


JUL 31 2018

JUL 26 2018

Chrysler Group LLC Customer Center  
P. O. Box 21-8004  
Auburn Hills, MI 48321-8004

CL - 11119168 - 1252

Re: Reference file - 

My wife and I own a 2004 Dodge Durango. The current mileage on the vehicle is 100,025. On 5/29/18, I was driving to work and the engine just shut down in the middle of a high speed expressway. I was nearly struck by a tractor trailer and could have been involved in a fatal collision. Thankfully, I was able to get the vehicle off the road and towed to a local shop where the mechanic told me that the engine had locked up. The vehicle was then towed to my home and inspected by a second mechanic. He, too, stated that the engine had seized up. (Documentation from both of those facilities is enclosed?)

On 7/9/18, I contacted Dodge/Chrysler headquarters at 800-423-6343 and spoke to Sara. I explained what happened and told them that there is no way that the engine of a well maintained 2004 Dodge Durango with 100,025 miles should lock up. I requested that Dodge/Chrysler take action to determine the cause of the problem and facilitate repair at their expense.

Sara informed me that Dodge would not accept documentation from the two mechanics and that I needed to take my vehicle to a Certified Dodge mechanic for inspection. Given the age of my vehicle, it was clear that it was not under any warranty. Nonetheless, the representative told me that I must take it to a Certified Dodge mechanic.

My vehicle was towed to Heritage Chrysler Dodge Jeep Ram at 11212 Reisterstown Rd, Owings Mills, MD 21117 on 7/3/18. On 7/9/18, the service representative, Victor Clash, contacted me and stated that the engine does not turn over - the bearing is seized on the crank or the engine is Hydro Locked.

Per Mr. Clash, the cost to replace the engine would be \$11,000. I was also advised that I could pay an additional \$200.00 to have the engine torn down to determine the cause of the engine failure. (It is absurd to expect a customer to pay a separate fee to find out why the engine failed. That determination should be included in the replacement cost, since finding out "why" would not negate the necessity of replacing the engine.)

A representative from Dodge Chrysler headquarters contacted Heritage on 7/9/18. The representative from Dodge Chrysler advised that they will not accept responsibility for replacing my engine because the vehicle was not under warranty. The representative ended the call and would not provide a supervisor or manager's name.

I am writing to you because I believe that Dodge/Chrysler acted in bad faith and unfair business practice by sending me to Heritage Chrysler Dodge Jeep to have my vehicle inspected when they knew my

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vehicle was out of warranty and were not going to help me. Because they required that I take my vehicle to a certified facility, I have now had to incur towing costs and an inspection fee which totaled \$276.00.

There is NO WAY that an engine in a well maintained 2004 Dodge Durango with 100,025 mile should have seized up or Hydro Locked. My vehicle has been serviced consistently, the engine is full of oil, and the transmission is full of transmission fluid.

At a minimum, I am due reimbursement of the expenses I incurred getting my vehicle to and from your Certified facility and having it inspected there. When Dodge/Chrysler required that I use a certified facility, they knew my vehicle was out of warranty and they knew they were not going to cover the cost of engine repair/replacement. Dodge/Chrysler owes me more than "sorry you are out of warranty" when I could have lost my life when my vehicle seized up in the road. Again, a well maintained vehicle should not lock up with 100,025 miles, whether under warranty or not. Dodge/Chrysler needs to make this right.

Please contact me at [REDACTED] to discuss this matter.

[REDACTED]

CC: Heritage CDJR

NHTSA

Maryland Better Business Bureau

Senator Ben Cardin

Maryland States Attorney



Heritage Chrysler Dodge Jeep Ram  
 11212 Reisterstown Road  
 Owings Mills, Maryland 21117.  
 (410) 356-1800



CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR <b>VICTOR CLASH</b>	2493	TAG NO. 5010	INVOICE DATE 07/09/18	[REDACTED]
[REDACTED]	LABOR RATE [REDACTED]	[REDACTED]	MILEAGE 100,025	COLOR BRIGHT SILV	STOCK NO. [REDACTED]
RANDALLSTOWN, MD [REDACTED]	YEAR / MAKE / MODEL 04/DODGE TRUCK/DURANGO/LTD 4X4	[REDACTED]	[REDACTED]	DELIVERY DATE 10/05/04	DELIVERY MILES 23
[REDACTED]	VEHICLE I.D. NO. 1 D 4 H B 5 8 D 0 4	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	[REDACTED]	R.O. NO.	R.O. DATE 07/05/18	[REDACTED]
[REDACTED] BUSINESS PHONE	COMMENTS				

MO: [REDACTED]

<b>LABOR &amp; PARTS</b>	
JA# 1 1000ZENG1GHT SK ENGINE LTGHT TECH(S) 3953	126.45
OWNER REPORTS THE ENGINE SEEM NOT TO START. BATTERY WEEK INSTALL JUMP BOX. STILL DOSENT TURN OVER TRIED TURNING CRANK WITH BREAKER BAR. ENGINE DOES NOT TURN OVER, BEARING IS SEIZD ON CRANK OR ENGINE IS HYDRO LOCKED NEED TO TEAR DOWN TO FIND PIONT OF FAILER DECLINED	
JOB # 1 TOTAL LABOR & PARTS 126.45	
JA# 2 0000ZM VEHICLE CHECK SHEET TECH(S) 3953	0.00
COMPLIMENTARY VEHICLE INSPECTION MOPAR SERVICE EXCELLENCE COMPLETED	
JOB # 2 TOTAL LABOR & PARTS 0.00	

**MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS**  
 Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

**LOSS / DAMAGE DISCLAIMER**  
 Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

<b>TOTALS</b>	
Why Multi-Point Inspections are so important.	TOTAL LABOR.... 126.45
We can set you up to receive a service reminder.	TOTAL PARTS.... 0.00
When making your next service appointment you have two ways.	TOTAL SUBLET... 0.00
* Call 888-431-5070	TOTAL G.O.G.... 0.00
* On-Line at...heritagedodgejeepowingsmillsservice.com	TOTAL MISC CHG. 0.00
Do you receive service discount coupons by mail?	TOTAL MISC DISC 0.00
The factory survey is very important to your service advisor	TOTAL TAX..... 0.00
If you receive one please take time and reply.	<b>TOTAL INVOICE \$ 126.45</b>
If I can assist you in any way, Please call me.	
Service Manager Brent Ivie, 410-654-7920	

CUSTOMER SIGNATURE \_\_\_\_\_

CASH \_\_\_\_\_  
 CHECK \_\_\_\_\_  
 VISA/MC \_\_\_\_\_  
 DISC \_\_\_\_\_  
 AMEX \_\_\_\_\_  
 CASHIER INFO \_\_\_\_\_



Heritage Dodge Jeep Chrysler Owings Mills

11212 Reisterstown Road

Owings Mills Maryland 21117

4103562277

**Customer information**

Street:  
Zip code:

**Cardholder Signature**

[Redacted Signature Area]

**Transaction information**

**Sale**  
Date: 07/09/2018 1:57 PM  
Merchant ID: [Redacted]  
Terminal ID: 00000001  
Invoice No.: [Redacted]  
Amount: \$126.45  
Card Number: \*\*\*\*\* [Redacted]  
Response Msg: Approved  
Auth Code: 002364  
Auth Mode: Issuer  
Application Name: VISA CREDIT  
Processed as: VISA  
Entry Method: Chip Read  
Trace No.: [Redacted]  
Reference No.: [Redacted]  
Match AVS: Not Present  
Match ZIP: Not Present  
Match CVV: Not Present  
Chip Card AID: [Redacted]  
TVR: 8080008000  
IAD: [Redacted]  
TSI: [Redacted]  
ARC: 00  
User ID: [Redacted]

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

[Redacted]

Handallstown, MD

BALTIMORE  
MD 212  
19 JUL '18  
PM 5 L



U.S. POSTAGE >> PITNEY BOWE  
ZIP 21075 \$ 000.47  
02 4W  
0000346421 JUL 18 201

NHTSA  
1200 New Jersey Ave, SE  
West Building  
Washington, DC 20590