

CL-11051969-8423

Chrysler FCA Customer Assistance
P.O. Box 21 8004
Auburn Hills, Michigan 48321-8007

NOV 09 2017

Dadeland Dodge
16501 South Dixie Highway
Miami, Florida 33157

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

Administration, National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington D.C. 20590

Re: Complaint of Price Gouging
VIN#2C4RDGBG9C[REDACTED]

On October 23, 2017 our 2012 Dodge broke down. While driving at approximately 20 to 30 mph there was a 2 to 3 second period where there was an apparent electrical short: evidenced by instruments, radio, lights and engine stuttering off and on. This was followed by the engine instantly shutting off. Finally, all of the accessories came back on but the engine would not restart. A warning light, indicating that the Electronic Throttle Control (ETC) had failed, lit and stayed on. Attempts to recycle the ignition system had no effect. Power windows, lights etc. continued to operate normally without any indication of low voltage.

Since we were 180 miles from home and it was midafternoon, we were concerned. A call to the Dodge help line brought instant help with a tow truck, a few phone calls later we were told that Dadeland Dodge (Miami, FL) could service our van. Dadeland could not have been more helpful or pleasant. When the tow truck dropped us off at Dadeland they said that the towing costs would be paid by Dodge. After completing the paperwork Dadeland informed us that they would provide us with an overnight rental for no charge.

At this point we were greatly impressed with both Dodge and Dadeland Dodge and even agreed that the next time we shop for a new vehicle we would definitely start at Dadeland.

A mechanic collected the ignition fob from me and found that the van started immediately, without any problem and that the ETC warning light was not on. He drove the van into the service line and plugged in the code reader to start the diagnosis. I asked him what it showed and he said he could not find anything yet. They said they would start the diagnosis first thing in the morning and would let us know. By this time it was almost 6 pm so we loaded our luggage into the rental car and departed.

It is interesting to note that we had an appointment in Punta Gorda at Gettel Dodge to have the car serviced for recall T33NHTSA17V-376. The appointment was made through FCA Recall Assistance, Case [REDACTED] We told Dadeland to perform the recall work while we were there.

AM
11-29-17
W

The next day, October 29th, a service representative called who informed me that the recall work had been completed but our breakdown was caused by a dead battery. That the replacement would cost \$340.00 to replace the battery and to "recalibrate everything". I said I did not believe it was a bad battery, that there was absolutely no sign of a battery problem. The failure occurred while we were moving, lights, radio and windows continued to work normally and, at the dealership the car started and ran normally. There was never any indication that my two year old battery had a problem. The service representative stated that the battery "should have 650 amp cold start but it was completely dead". I asked him what the voltage was and he actually said "12.52 (volts DC). That's a fully charged battery!

There may have been a language problem because I was certainly not communicating. His message seemed to be "if you want the problem fixed you have to buy our drastically overpriced battery. Being 180 miles from home we did not feel we had an option.

The recall T33 involved a steering wheel "...wire harness... which may cause a short". I am sure that part of the wire harness includes the Cruise Control wires – that is the Electronic Throttle Control. Just a speculation, but one thing I am absolutely sure of – it was not the battery.

Chrysler Corp. and Dadeland Dodge created a great deal of goodwill only to be completely negated by a service representative creating a phony "sale".

[REDACTED]

Punta Gorda, Florida

[REDACTED]



INVOICE

DadelandDodgeChryslerJeep.com Since 1961

16501 South Dixie Highway - Miami, Florida 33157
(305) 278-9994 - FAX (305) 278-0895
www.southdadedodge.com

Dade County Reg. #MVR-00121

State of Florida Reg. #MV-552

PUNTA GORDA, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 400 KOMAL BHAGWAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	DODGE GRAND CARAVAN	2C4RDGBG9CR		49591/49591		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR12 DE			20:45 23OCT17		0.00	CASH	25OCT17
R.O. OPENED		READY	OPTIONS: ENG:3.6 Liter				

18:10 23OCT17 12:35 25OCT17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A General Concern #1 [Customer States while driving vehicle stalled (electric trottle control light came on) won't restart]							
1	REPLACED BATTERY						
	354	C				125.00	125.00
	1 BBOH7730AA *BATTERY-STORAGE				184.00	184.00	184.00
	CORE CHARGE C					20.00	20.00
	-1 BBOH7730AA CORE RETURN				20.00	20.00	20.00
PARTS:	184.00	LABOR:	125.00	OTHER:	0.00	TOTAL LINE A:	309.00

49591 BATTERY BATTERY FAILED LOAD TEST REPLACED BATTERY

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 12.50

WARRANTY:

MOPAR PARTS TWO YEARS WARRANTY-SEE ADVISOR
AFTERMARKET PARTS&ACCESSORY NO WARRANTY
MACHINE SHOP WARRANTY ON HEAD JOB 30 DAYS
GASKETS AND SEALS 30 DAYS WARRANTY
DEALERSHIP IS NOT RESPONSIBLE FOR ANY AFTER
MARKET ACCESSORIES NOT WORKING DUE TO REPAIR

CAR RELEASED

OCT 27 2017

BY

Cashier #1

Cash

OK

#344.01

19.29

3.22

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$35.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	125.00
PARTS AMOUNT	184.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	12.50
TOTAL CHARGES	321.50
LESS INSURANCE	0.00
SALES TAX	22.51
PLEASE PAY THIS AMOUNT	344.01

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

Customer X

Customer X

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Punta Gorda, FL

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Administration National Highway, Traffic Safety
Administration
1200 New Jersey Ave., S.E.
Washington D.C. 20590

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