

APR 9 2019

Attn: Administrator, National Highway Traffic Safety Administration

1200 New Jersey Ave., S.E. Washington, DC 20590

Administrator,

CL-111963148239

Hello my name is [REDACTED] I am writing this letter to describe and seek resolve to the issues I have been having in regards to the recall repairs and subsequent damage to the engine in my 2015 Chrysler 200. I am dissatisfied with the integrity of the Chuck Patterson dealership and need some assistance in making sure the right thing is done with my case, preferably at another dealership.

Below I will describe the series of events that led to the issues I am currently experiencing with my vehicle. I believe that what has happened is a direct result of incomplete repairs of recalled parts and/or failure to perform the actual repairs at all.

I appreciate the timely consideration of my case, as this issue has eliminated my only method of transportation for work and family obligations.

- ❖ February 13, 2015, while under Enterprise's ownership, the vehicle's TCM and PCM were reported to have been reprogrammed in accordance with Safety Recall R01.
- ❖ December 2, 2015, while under Enterprise's ownership, the vehicle's Power Distribution Center Electrical Connector was reported to have been replaced in accordance with Safety Recall R24.
- ❖ February 23, 2016, title of the vehicle was transferred to my name from Enterprise.
- ❖ I did not receive a notice for the S55 recall (launched August 22, 2016) until the year 2018.
- ❖ September 24, 2018 Chuck Patterson reported to have reprogrammed the PCM and TCM in accordance with Safety Recall S55. It is unclear whether or not they replaced the transaxle range sensor wire harness.
- ❖ About 2 weeks later, the check engine light came on and was running codes in relation to the PCM and TCM. Chuck Patterson did not want to help me fix my car; the sales team relentlessly called, emailed, and sent me mail about trading my car in for a new car, yet failed to accept any form of responsibility for the check engine lights after services/repairs were performed in September.
- ❖ On March 20, 2019, I was driving my car at about 50 MPH when it suddenly lost power and had a very hard time accelerating past first gear. I drive my car for work and this issue is costing me my sense of safety as well as my ability to work and help my family.
- ❖ March 21, 2019, I brought the vehicle in to Chuck Patterson Dealership in Chico, CA to have them look further into the issue. They found codes PCM U0402 and TCM P079D, and diagnosed that I need a full transmission replacement. I noticed that they were reluctant to disclose much information about the repair work done on September 24, 2018, and Darren in the service center seemed to be editing the notes of previous services performed. I did not receive a copy of this service report at any time. They simply signed the pink slip in September so that I needed for proof so that I could go register my car free of recalls. I have been a Chico local for a decade, and I am well aware that Chuck Patterson has the worst reputation in town when it comes to the handling of customers and the integrity of service. I went here for service because it is the

closest dealership to my house and I did not want to take more time off work for the repairs. I did not anticipate that I would end up dealing with the harassment from the sales team and lack of cooperation and honesty from the service department. Because I did not trust this dealership whatsoever, I did the following:

- ❖ On March 25, 2018, I had my car towed to Auto Nation in Roseville, CA. They were much better people to work with so I felt good about trusting them with my vehicle for repairs. Unfortunately they also diagnosed that the code PCM U0402 fault was set in PCM against the TCM and is the only fault set. They have diagnosed a transmission internal failure. I have a strong sense that the recent transmission failure could be directly caused from an incomplete repair of the R01, R24, or S55 Safety Recalls. These recalls all have to do with the TCM and PCM systems. A faulty communication between these two systems (which should have been repaired) would definitely lead to the eventual failure of the entire transmission system. Especially if the codes that are being ran now are from the TCM and PCM. I am very suspicious about the first ever check-engine light coming on 2 weeks after recall repair at Chuck Patterson on September 24, 2018. I have maintained this car very well and am very disappointed in Chuck Patterson for handling me so roughly and inconsiderately. I am disgusted with the sales and maintenance departments. I should be able to trust the people who handle my vehicle, especially if they are approved and trained to align with the values of Chrysler.

I am requesting that this situation be remedied to the best of Chrysler's ability. The relationship between the computer systems and engine systems that keep our cars running and our lives going, are crucial. If the computer systems are faulty due to a recall, they need to be replaced by law. If these systems fail and cause a full transmission failure/replacement diagnosis, I do not believe it is fair, right, or just for Chrysler to do nothing about it.

I am requesting that Chrysler intervene on my behalf and help me get my car back to working condition as it should be if these recalls had been properly remedied. This is a huge safety liability and I do believe the matter needs to be addressed IMMEDIATELY.

I rely on my car 100% for work and family obligations, and my life is ultimately on pause until this issue is resolved. I appreciate the urgent attention and care of my case. Thank you for your time and consideration.

Please refer to the diagnostic/service print-outs from Chuck Patterson (3/21/19) and AutoNation (3/25/19) for more information from the mechanics.

Best,

[Redacted]
[Redacted]
[Redacted] Chico, CA [Redacted]

Vehicle VIN Number: FN [Redacted]

CC: Chrysler Corporate
P.O. Box 21-8004 Auburn Hills, MI 48321
Case Number: [Redacted]



CHUCK PATTERSON

200 East Avenue - Chico, CA 95926
(530) 895-1771 Fax: (530) 230-3372
www.chuckpatterson.net

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
3/21/19	
R/O Close Date	Status
3/22/19	Final
Mileage In	Mileage Out
131454	131454

Service Advisor / Tag #
DARREN RITCHIE / 012**

Vehicle Identification Number
1C3CCCABXFN

Delivery Date	In-Service Date

Color	License Number

RAB# ARD-113103 FRA# 028007706 SMOG# RC0012193

CHICO, CA			Work Phone		
			Home Phone		
Year	Make	Model	Body	Color	License Number
2015	CHRYSLER	200 LIMITE	SEDANLI		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - MIL: CUST STATES MIL LITE STAYS ON-CHK & ADV CUST STATES THEY HAVE SHIFTING PROBLEMS AFTER THEY HAD THE S55 RECALL PERFORMED, CHECK AND ADVISE Caused by VERIFIED CUST CONCERN, SCANNED FOR CODES, FOUND 2 DTC S STORED, PRINTED AND ATTACHED DTC SHEET, CLEA RED CODES AND REROAD TEST, MIL RETURNED IN LESS TH AN A MILE, IMPLAUSIBLE DATA RECIEVED FROM TCM SAME Tech: RYAN/TALYN (700) DTC RETURNED, CHECK FLUID LEVEL, OVERFILLED APPRO X 10MM ABOVE FULL LINE, STORED CODES PCM U0402, TC M PO7D9-00 AND RADIO B210A-16	Internal
<i>Darren</i> <i>530-230-2388</i> <i>Thank you</i>	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

INVOICE

Invoice #: [REDACTED] Head

Tag #: [REDACTED]

AutoNation

AutoNation Chrysler Dodge Jeep Ram Roseville

CHRYSLER DODGE Jeep RAM

200 AUTOMALL DR. * ROSEVILLE, CA 95661
DIRECT: (916) 774-7884

BAR # ARD 107514 EPA # CAD 983620170 SMOG# RC 107514

CHICO, CA

Home: [REDACTED] Bus:

Customer # [REDACTED]

Cell: [REDACTED] Email: [REDACTED]

Service Advisor: 7896 JOSEPH KELLEY

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
	15	CHRYSLER 200		1C3CCCABXFN [REDACTED]			131523	131523	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
12SEP14			10:00 25MAR19			CASH	26MAR19	09:57 25MAR19	16:13 26MAR19

OPTIONS: ENG:2.4 Liter

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A					A Multi-point inspection (according to maintenance interval)		
					MULTI-A Multi-point inspection (according to maintenance interval)		
				8271	CDZM	0.00	0.00
				GBATT	RECOMMENDED SERVICE-Battery OK	0.00	0.00
				8271	CDZM	0.00	0.00
				GBK	RECOMMENDED SERVICE-Brakes OK	0.00	0.00
				8271	CDZM	0.00	0.00
				RTIRE	RECOMMENDED SERVICE-Tires require replacement.	0.00	0.00
				8271	CDZM	0.00	0.00
				DST	Declined Tire Replacement	0.00	0.00
				8271	CDZM	0.00	0.00
				DSER	Declined Engine Repair	0.00	0.00
				8271	CDZM	0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B					CUTOMER STATES CEL IS ON ENGINE RUNNING ROUGH AT ONE TIME WHEN COMMING TO A STOP THE ENGINE SHUT DOWN CHECK AND ADVISE.		
					DTC Perform DTC Inspection		
				8271	CDZM		
				8319	CDZM		
PARTS:	0.00	LABOR:	150.00	OTHER:	0.00	TOTAL LINE B:	150.00

131523 confirmed, u0402 fault set in pcm against tcm and is the only fault set. cleared fault and performed a verification drive test and u0402 fault set immediately on the first coasting 5-4 downshift. see estimate, trans internal failure.							

MGRDISC	MANAGER DISCOUNT	CD				-51.00	-51.00



AUTONATION CHRYSLER DODGE JEEP RAM ROSEVILLE 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	150.00
	\$	\$	PARTS AMOUNT	0.00
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		GAS, OIL, LUBE	0.00
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		SUBLET AMOUNT	0.00
CUSTOMER SIGNATURE		CUSTOMER INITIAL	MISC. CHARGES	0.00
			TOTAL CHARGES	150.00
			LESS INSURANCE	51.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	99.00

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

Customer Copy

VIP Summary Report

Dealer: 42947 - AUTONATION CHRYSLER DODGE JEEP RAM ROSEVILLE

Date: March 26, 2019 Time: 19:42:44

VIN: 1C3CCCABXF

Dealer Entered Name:

Dealer Entered Odometer: 131,532 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

Warning Messages

OWNER'S LAST NAME WAS NOT ENTERED.

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information

Year/Model:	2015 CHRYSLER 200 LIMITED	Last Odometer:	115,339 miles on September 24, 2018
Body Style:	UFCH41	In-Service Date:	September 11, 2014
Engine:	ED8-2.4L I4 PZEV M-Air Engine	In-Service Odometer:	10 miles
Transmission:	DFH-9-Spd 948TE Auto Transmission	Odometer Type:	miles
Color 1:	PSC-Billet Silver Metallic Clear Coat	Car Line:	C
Color 2:	QSC-Billet Silver Metallic Clear Coat	Build Date:	September 10, 2014
Current Market Register:	U	Hour:	14
Book:	F		

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

BASED ON TIME AND MILEAGE ENTERED - NO WARRANTY TOWING COVERAGE IS AVAILABLE.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36,000 miles	0	September 11, 2017	Expired (Time)
POWERTRAIN WARRANTY	60 Months or 100,000 miles	0	September 11, 2019	Expired (Odometer)
CORROSION WARRANTY	60 Months or Unlimited miles	0	September 11, 2019	6 Months or Unlimited miles
PZEV-TZEV EMISSION WARRANTY	180 Months or 150,000 miles	0	September 11, 2029	124 Months or 18,468 miles
ADJUSTMENT WARRANTY	36 Months or 36,000 miles	0	September 11, 2017	Expired (Time)

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
536	No	No	N/A	Yes

Service Contract - No Service Contracts Available

Service History (24 Month)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
September 24, 2018	42751 - CHUCK PATTERSON DODGE 18S55184 - Safety Recall S55 - Transaxle	046608	115,339 Miles	2018094	RECALL REPAIR

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall

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VIN: 1C3CCCABXF

Dealer Entered Name:

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Recall Number	Description	Launch Date	Repair Date
R01	REPROGRAM TCM AND PCM	February 12, 2015	February 13, 2015
R24	POWER DISTRIBUTION CENTER ELECTRICAL CON	September 12, 2015	December 2, 2015
S55	TRANSAXLE RANGE SENSOR WIRE HARNESS	August 22, 2016	September 24, 2018

Vehicle Owner Information

Name:		Preferred Name:	JESSICA
Address:		City:	CHICO
State/Province:	CA	Postal Code:	
Country:	USA	Language Preference:	
Telephone-Home:		Telephone-Business:	
Fax:		Original Owner:	00019-Enterprise Fleet Services

Vehicle Sale Information

Selling Dealer:	49944 - MONTEREY BAY CDJR/EAN HOLDING	Sales Type:	7 - RENTAL-INDEPENDENT CO
City:	WATSONVILLE	State/Province:	CA
Country:	USA	Telephone:	(831)724-2463

CAIR

CAIR Status	CAIR Number	Date Opened	Reason Code Description
CLOSED	58241096	March 22, 2019	Personal data-Change Request / CNA update-FCA World-Information & Assistance requests-Personal data management
CLOSED	58229456	March 20, 2019	Recall Campaign-VIN Check - Recall Doesn't Apply-After Sales-Information & Assistance requests-Recall Campaign

Connected Vehicle Status

Uconnect status data is not available. Please visit Uconnect Status tab to view Uconnect data in Summary report.

Connected Vehicle?	NA	New Vehicle Free Trial Activated?	NA
Active Paid Subscription?	NA	Eligible for Paid Subscription?	NA

Satellite Radio and Entertainment Status

Satellite Radio Equipped?	NA	Eligible for Service Lane Free Trial?	NA
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Navigation Status

Eligible for Navigation Activation?	NA	Eligible for Map Update?	NA
Vehicle Equipped with Factory Navigation?	NA		

Chico, CA

SHIPMENT LABEL

28 MAR 2019 PM 7 L



ATTN: ADMINISTRATOR
National Highway Traffic Safety
Administration
1200 New Jersey Ave.,
S.E. Washington DC
20590

20590-

