLOWED VALVE IMPACT WITH PISTONS.

Recommendations for Repair

NEED HEADS OFF TO DETERMINE SEVERITY OF THE VALVE IMPACT.

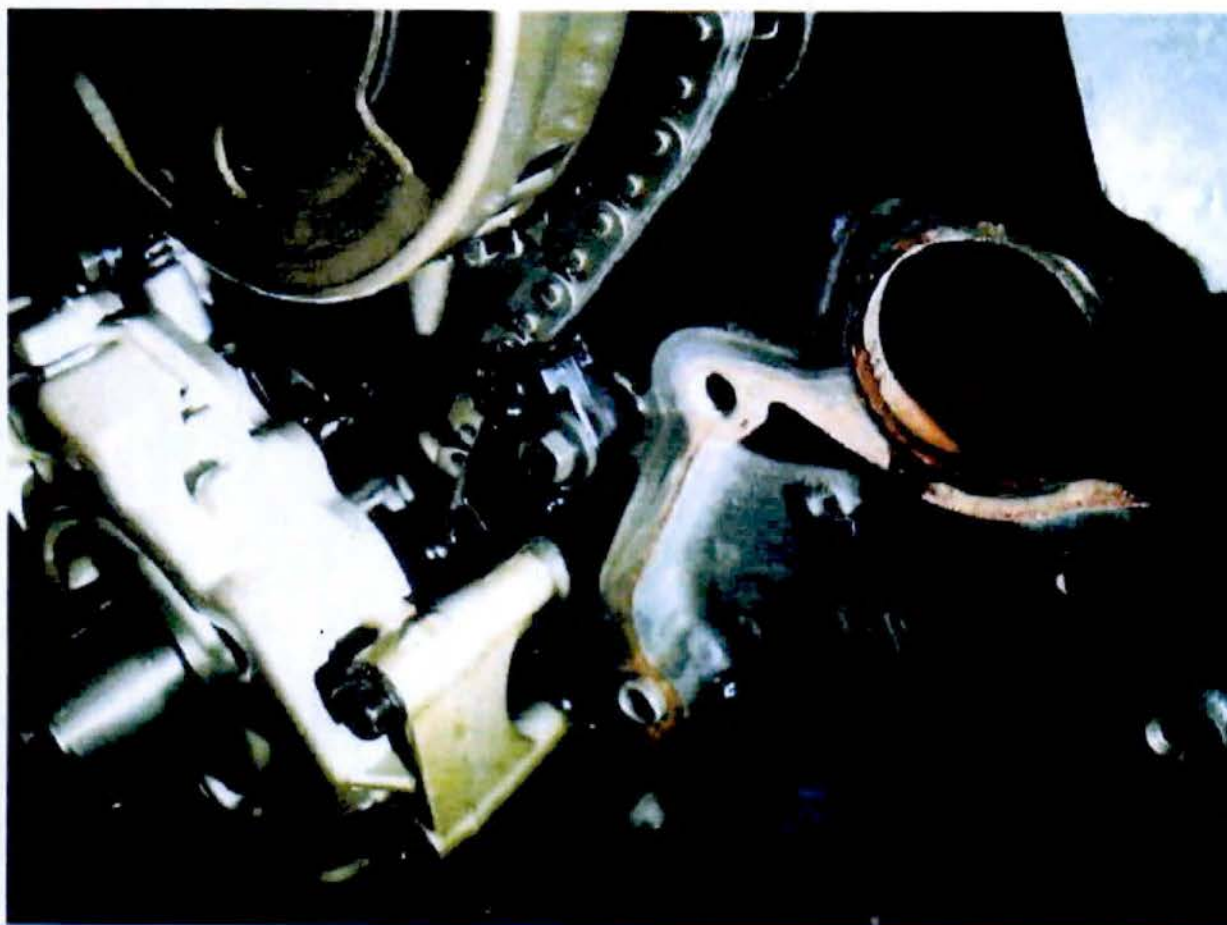
Inspector Signoff

Claim: [REDACTED]



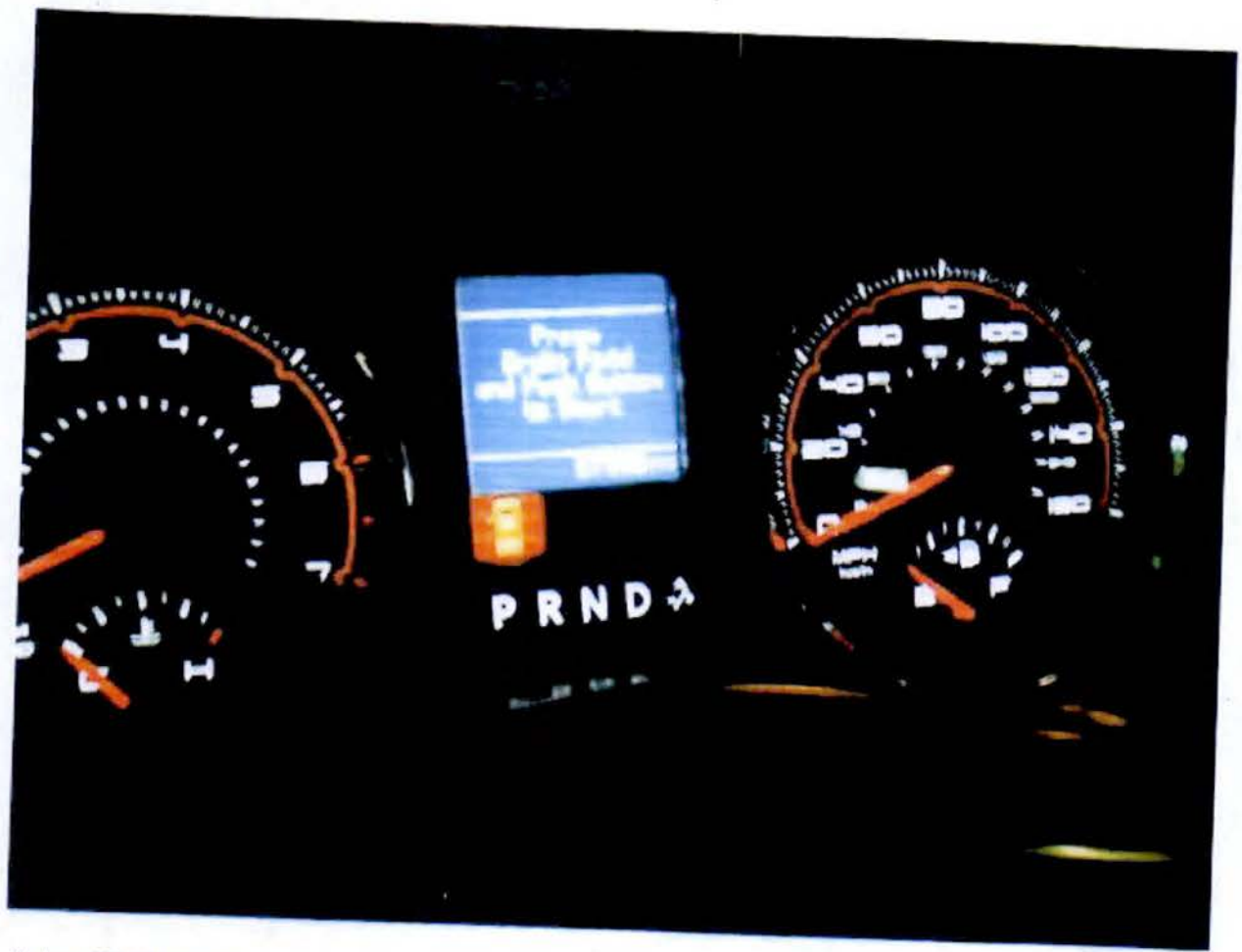
Notes: RO

Claim: [REDACTED]



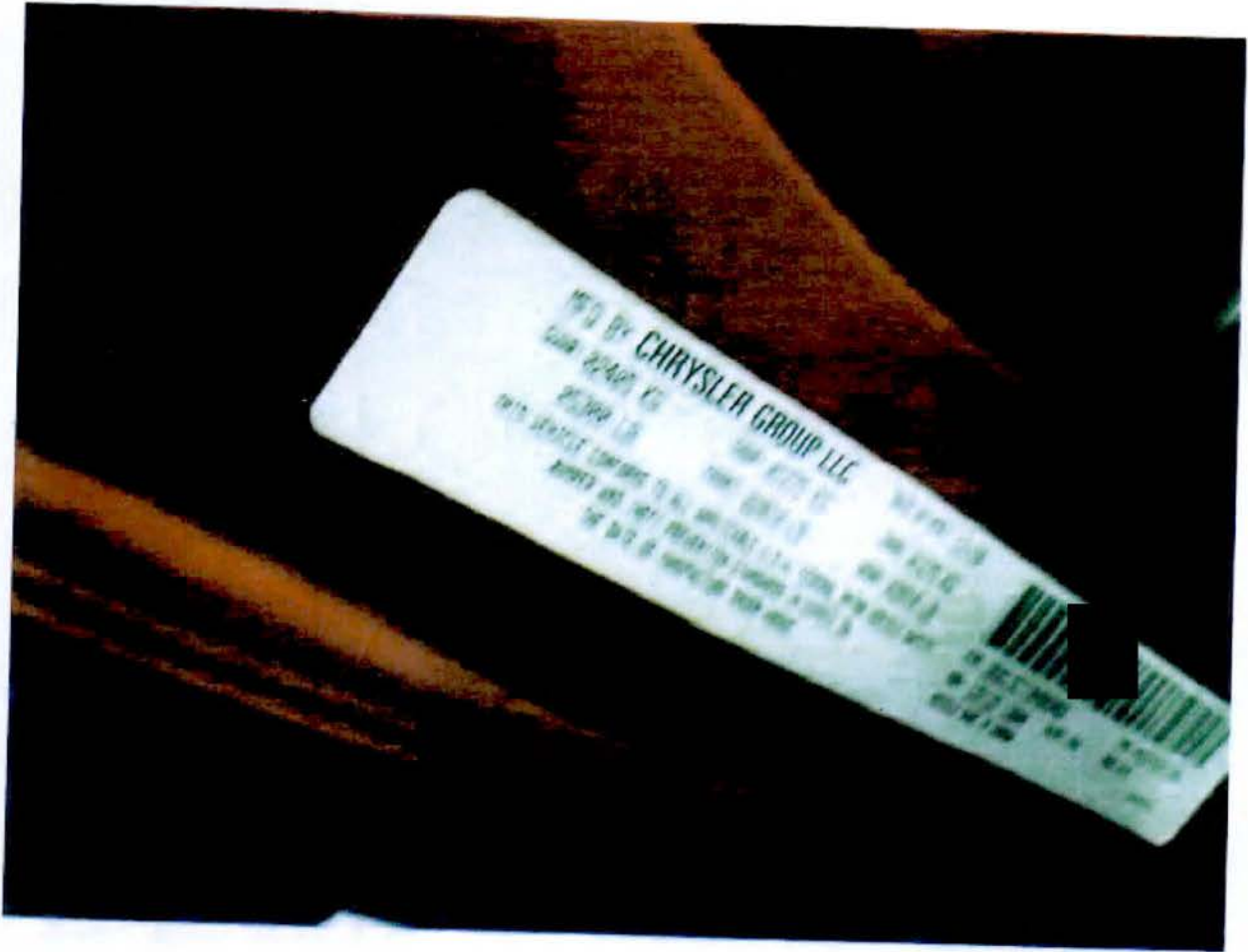
Notes: BROKEN LEFT PLASTIC TIMING GUIDE

Claim: [REDACTED]



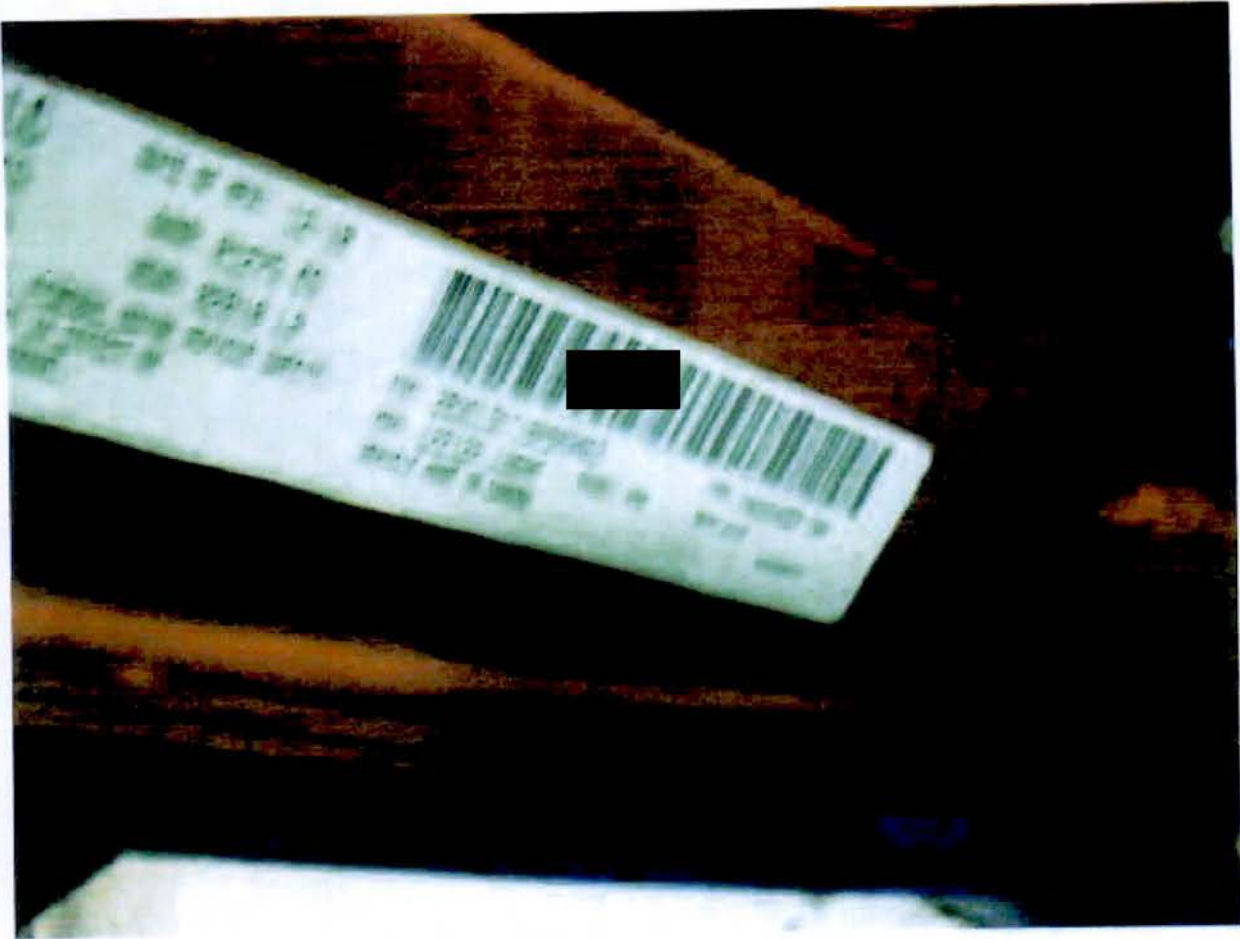
Notes: ODOMETER

Claim: [REDACTED]



Notes: TAG

Claim: [REDACTED]



Notes: TAG

Claim: [REDACTED]



Notes: TAG

Claim: [REDACTED]



Notes: BORE SCOPE

Claim [REDACTED]



Notes: RGT REAR

Claim: [REDACTED]



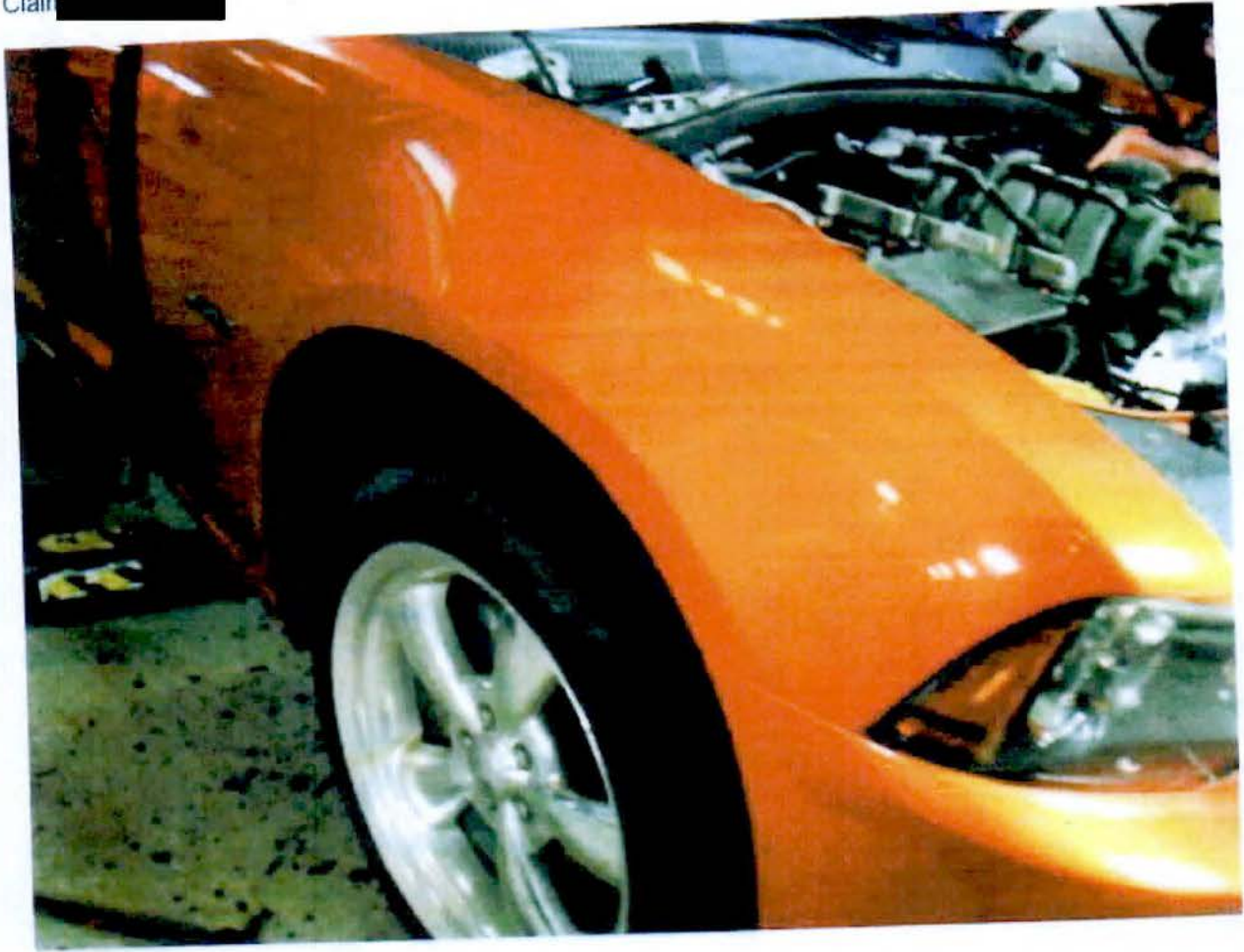
Notes: LEFT REAR

Claim [REDACTED]



Notes: TAG

Claim [REDACTED]



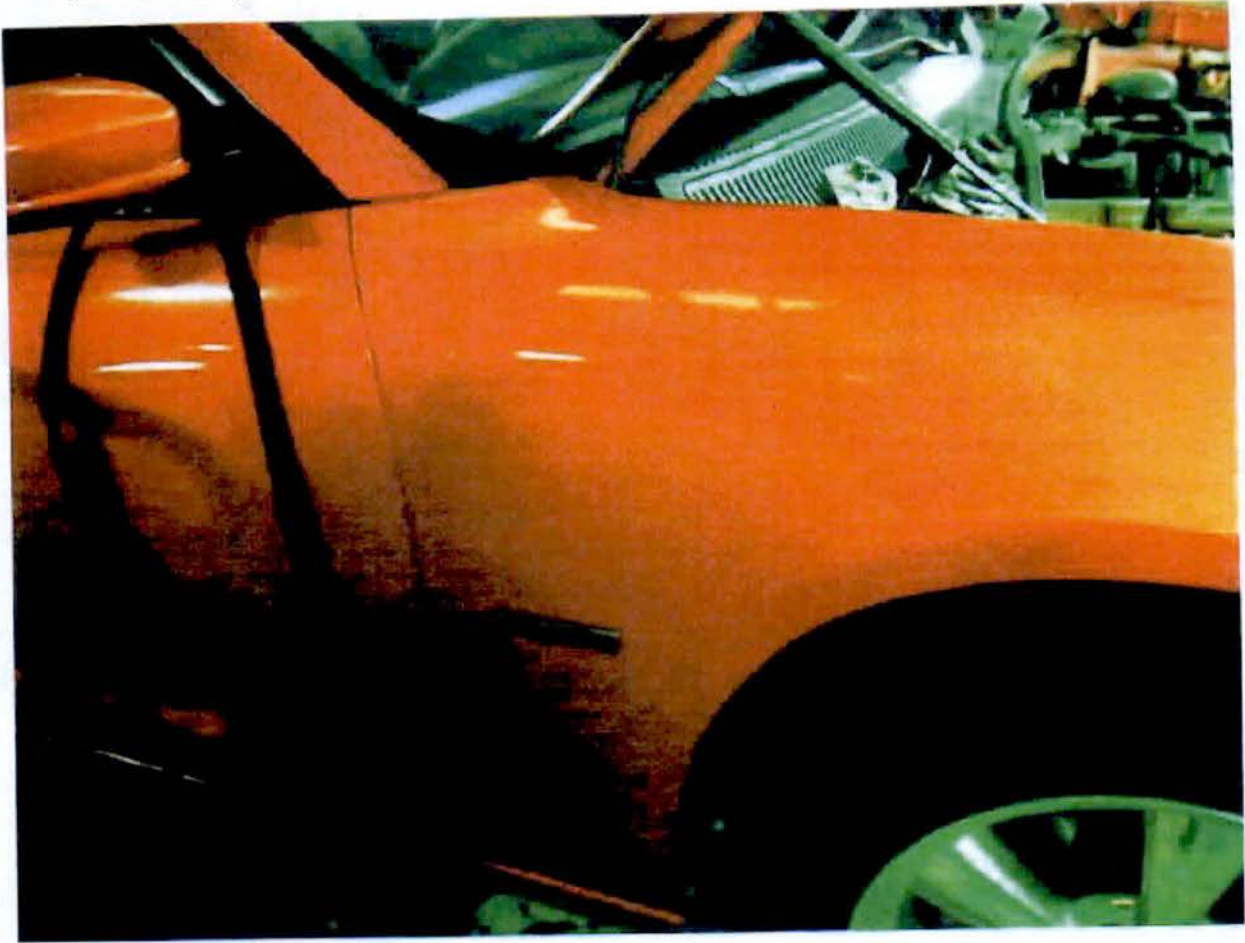
Notes: RGT FRONT

Claim: [REDACTED]



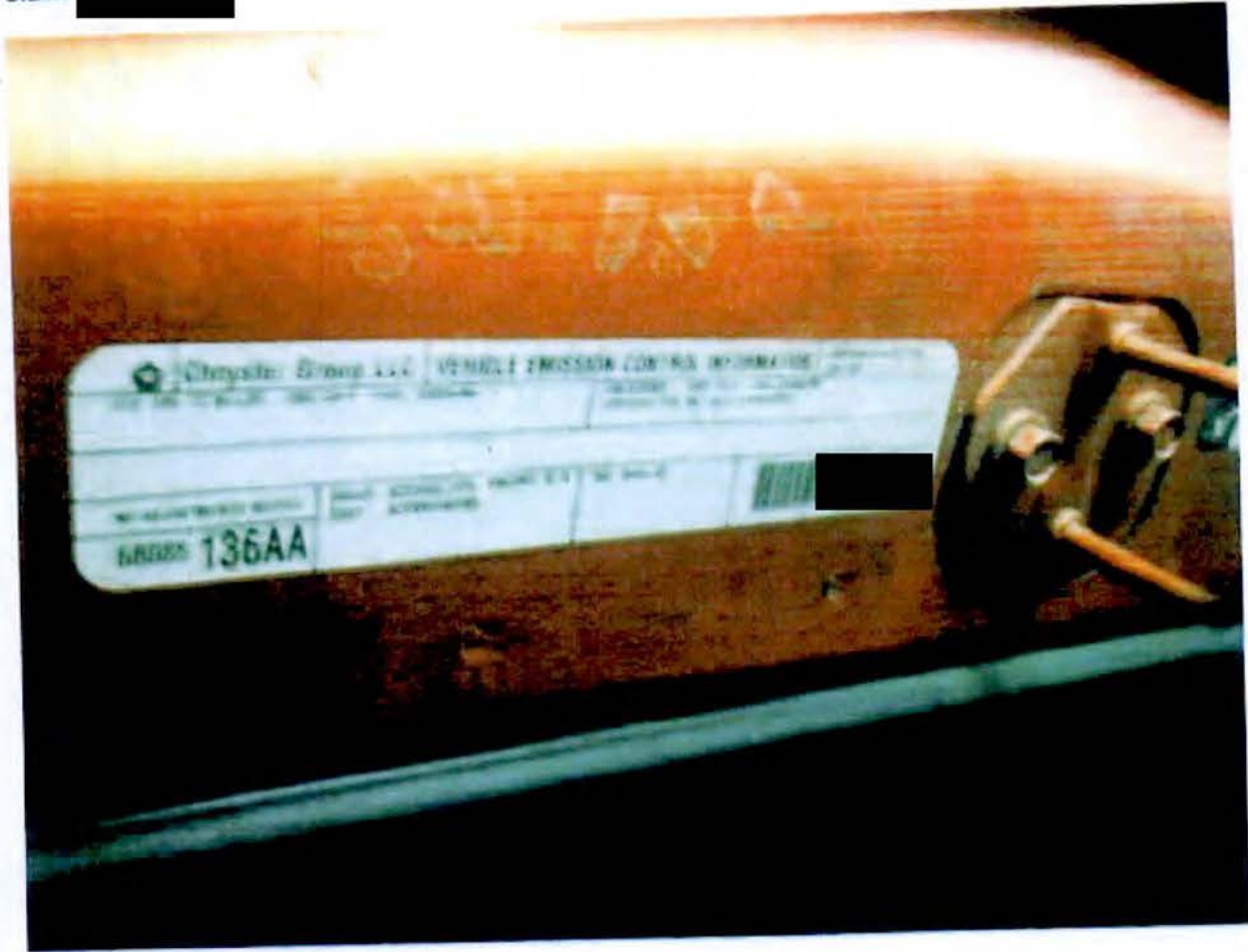
Notes: TIRE

Claim: [REDACTED]



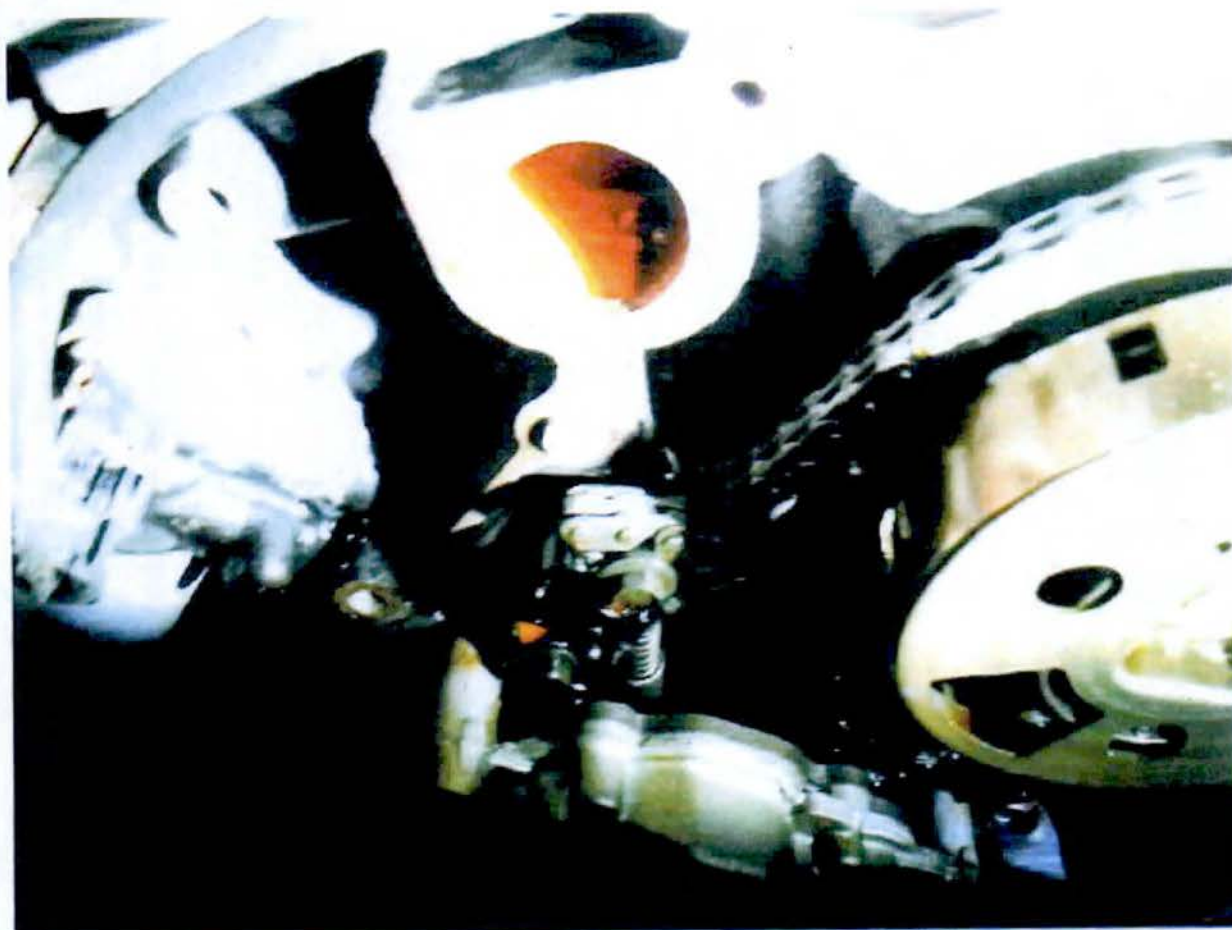
Notes: RF

Claim: [REDACTED]



Notes: ENISSION TAG

Claim: [REDACTED]



Notes: BROKEN TIMING CHAIN



dodgecares

@dodgecares



My husband has tried but hasn't gotten through the last few times

13/02/2017 9:54 AM

I got a hold of Michelle and

13/02/2017 11:17 AM



I'll certainly follow up with the dealer - thanks for letting me know! ^JH

13/02/2017, 11:20 AM

Not a prob Thank u again for all ur help. You're home

13/02/2017 11:54 AM

I wanted to touch base with you as your dealer has alerted me you will be picking up your



Start a new message





dodgecares

@dodgecares



They already know what has to

02/03/2017 8:44 AM

I can confirm that the engine was ordered from Chrysler, and I did expedite this component to your dealership. If you would like to go over this further, please provide a phone number where you can be reached. If you would prefer to work with the dealership directly, please let me know and I can have them contact you to discuss this in more depth. ^JH



02/03/2017 8:52 AM

U can call [redacted] if u don't mind



Start a new message



Home



Explore



Notifications



Profile



dodgecares @dodgecares



Hi Jennifer, VIN #2B3CL5CT1BH [REDACTED]

The latest news we had as of yesterday-the wrong size engine was ordered (it was for a 2008) we still have no idea how long before the correct engine will take. The original time frame due to the back order on that particular engine was two-three months. Please let me know what you find out and can help us with. It's been a nightmare dealing with this it's been over a month already. Can't get a straight answer from that dealership in Charlotte as bye my Husband.

Appreciate ya,

[REDACTED]

27/01/2017, 9:38 PM ✓

~~Thanks for providing this. Was this engine ordered out of the Charlotte dealership? If you know the name of the advisor you have~~ (Copied Twice)

[REDACTED]



GIF

Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares ✓

@dodgecares



Thanks for providing this. Was this engine ordered out of the Charlotte dealership? If you know the name of the advisor you have been working with, I can reach out to them to see if we can get our parts expediting team involved. ^JH



30/01/2017, 9:07 AM

My husband called Brian Moroto from the Dodge Dealership in Shallotte (they have our car) who was going to try and reach the Owner of the Dealership in Charlotte. Michelle Goodrich (has dealt with AJ-Shop supervisor there) she doesn't work weekends. She also has been dealing with our ticket since the car has been there but Brian has been who we call when we have issues with Michelle (he's the shop supervisor there at Shallotte & has been so helpful). The Dealership in Charlotte was



Start a new message



Home



Explore



Notifications



Messages



Me

dodgecares @dodgecares

as well as my father in law not to mention while his mother was just had surgery the day prior I'm sure they will love to know even after the neglect that was bestowed upon my husband's car with the chop show engine. sending him home w/ his car as the engine was leaking and shaking. Hood wasn't even aligned - and that's a Dealer shop not just a garage chop show trying to save a buck yet about as if they Care? It needs to start Showing more in the performance that comes from that shop as well as the Neglect that has fell through the loop. Just making you aware what is to come if it is not the New Engine as stated and Discussed w/ Magnit from Dodge so relay this to ensure Dodge doesn't have to have many Visitors asking for interviews. As well other Notifications are in the works!

Start a new message



dodgecares ✓

@dodgecares



Appreciate Ya,



Seen ✓

I understand your concerns with this, and if you can provide a contact phone number, I can certainly discuss this further with you on the phone to ensure your concerns are thoroughly documented. I also plan to follow up with the dealership today to check on your vehicle. ^JH



02/03/2017, 8:33 AM

I'll I need to know is if it was in fact a total new motor that was

02/03/2017 8:42 AM



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



They already know what has to happen as discussed and they

02/03/2017 8:44 AM

I can confirm that the engine was ordered from Chrysler, and I did expedite this component to your dealership. If you would like to go over this further, please provide a phone number where you can be reached. If you would prefer to work with the dealership directly, please let me know and I can have them contact you to discuss this in more depth. ^JH



02/03/2017 8:52 AM

U can call [redacted] if u don't mind [redacted]



Start a new message



Home



Explore



Notifications



Profile



Seen ✓

I understand your concerns with this, and if you can provide a contact phone number, I can certainly discuss this further with you on the phone to ensure your concerns are thoroughly documented. I also plan to follow up with the dealership today to check on your vehicle. ^JH



02/03/2017, 8:33 AM

~~I'll need to know is if it was in~~

02/03/2017, 8:42 AM

~~(Repeated "Copied twice")
happen as discussed and they~~





dodgecares

@dodgecares



problem providing a copy of the repair order to you. As the dealership is able to inspect the vehicle in person, we do recommend continuing to work with them at this time. I can certainly continue to document your concerns throughout the process. Regards, ^JH



28/02/2017, 3:10 PM

Ok! I'm going to say this only one time so we are clear, because it's funny it took two months to get an engine block "ordered and put parts from a blown motor on it" yet they are now test driving it so are you telling me the "engine" was never there?



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



as well as my father in law not to mention while his mother was just had surgery the day prior

[Faded text block]



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



In Feb 2014 my Husband and I bought a 2011 Dodge Charger from a lot in Wilmington, Dec 23 he was on HWY 17 when his car cut off. Blessed he was to have been in the R lane in rush hour and near the Leland Exit "able to pull off the HWY". Had it towed to the Shallotte Dealership. We had a warranty on the car yet the Insurance Adjuster after speaking with the service Dept. Needed the Engine broken down to ensure my husband wasn't at fault. Once they did they stated the recall wasn't done but looking more into it. The service Magnt noticed it stated in the computer system it was showing in June 2014 it was completed at the Charlotte Chrysler/Dodge dealership.

"Someone is switching the recall in the computer however not completing them.

(Fixing them under the hood)



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



My husband has tried but hasn't gotten through the last few times and gets hung up on so I thought I would direct them through you.

Thank you

13/02/2017, 9:54 AM

I got a hold of Michelle and spoke w/ her about these things

13/02/2017, 11:17 AM



I'll certainly follow up with the dealer - thanks for letting me know! ^JH

13/02/2017, 11:20 AM

Not a prob Thank u again for all ur help. You've been Awesome

13/02/2017, 11:34 AM

I wanted to touch base with you as your dealer has alerted me you will be picking up your



Start a new message



In Feb 2014 my Husband and I bought a 2011 Dodge Charger from a lot in Wilmington. Dec 23 he was on HWY 17 when his car cut off. Blessed he was to have been in the R lane in rush hour and near the Leland Exit "able to pull off the HWY". Had it towed to the Shallotte Dealership. We had a warranty on the car yet the Insurance Adjuster after speaking with the service Dept. Needed the Engine broken down to ensure my husband wasn't at fault. Once they did they stated the recall wasn't done but looking more into it. The service Magnt noticed it stated in the computer system it was showing in June 2014 it was completed at the Charlotte Chrysler/Dodge dealership.

"Someone is switching the recall in the computer however not completely them.

**dodgecares**

@dodgecares



is, so no need to apologize! We certainly want to have this resolved for you, and I can also follow up with your dealer when your vehicle returns to the dealer. You are planning to bring it in tomorrow, correct? ^JH

22/02/2017, 3:14 PM

Yes ma'am and thank you

22/02/2017, 3:28 PM ✓

Hi [REDACTED], Thank you for your patience as I was working on getting an update from the dealership regarding this. I was able to speak to the service manager Brian regarding this, and he said they are still completing test driving and diagnosis for your vehicle regarding the concerns you mentioned. The dealership does appear to be following the proper process, and once everything is complete they should have no



Start a new message



Home



Explore



Notifications



Messages



Me

**dodgecares** ✓

@dodgecares



they flush the radiator system or no? He was assuming they wouldn't use old antifreeze in a new motor. 3. The throttle body that goes on the carburetor did they put a new one on or did they use the old one? (Assuming it would be clean)? He paid \$900 about six months ago to have it clean. He wanted to ensure they wasn't going to put the old dirty one on it that's been sitting on the car for two months. 4. He wanted to make sure these things were taking care of assuming they wouldn't be using old parts to put in a new motor. 5. Can u also see about having the old gas that's been in sitting in the car for two months extracted and filled up with 93 octane. As well as having the car cleaned & detailed since it's been in the shop for that long and Bill the Dealership in Charlotte. My Husband wanted to ensure that Everything was taking care



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



My Husband wanted to ensure that Everything was taking care of like it should be to make sure the Warranty on the New Motor has nothing to come up to bring it right back in the shop or to Void the Warranty.
Thank You- [REDACTED]

12/02/2017, 7:51 PM

Thank you for following up. Have you directed these questions to the service advisor at your dealer? They can best address this with you directly. Please let me know if you have any difficulty reaching them to go over these items, and I can also follow up with them to let them know to give you a call. Regards, ^JH



13/02/2017, 7:56 AM

My husband has tried but hasn't gotten through the last few times and gets hung up on so I thought



Start a new message



Home



Explore



Notifications



Messages



Me

**dodgecares** ✓

@dodgecares



they flush the radiator system or no? He was assuming they wouldn't use old antifreeze in a new motor. 3. The throttle body that goes on the carburetor did they put a new one on or did they use the old one? (Assuming it would be clean)? He paid \$900 about six months ago to have it clean. He wanted to ensure they wasn't going to put the old dirty one on it that's been sitting on the car for two months. 4. He wanted to make sure these things were taking care of assuming they wouldn't be using old parts to put in a new motor. 5. Can u also see about having the old gas that's been in sitting in the car for two months extracted and filled up with 93 octane. As well as having the car cleaned & detailed since it's been in the shop for that long and Bill the Dealership in Charlotte. My Husband wanted to ensure that Everything was taking care



Start a new message



Home



Explore



Notifications



Messages



Me

Good afternoon, I just wanted to let you know that I spoke with your dealer, and the needed engine arrived for your vehicle so repairs can begin. Your dealership Service Manager advised me that the vehicle should be completed this week. If you have any other questions in the meantime, please don't hesitate to reach out to me. Thank you! ^JH



06/02/2017, 1:06 PM

Hello, I wanted to let you know that I spoke with your dealer, and it looks like your repairs should be completed on Monday. I apologize for the delay, and I will be following up with the dealership then. Please let me know if you have any questions in the meantime. Thank you! ^JH



10/02/2017, 4:54 PM

In Feb 2014 my Husband and I bought a 2011 Dodge Charger from a lot in Wilmington. Dec 23 he was on HWY 17 when his car cut off. Blessed he was to have been in the R lane in rush hour and near the Leland Exit "able to pull off the HWY". Had it towed to the Shallotte Dealership. We had a warranty on the car yet the Insurance Adjuster after speaking with the service Dept. Needed the Engine broken down to ensure my husband wasn't at fault. Once they did they stated the recall wasn't done but looking more into it. The service Magnt noticed it stated in the computer system it was showing in June 2014 it was completed at the Charlotte Chrysler/Dodge dealership.

"Someone is switching the recall in the computer however not completely them.

In Feb 2014 my Husband and I bought a 2011 Dodge Charger from a lot in Wilmington. Dec 23 he was on HWY 17 when his car cut off. Blessed he was to have been in the R lane in rush hour and near the Leland Exit "able to pull off the HWY". Had it towed to the Shallotte Dealership. We had a warranty on the car yet the Insurance Adjuster after speaking with the service Dept. Needed the Engine broken down to ensure my husband wasn't at fault. Once they did they stated the recall wasn't done but looking more into it. The service Magnt noticed it stated in the computer system it was showing in June 2014 it was completed at the Charlotte Chrysler/Dodge dealership.

"Someone is switching the recall in the computer however not completely them.



dodgecares

@dodgecares



We appreciate you alerting us of this. Once you can provide your VIN, I can ensure we document this as thoroughly as possible. If you have any additional concerns with your vehicle, please let us know. Thank you! ^JH



25/01/2017, 12:00 PM

I'll have to wait until I talk with the Dealership they have all that information. Could you please tell me your title and name so I know who I'm giving this information to?

25/01/2017, 6:25 PM

My name is Jennifer from the Social Media Team at FCA HQ. Thank you! ^JH



26/01/2017, 8:40 AM

Hi Jennifer, VIN #2B3CL5CT1BH [redacted] The latest news we had as of yesterday-the wrong size engine



GIF

Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



02/02/2017, 9:57 AM

Good afternoon, I just wanted to let you know that I spoke with your dealer, and the needed engine arrived for your vehicle so repairs can begin. Your dealership Service Manager advised me that the vehicle should be completed this week. If you have any other questions in the meantime, please don't hesitate to reach out to me. Thank you! ^JH



06/02/2017, 1:06 PM

Hello, I wanted to let you know that I spoke with your dealer, and it looks like your repairs should be completed on Monday. I apologize for the delay, and I will be following up with the dealership then. Please let me know if you have any questions in the meantime. Thank you! ^JH



10/02/2017, 4:54 PM



Start a new message



Home



Explore



Notifications



Messages



Me

in Charlotte as well as Shariotte
and they are taking care of our
car at this time- It however blew
my mind when it was brought to
my Attention that there were
Sheriffs Dodge Chargers that this
also happen to as well.

There is a big cover up going on
with this Particular recall on the
Hemi-Engine and it's not only
costing more to the Dodge
Corporation because of the cover
up but putting lives at risk.
I appreciate you're response and
time.



25/01/2017, 10:56 AM ✓

Thank you for reaching out and
providing these details. Can you
provide your VIN so we can look
into this further? Also, is your
vehicle currently at your
dealership being repaired? ^JH



25/01/2017, 11:05 AM



dodgecares

@dodgecares



shop supervisor there at Shallotte & has been so helpful). The Dealership in Charlotte was the one who Ordered and sent the wrong size motor to my understanding. Thank you.

30/01/2017, 9:49 AM

Thank you for your patience as I look into this. I was able to speak with Michelle at the Shallotte dealer, and she advised me they are working with the Charlotte location to ensure all of the needed repairs for your vehicle are addressed in a timely manner. I retrieved the part number for your engine, and I am working with our expediting team to ensure delivery as quickly as possible. I apologize for this situation, and if you have any other questions as I look into this, please let me know. Thank you! ^JH



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



is, so no need to apologize! We certainly want to have this resolved for you, and I can also follow up with your dealer when your vehicle returns to the dealer. You are planning to bring it in tomorrow, correct? ^JH



22/02/2017, 3:14 PM

Yes ma'am and thank you

22/02/2017, 3:28 PM

Hi [redacted] Thank you or your patience as I was working on getting an update from the dealership regarding this. I was able to speak to the service manager Brian regarding this, and he said they are still completing test driving and diagnosis for your vehicle regarding the concerns you mentioned. The dealership does appear to be following the proper process, and once everything is complete they should have no



Start a new message





dodgecares

@dodgecares



My Husband wanted to ensure that Everything was taking care of like it should be to make sure the Warranty on the New Motor has nothing to come up to bring it right back in the shop or to Void the Warranty.
Thank You [Redacted]

12/02/2017, 7:51 PM

Thank you for following up. Have you directed these questions to the service advisor at your dealer? They can best address this with you directly. Please let me know if you have any difficulty reaching them to go over these items, and I can also follow up with them to let them know to give you a call. Regards, ^JH



13/02/2017, 7:56 AM

My husband has tried but hasn't gotten through the last few times and gets hung up so so I thought



Start a new message



Home



Explore



Notifications



Messages



Me

that I spoke with your dealer, and it looks like your repairs should be completed on Monday. I apologize for the delay, and I will be following up with the dealership then. Please let me know if you have any questions in the meantime. Thank you! ^JH



10/02/2017, 4:54 PM

Thank U! I spoke w/ them too earlier 2 extend the rental due to it not being completed today.

10/02/2017, 4:59 PM ✓

Hi Jennifer, I was talking to my Husband this weekend & he wanted to ensure that certain things were taken care of assuming it was up there for two months and that a new motor was going in his car so I wanted to check w/ u about these things 1. did they use the old belts or put new belts? 2. Did

In Feb 2014 my husband and I bought a 2011 Dodge Charger from a lot in Wilmington. Dec 23 he was on HWY 17 when his car cut off. Blessed he was to have been in the R lane in rush hour and near the Leland Exit "able to pull off the HWY". Had it towed to the Shallotte Dealership. We had a warranty on the car yet the insurance Adjuster after

with the service Dept

pleasure of working with at the Shallotte Office who need to be recognized for such outstanding work- Brian Moroto, and the Mechanic "not sure about his name. Have to get back to ya. Michelle Goodrich however is unreal "lied to me and my husband as far as our car being in the shop, has been very unpleasant to us both, unhelpful when I needed the info to the Charlotte Dealership. She's going to hurt the Business and the service Dept. there. Not sure what your title is or what you can do but something f needs to be done about her.

Appreciate ya for looking into this whole car recall incident- We really Love our Dodges

25/01/2017, 11:18 AM ✓

We appreciate you alerting us of



dodgecares

@dodgecares



I have spoken to the Dealership in Charlotte as well as Shallotte and they are taking care of our car at this time- It however blew my mind when it was brought to my Attention that there were Sheriffs Dodge Chargers that this also happen to as well. There is a big cover up going on with this Particular recall on the Hemi-Engine and it's not only costing more to the Dodge Corporation because of the cover up but putting lives at risk. I appreciate you're response and time.



25/01/2017, 10:56 AM

Thank you for reaching out and providing these details. Can you provide your VIN so we can look into this further? Also, is your vehicle currently at your dealership being repaired? ^JH



25/01/2017, 11:05 AM



Start a new message



Employees who I have had the pleasure of working with at the Shallotte Office who need to be recognized for such outstanding work- Brian Moroto, and the Mechanic "not sure about his name. Have to get back to ya. Michelle Goodrich however is unreal "lied to me and my husband as far as our car being in the shop, has been very unpleasant to us both, unhelpful when I needed the info to the Charlotte Dealership. She's going to hurt the Business and the service Dept. there. Not sure what your title is or what you can do but something f needs to be done about her. Appreciate ya for looking into this whole car recall incident- We really Love our Dodges

25/01/2017, 11:18 AM ✓

We appreciate you alerting us of



dodgecares

@dodgecares



problem providing a copy of the repair order to you. As the dealership is able to inspect the vehicle in person, we do recommend continuing to work with them at this time. I can certainly continue to document your concerns throughout the process. Regards, ^JH



28/02/2017 3:10 PM

Ok! I'm going to say this only one time...



Start a new message



Home



Explore



Notifications



Messages



Me

that I spoke with your dealer, and it looks like your repairs should be completed on Monday. I apologize for the delay, and I will be following up with the dealership then. Please let me know if you have any questions in the meantime. Thank you! ^JH



10/02/2017, 4:54 PM

Thank U! I spoke w/ them too earlier 2 extend the rental due to it not being completed today.

10/02/2017, 4:59 PM ✓

Hi Jennifer, I was talking to my Husband this weekend & he wanted to ensure that certain things were taken care of assuming it was up there for two months and that a new motor was going in his car so I wanted to check w/ u about these things 1. did they use the old belts or put new belts? 2. Did



dodgecares

@dodgecares



We appreciate you alerting us of this. Once you can provide your VIN, I can ensure we document this as thoroughly as possible. If you have any additional concerns with your vehicle, please let us know. Thank you! ^JH



25/01/2017, 12:00 PM

I'll have to wait until I talk with the Dealership they have all that information. Could you please tell me your title and name so I know who I'm giving this information to?

25/01/2017, 5:25 PM

My name is Jennifer from the Social Media Team at FCA HQ. Thank you! ^JH



26/01/2017, 8:40 AM

Hi Jennifer, VIN #2B3CL5CT1BH [redacted] The latest news we had as of yesterday-the wrong size engine

Repeat Client



GIF

Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



Hi Jennifer, VIN

#2B3CL5CT1BH [REDACTED]

The latest news we had as of yesterday-the wrong size engine was ordered (it was for a 2008) we still have no idea how long before the correct engine will take. The original time frame due to the back order on that particular engine was two-three months. Please let me know what you find out and can help us with. It's been a nightmare dealing with this it's been over a month already. Can't get a straight answer from that dealership in Charlotte as bye my Husband.

Appreciate ya,
[REDACTED]

27/01/2017, 9:36 PM

Thanks for providing this. Was this engine ordered out of the Charlotte dealership? If you know the name of the advisor you have

Copied Twice



GIF

Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



Thanks for providing this. Was this engine ordered out of the Charlotte dealership? If you know the name of the advisor you have been working with, I can reach out to them to see if we can get our parts expediting team involved. ^JH



30/01/2017, 9:07 AM

My husband called Brian Moroto from the Dodge Dealership in Shallotte (they have our car) who was going to try and reach the Owner of the Dealership in Charlotte. Michelle Goodrich (has dealt with AJ-Shop supervisor there) she doesn't work weekends. She also has been dealing with our ticket since the car has been there but Brian has been who we call when we have Issues with Michelle (he's the shop supervisor there at Shallotte & has been so helpful). The Dealership in Charlotte was



Start a new message



Home



Explore



Notifications



Messages



Me



dodgecares

@dodgecares



shop supervisor there at Shallotte & has been so helpful). The Dealership in Charlotte was the one who Ordered and sent the wrong size motor to my understanding. Thank you.

30/01/2017, 9:40 AM



Thank you for your patience as I look into this. I was able to speak with Michelle at the Shallotte dealer, and she advised me they are working with the Charlotte location to ensure all of the needed repairs for your vehicle are addressed in a timely manner. I retrieved the part number for your engine, and I am working with our expediting team to ensure delivery as quickly as possible. I apologize for this situation, and if you have any other questions as I look into this, please let me know. Thank you! ^JH



GIF

Start a new message



Home



Explore



Notifications



Messages



Me

Related to Chrysler 300
 CO-Signer to my Sister's Car
 Recall on Air-Bags NO Air Bags
 Available ... Been on back order
 no mention at time of purchase of
 the car.

Note: Deaths already because there were
 no recall part (Airbags available)

**STATE OF NORTH CAROLINA
 REGISTRATION CARD**

NC LIC NUMBER [REDACTED]	PLT EXP DATE 03/31/2018	INSPECTION DUE 03/31/2018	GROSS WT
VEHICLE ID # 1C3CCBB9DN	TITLE # [REDACTED]	STYL	TOTAL FEE 36.00
MAKE/SERIES CHRY	YEAR 2013	FUEL G	VEHICLE BRAND
SHIPPING WEIGHT	CLASSIFICATION PRIVATE/PASS VEH	CUSTOMER ID # OWNER 1 [REDACTED]	CUSTOMER ID # OWNER 2 [REDACTED]
SOUTHPORT NC		COUNTY BRUNS	

**NC DIVISION OF MOTOR VEHICLES
 RECEIPT OF FEES PAID**

License	36.00	Appraised Value:	\$11,350.00
Prop. Tax	59.59	Appeal Deadline:	05/15/2017
Late fee	15.00	Brunswick County Revenue Dept	
910-253-2729			
Taxing Unit		Tax Rate	Amount
BRUNSWICK COUNTY	0.485000		55.05
DOSHER HOSP TAX	0.040000		4.54

TOTAL 110.59
 160 04/07/201 [REDACTED] ty Tax 59.59
 CASH

G06 - GOVERNMENT EMPLOYEES INSURANCE CO
 INSURANCE COMPANY AUTHORIZED IN NC
 [REDACTED] POLICY NUMBER

