

CL-11065090-5053

NEL-010

Warwick, RI

November 21, 2017

U.S. Dept. of Transportation National Highway Traffic Safety Admin.  
1200 New Jersey Avenue, SE  
Washington, DC 20590

JAN 22 2018

Re: Bailey's Jeep North Kingstown, RI  
Jeep Corporation Auburn Hill, MI

To Whom It May Concern:

I am writing to you with the hope you will be interested in assisting with the problems I have experienced with Paul Bailey's Jeep, North Kingstown. For more than two years, I have pursued some resolution to issues regarding a Jeep vehicle I purchased there. I have even gone as far as contacting the Jeep Corporation -- to no avail.

Attached please find chronological documentation regarding ongoing issues I have with a 2013 Jeep Grand Cherokee Overland Summit I purchased from Bailey's in July 2015. Following little action by Bailey's over the past two years, I forwarded this matter to the Jeep Corporation only to be unprofessionally treated by their Customer Care Department.

The attached letter dated September 7, 2016 to Bailey's will clearly document all that has transpired with the dealership to date. I am still seeking remedies for issues, some safety, that persists with the vehicle. As mentioned, I also reached out to the Jeep Corporation in the attached letter dated September 7, 2017. I asked for any assistance it could provide, not only with my vehicle, but with any corrective action it may take with Bailey's regarding sales, vehicle service and customer relations.

I would think any corporation in any business would oversee its agent's actions. I was disillusioned by the response I received from Jeep.

In my letter to Bailey's, you will read that I did receive help from Jeep early on from a Customer Care agent named Azor. In part, Azor gave me permission to bring the vehicle to another dealer since Bailey's clearly could not find or perform certain repairs.

NM  
1-22-18  
LD

I had complained about a metallic noise in the rear of the vehicle which Bailey's service department could not find after several attempts, claiming there was nothing wrong. I took the vehicle to Bald Hill Dodge Jeep in Warwick, RI, as instructed by Jeep Corporation, and its service department found "two broken shocks/struts," as well as other issues. I mention this only because Jeep Corporation has now changed its direction 180 degrees following my request for assistance in the September 2017 letter.

After two calls to Jeep Corporation (877-426-5337) asking for a response to my September letter, I finally received a call from a Chris Joseph, who left a message stating she was handling this matter and would get back to me. I followed up the next day to contact her and was told she, or someone else would call again. I called a week later and was told Ms. Joseph had called me several times and I was unreachable. My phone records indicate that Ms. Joseph only called once.

I was then told by a first line agent that I had to resolve this matter with Bailey's since Jeep Corporation could not help. I informed the agent my letter was a complaint that the dealer was not helping and therefore I was seeking assistance from Jeep, since it had helped in the past.

I was put on hold, then informed that Ms. Joseph had nothing further to tell me. I asked if I would receive any written notification of this response or receipt of my letter. I was rudely told "no, we don't send written responses. I requested permission to leave Ms Joseph a message. Following a 20 minute wait, I was connected to her in-box. I have not heard from Ms. Joseph or anyone since.

In closing, I refuse to accept the fact, in this age of transparency, that no one person or agency will assist me in now what has become a "quest" for redemption. As a consumer, I have been (in my words) swindled, deceived, delayed, and stalled, wasting my time with repeated visits to a service department that was unable to identify issues or make promised repairs. I believe their hope was that the numerous visits I made would just wear me down and I would go away, a tactic often used by Bailey's.

I will not wear down or go away. I continue to reach out to any and all agencies, groups and individuals who may help me seek restitution or at least deliver some type of consequence to the companies in question.

The [REDACTED] est, r  
[REDACTED]

[REDACTED]  
Warwick, RI  
[REDACTED]

September 7, 2017

Jeep Corporation  
FCA US LLC Customer Care  
PO Box 21-8004  
Auburn Hill, MI  
48321-8004

To Whom It May Concern:

Pursuit to an on-line chat with your company, I have enclosed a copy of a letter which was sent to the corporate officers at Paul Bailey's Chrysler Dodge Jeep in North Kingstown RI. on September 6, 2016. This has been a long drawn out-struggle involving time money and safety. Thanking you in advance for any help in this matter.

Thank you,

[REDACTED]

**PS This letter was sent by certified mail on August 16, 2017. I called the Customer Care Department on September 7, and they said there was no record of my first letter. I have a tracking #. This letter was signed for on August 21, 2017. I was instructed to send it again.**

[REDACTED]  
Warwick, RI [REDACTED]  
[REDACTED]

September 7, 2017

Jeep Corporation  
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[REDACTED]  
Warwick, RI  
[REDACTED]

September 6, 2016

Paul Bailey's Chrysler Dodge Jeep  
425 Ten Rod Rd.  
North Kingstown, RI

Re: 2013 Jeep Grand Cherokee Overland Summit  
VIN: IC4RJFCG5DC [REDACTED]

Attn: Ms. Maureen Bailey  
Ms. Stephanie Bailey Alling

**To Whom It May Concern:**

The purpose of this letter is to document all that has transpired regarding the purchase of the above mentioned vehicle. It is not meant to maliciously attack or discredit any person or entity, but to simply record what has transpired up to the present day and my disappointment with this dealership and vehicle. In summary, I simply wanted my vehicle delivered to me in dealer-quality presentable condition and in safe mechanical order as promised and required by law. **For the record: I do not feel safe in this vehicle.**

I will begin by stating that I am quite familiar with Jeep vehicles and to date, have owned eight Jeeps, three of which I still own. Past purchases were with Lapola in Cranston (now closed), Taxbox Jeep in North Kingstown (now closed), and Bald Hill in Warwick. I never had a problem with any dealership. This was my first purchase with Paul Bailey's Dodge Jeep Chrysler in North Kingstown and to date it has not gone well.

During the last week of June 2015, I entered the Bailey's dealership in North Kingstown and was met by a salesperson. I stated to him what I was looking for. He smiled and took me out to the lot and to my amazement he had the vehicle I was looking for – a 2013 Jeep Grand Cherokee Overland Summit. Color, interior everything was great. Or so I thought.

Upon our inspection of the vehicle, I pointed out several issues and concerns. The vehicle looked as if it had not been inspected by the dealer or prepped since its last owner. The exterior was quite dirty, making it hard to judge paint quality, and the interior was dirty as well and had grease on the dash and visors. Hardly a vehicle you would sell retail in that condition.

The salesman said it had just come in from a two-year lease, and excused its condition, promising a full dealer prep would be performed before delivery. I questioned some of the damage on the vehicle. There were curb scars on every wheel – one quite severe on the rear passenger side – and *cuts* in the tire sidewalls. There were multiple dents all over the vehicle as well.

I stated to the salesman, since this was a lease vehicle, I assumed the lessee was charged for the damage and the vehicle would be repaired. Or, I questioned, is this vehicle being sold as-is at a discount? He said he would review all the issues mentioned with his boss, Tom Dirocco. As it turned out, so I was told by a former Bailey's employee, Baileys did charge for the damage but they {Baileys} like to sell the cars as is for top dollar and pocket the money.

I asked if knew what the previous owner may have used the vehicle for as it seemed to have more than its share of use and high mileage for a two-year-old, \$53,0000 vehicle. He did not have any past information.

***After I brought the vehicle home, I found the former lessee's paperwork in the glove box. Lease information and other personal information never removed prior to me taking possession. Banking and SS #s. Just left in the vehicle. This information answered many of the questions that were not answered by the dealership personnel. So much for the dealer's promise to dealer prep the vehicle or for the privacy of the former lessee.***

There were two new tires on the front, replaced by the former lessee, but the rear tires were worn and showed mileage that would be around the 41,000 miles shown on the odometer. I asked if the dealer would be putting on two new tires to match the front. He stated that the rear tires passed inspection and would not be replaced, as per his boss Tom. He also stated that the tire cuts were cosmetic and passed inspection as per Tom. This was a 53K + vehicle (new) and the dealer wanted to sell it with cut tires and two marginal tires needing replacement?

***The salesman later told me Tom said that if I wanted to match the front tires then I would have to pay for them. Bailey's, as a courtesy, would install them at dealer's cost. Tom suggested that the salesman should pay half the cost, if he wanted to make this sale. I think this was a pretty unreasonable request placed on the salesperson and myself. Some courtesy, Mr. Dirocco. The salesman and I split the cost of the two new tires.***

During the test drive with the salesman I stated that the vehicle was pulling hard to the left and there were noticeable metallic noises coming from the front and rear of the vehicle. The vehicle also was pulling hard left when I applied the brakes and the steering wheel was vibrating. He acknowledged these issues and again he said he would get back to me on all of this after speaking with his boss, Tom. We returned to the salesman's desk, agreed upon a price, and I gave a deposit.

*I did my homework prior to looking for a vehicle and will say that the price was a few thousand too high for a vehicle in perfect condition, let alone for the condition this one was in, plus the additional cost of new tires. However, I based my acceptance of the deal under the assumption and promise that all of the issues pointed out would be taken care of. Shame on me for placing such trust so soon with the Bailey's dealership.*

Over the next 14 days or so I made numerous calls to the salesperson trying to get confirmation on the issues at hand before delivery. During this time, the salesperson seemed to avoid calls and never returned any, and when I did get him on the phone he never had a clear answer for me, stating his manager Tom, had not yet gotten back to him. ***I repeat, 14 days had gone by.***

I finally sat with **Tom Dirocco** and addressed this with him after almost three weeks of playing cat and mouse with the salesperson while waiting to take possession of my vehicle. He thanked me for bringing it to his attention. He stated the salesperson was new and responsiveness was certainly one area he needed to improve upon. ***He suggested maybe I could say something to the salesperson and help him with this problem...*** \*The salesperson has since left and returned to school. At that point I was working with Tom directly but unfortunately it seemed it was too late in the purchase to make a difference.

*\*I see the salesperson often and know the real story. I believe he was put in the middle and the manager was hoping I would be worn down by the delay and take the vehicle as is. Typical RI dealer maneuver AND – what a way to train a new salesperson, using lies, trickery, deceit, false promises....*

On July 22, 2015, after three-plus weeks of waiting and excuses, I took ownership of the vehicle with **promises** that any remaining issues would be corrected. You may ask why I took ownership prior to the issues being resolved. I had planned a vacation at the end of July and wanted to use and enjoy my new vehicle; otherwise, I would have waited or passed on this deal. Tom said "Go on your vacation and all that's not finished will be taken care of when you get back as the vehicle is under dealer warranty." **He promised all remaining issues would be corrected when I returned.** Over the next several months, I made numerous visits to Bailey's to resolve the issues stated, but to no avail. **I did not and do not feel safe in this vehicle.**

As I mentioned, I am familiar with Jeep vehicles and inspected the vehicle when I got home. In addition to the many things that had not been done as promised by the dealership, I discovered that the steering fluid reservoir was empty. Not low, but empty. I am confident in stating that the ability to steer a vehicle properly is a safety issue. This was a lease vehicle serviced by Bailey's during the lease. **No one noticed this over two years of service? The service manager said sometimes that happens???** Steering reservoirs don't go empty for no reason. It was either neglected for two years or there was a leak. No leak was ever reported to me. **Maybe it was the service tech that put my new tires on.** He will show up later in this letter. I had to bring the vehicle back again. **I do not feel safe in this vehicle.**

Over the next few weeks, I took several more test drives with Tom. He acknowledged the noise. On one test drive with Tom and the service manager, the noise was again noted as well as a sloshing noise coming from the rear of the vehicle. The service manager said, *"All jeeps make that noise. Yeah I hear the brake noise. We'll check it, but if the pads pass inspection we won't replace them."* Bailey's was quickly establishing its position as to what it would not do....

I brought back the vehicle for yet another attempt to clean and wax the outside and clean the grease from the visors and headliner, I was again shocked and disappointed at the condition of the vehicle. The inside was still a mess and **NOW** the right bumper cover was hanging off. I pointed this out to the body man and he said, "The tech must have hit it with the polishing wheel. You're going to have to come back as I do not have that clip in stock." **Come back again???**

**AGAIN, nobody noticed this? How do you give a customer a car back in this condition? And let me drive home with the cover not connected properly... I had to go back to have a clip put on. \*As you will read later, there were many clips missing off this vehicle, and as history will prove, it had had several visits to a body shop.**

**\*The sale person showed me a Carfax that stated no accidents. Remember... all the owners' paperwork and vehicle information was in the glove box... I have it all. I do not feel safe in this vehicle.**

One of the persistent problems has been the pulling to the left when driving and braking, along with vibrating in the steering wheel. On two occasions I took a test ride with the service manager to demonstrate this. I was able to duplicate the noise in the rear of the vehicle which I said sounds like metal to metal, and a slip in the transmission. **He implied that I may have hit a pothole and threw the front end out of line, as it was lined up several months earlier prior to my ownership. The vehicle was doing all this on the initial test drive. Now I'm at fault?**

He went on to say, that **"all jeeps of this model make that metallic noise."** Following three attempts to correct the vibrating problem, the service manager was proud to announce that he found the problem.

**"The new tires I had installed were improperly balanced." I reminded the service manager that "YOUR service department put the tires on." Must be the same guy who checked the steering reservoir. *Silence.***

To date there have been numerous visits and attempts to correct the other problems mentioned. The vibration is the only problem corrected. Bailey's made three attempts to align this vehicle and I've had two other alignment companies try. The vehicle is still pulling to left. **I do not feel safe in this vehicle.**

At this point, it had become obvious that nothing more was going to be done to address these items, so I contacted the Jeep Corporation directly. I was assigned a customer service representative who documented the chain of events mentioned in this letter as well as the issues at hand, including my statement. He graciously approved another dealer to perform full inspection and correct/repair any issues presented at Jeep Corporation's cost.

I brought the vehicle to Bald Hill Jeep in Warwick, Rhode Island. A tech was assigned and took a ride with me. He heard the noises from the rear of the vehicle, the transmission cadence, and front end and brakes pulling to the left. I left the vehicle and two days later received a call to pick it up. Work was done to the front end and two rear shocks were replaced. A replacement module was installed in the transmission that ***Bailey's said had not been issued to the dealers yet*** and the front end was checked.

The Bald Hill tech informed me that one of the shocks was sheared off and studs had to be drilled out to install the new one. The other shock was loose as well. I asked how that could have happened? The tech said that shocks just don't break. Possible overloading or impact could have caused the damage. **No one at Bailey's noticed one shock was hanging off broken and the other loose while looking for the metallic noise everyone heard???** When I told the service manager at Bailey's he said "Bald Hill probably broke the studs when taking off the shock." Of course they did. **Remember the service manager said this rear noise was relative to all jeeps of this model.** Sure, all 60k vehicles make noise like that.

The Bald Hill tech went on to say "The vehicle was in line but still pulling left. It could be a bent frame from a collision considering the condition of the shock." He again stated, "Shocks don't break like that on their own." \* To date there is still a metallic sound coming from the rear of the vehicle. Let's not forget the sloshing sound that all heard but can't find. **I DO NOT FEEL SAFE IN THIS VEHICLE.**

I told the Bald Hill tech that the Carfax report was clean, "Well that may be" he stated but there was evidence of repair to the hood and rear quarters. I addressed this at Bailey's body shop and they swore the vehicle had never been repaired or painted by them or anyone else after an inspection with paint meters etc.

I brought the vehicle to an independent body shop. The shop tech noticed more evidence of damage as some molding clips were missing and there was paint overspray on the roof of the car. The body tech stated the rear quarter had been painted as well as the hood. He pointed out that the hood did not close properly. I told the body tech of the other mechanical issues. He stated the vehicle must have taken a hard hit to shear off the bolts of the shock. He went on to say there may be frame damage or a bent axle to explain why the vehicle shows to be in line but keeps pulling. I reported this to Bailey's and they realigned the hood and replaced a wheel molding and clips. **Again, no one at Bailey's noticed this???** Bailey's "scouts honor" statement was that the vehicle was never hit or painted. **I do not feel safe in this vehicle.**

I can go on but I think I've made my point. Part of this letter addresses issues that I believe pertain to safety, which fall under state and federal requirements for dealerships and automobiles in general. The other part deals with unnecessary visits to this dealership and the necessity of seeking another dealership and other vendors to correct issues that were never corrected as promised.

*To the Jeep Corporation representative reading this: you really need to pay a visit to this dealership to assess everything from sales, to service, to customer satisfaction. My experience was loaded with false promises, insulting remarks, and repeated visits for the same problem, such as the three-week wait for the second key to be delivered. I was told that the previous owner did not turn it in. Then have your salesman go get it or cut me a new one rather than letting me, the new owner, wait. That's pretty much customer service 101. This place needs a corporate kick- in- the pants...*

*I already mentioned that the previous owner's information was in the glove box. It's not hard to verify that this vehicle did not receive the attention required before delivery. And so much for the Privacy Act. FYI: Rhode Island is a small state. I know the previous owner. I do not feel safe in this vehicle.*

I would like to make comment here regarding the options a consumer has in resolving problem(s) with a vehicle/dealer. For one, the RI Dealers Association. I contacted RIDA regarding this matter and although the individual I spoke with was very pleasant and professional, his response was more about what they "could not do for me."

What can consumers expect from an organization set up, in part, for consumers but funded by dealers themselves? How strongly do you think this organization will pursue alleged wrongdoings filed with them by consumers against the parties paying their salaries? I asked the manager if he had any cases against any RI dealers I could review. Silence. *Private information he said. Must be the same privacy I found in the glove box.*

I am disappointed. I paid full retail price for a vehicle in disrepair and unsafe condition. Had I bought this vehicle in the condition presented then it should have been for less money and I would have made any repairs that were necessary out-of-pocket. On several occasions *I asked Bailey's to please take this vehicle back and find me another vehicle. I was even willing to purchase a newer model or even a new vehicle at this time. Nothing came of my request unless I wanted to take a substantial reduction in trade-in value.*

*I wish to add here that I am planning a cross-country trip in November of this year and do not feel safe in this vehicle and I am leasing a vehicle to use on this trip. Imagine I paid over \$36,00.00 for this vehicle and it will sit in my garage during my trip.*

Needless to say the enjoyment of my new car has been compromised and replaced with disappointment and *uncertainty in its condition and safety*. The issues mentioned in this letter represent only a few of what has taken place since purchasing this vehicle, and in my opinion, should raise concern with many of the

parties that will be copied. I have been buying vehicles for 50 years and this is not the way ANY dealer, especially in the ranks of Bailey's should do business.

For the record, I was and still feel I am driving a vehicle that is **not safe**. God knows what else is yet to be discovered. **I do not feel safe in this vehicle**. I want to go on record documenting all the above-mentioned occurrences and whatever further evidence may be discovered regarding issues with this vehicle now or in the future that may endanger me or my passengers.

Your help and assistance in this matter will be greatly appreciated by all who ride in this vehicle.

Thank you,

[REDACTED]  
Warwick, RI [REDACTED]  
[REDACTED]

**August 15, 2017**

**Update for Jeep Corporation.**

**Following a copy of this letter sent to the three Bailey corporate officers listed above on September 6, 2016, I received a call from Tom Dirocco requesting I bring in the jeep one more time to correct the problems. Following the service, when I picked up the vehicle I was told that four new matching tires were put on the vehicle and a new gas tank was replaced as the baffles, sticks as the service people called them, were broken inside the gas tank and that's why we heard the gas sloshing aground. I can't even begin to describe my feelings hearing that report about the gas tank. Maybe the baffles broke the same time the shocks were sheared of the fame from the impact of an accident never reported. To date I have new tires that on occasion still vibrate the vehicle and the vehicle still pulls to the left. I await your response prior to sending this letter to the list below.**

**I think it's about time someone brought to your attention the practices of this dealer.**

Thank you,

**[REDACTED]**

**Cc: Jeep Corporation Dealer Compliance  
The Honorable Gina Raimondo, Governor, RI State House  
Nellie Gorbea, RI Secretary Of State  
RI Department of Business Regulations  
Better Business Bureau  
RI Dealers Association  
National Automobile Safety Council  
Jill Mulholland, Council Administrator  
Automotive Safety Council  
37 Malibu Drive  
Lexington, KY 40502  
U.S. Department of Transportation National Highway Traffic Safety  
Administration  
1200 New Jersey Avenue, SE  
Washington, DC 20590  
National Automobile Dealers Association  
8400 Westpark Drive  
Tysons, VA 22102  
National Automobile Safety Council  
303 Twin Dolphin Dr 6<sup>th</sup> Floor  
Redwood City CA 94065**

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