



State of Wisconsin
Governor Tony Evers

CL-11341830-9636

Department of Agriculture, Trade and Consumer Protection
Secretary-designee Randy Romanski

July 29, 2020

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

[REDACTED]
Deerfield WI [REDACTED]
[REDACTED]

RE: File [REDACTED] (Refer to this number when contacting our agency)
FCA US LLC
1000 Chrysler Dr
Auburn Hills MI 48326-2766

Dear [REDACTED]

Thank you for submitting your complaint about FCA US LLC.

The laws dealing with this issue are enforced by the agency listed below, so we are forwarding your complaint directly to them:

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
US DEPARTMENT OF TRANSPORTATION
WEST BUILDING
1200 NEW JERSEY AVE SE
WASHINGTON DC 20590

Telephone: 888-327-4236 or 202 366-0123
Website: www.nhtsa.dot.gov

You may contact them directly for information about your complaint.

Sincerely,

Aaron J. Romens
Consumer Protection Investigator
Mediation Unit
Bureau of Consumer Protection
Email: Aaron.Romens@wisconsin.gov www.facebook.com/wiconsumer

Cc: NHTSA

Wisconsin - America's Dairyland

2811 Agriculture Drive • PO Box 8911 • Madison, WI 53708-8911 • Wisconsin.gov

An equal opportunity employer

28

Motor Vehicle Repair Complaint

Your Information

Salutation

First Name

Last Name

Address Line 1

City

Deerfield

State

WI

Zip

Home Phone

Email

Phone me between 8-4 at

Home

Best time to call

after 5pm

Information about the person or business your complaint is against:

Business Name

Fiat Chrysler Automobiles (FCA)

Address Line 1

PO Box 218004

City

Auburn Hills

State

MI

Zip

48321-8004

Business Phone

(800) 334-9200

Name of the person you talked to

Joe

Title of the person you talked to

Manager

Your Complaint

We have a 2012 Dodge Ram VIN #3C63DRJLXCG [REDACTED] Manufacture date of 10/29/2012 NHTSA currently has a recall (#17V-562) for defective water pumps, but two Dodge dealerships AND Dodge are saying my truck isn't included in the recall. Dodge also issued a recall (#T51) regarding this issue. It was built within the recall date & the truck has the same model of defective water pump listed in the recall specifications. I have recently had to have the water pump replaced & I want them to reimburse my expenses...\$566.22. The two dealerships are: Russ Darrow Chrysler, Jeep, Dodge Madison 3502 Lancaster Dr; Madison, WI 53718 & Griffin Chrysler 1121 S Main Street, Jefferson, WI 53549

Information About Your Complaint

Which of the following best describes your first contact with the business?*

I Went to the Business

If other, describe the other method of contact.

If printed ad, when was it printed?

If printed ad, where was it printed?

Date of transaction

07/20/2020

How old is the person who had contact with the business?	[REDACTED]
Make	Dodge
Model	Ram 3500
Year	2012
VIN	3C63DRJLXC [REDACTED]
At the time of the repair, was the vehicle covered by a salvage certificate?	No
How did you deliver your vehicle to the shop?	Drove it
What repairs did you ask the shop to do?	inspect noise in engine compartment, found water pump to be defective
Were instructions written on the original repair order?	No
How did you first order the repairs?	By Telephone
If other, please specify	
Did you receive a price estimate before the work was started?	Yes
If yes, list the amount of the estimate.	530.00
Was it written on the original repair order?	No
Did you sign the estimate section of the repair order?	No
Did you receive a copy of the original repair order before repairs were started?	No
Were additional repairs performed?	No
If yes, list the additional repairs.	
Did the shop provide a new total estimate for all repairs?	No
Did you approve the added repairs?	Yes
If yes, how did you approve?	by telephone
Did you make any prepayment?	No
If yes, what amount?	
Were you given a completion date?	Yes
Did they make repairs without permission?	No
Were you forced to pay for repairs that were done without your permission?	No
Recommend repairs that were not needed?	No
Fail to return replaced parts upon request?	No
Charge for repairs that were not made?	No
Charge for repairs that were not needed?	No
Refuse to honor a written guarantee?	No
Fail to perform the repairs in a satisfactory manner?	No

Was the final repair bill (excluding sales tax and towing) more than the amount you authorized? No

List the amount of the final repair bill 566.22

Amount Paid 566.22

Was the vehicle released to you after you paid for all authorized repairs? Yes

When the repairs were finished, did you receive a final invoice itemizing the parts and labor? Yes

Did you contact the business about your complaint? Yes

When did you contact the business? 07/17/2020

What happened when you contacted the business? They said they couldn't include this repair in the recall & asked if we wanted the truck repaired or not.

Resolution Information

Have you filed this complaint with another agency? No

Agency name

What happened when you contacted the other agency?

Have you contacted a private attorney? No

Have you started court action? No

How do you feel this complaint should be resolved?*

I want Dodge to include my truck in the recall & pay for my defective water pump replacement...\$566.22



Department of Agriculture,
Trade and Consumer Protection

2811 Agriculture Drive
PO Box 8911
Madison WI 53708-8911

CF

neopost®
08/05/2020
US POSTAGE

FIRST-CLASS MAIL
AUTO
\$000.38



ZIP CODE
53708-8911

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
U.S. DEPARTMENT OF TRANSPORTATION
WEST BUILDING
100 NEW JERSEY AVE SE
WASHINGTON DC 20590

FRC-SSB 20590

