

U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
				Date Received	Repository ☐
				19-AUG-2020 OCT 26 2020	Reference No. 11350284
OWNER INFORMATION (Type or Print)				Daytime Telephone Number Evening Telephone Number	
Name Address City COPLAY State PA Zip Code				E-mail Address	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model	Model Year	
1C4RDJEGXNC		DODGE	DURANGO	2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
	Kelly Buick GMC 610-364-5957		No: Cylinders		
Original Owner ☒	Dealer's City	State	Zip Code		
	Emmaus	PA	18049		
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:		Incident Date(s)
	☒ Cruise Control				07-JUL-2019
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN				Failure Mileage	Failure Speed
				60000	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☐ Prior Repair		Failure Location:		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:		Model No./Name:		
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☒ Yes ☐ No	Number of Persons Injured	Number of Deaths	Reported to Police	
		0	0	** Y	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNED A 2013 DODGE DURANGO. THE CONTACT STATED THAT WHILE THE VEHICLE WAS AT KELLY JEEP CHRYSLER DODGE RAM (501 STATE AVE, EMMAUS, PA 18049) THE VEHICLE HAD CAUGHT ON FIRE WHILE THE MECHANIC WAS REPAIRING THE POWER CONTROL MODULE. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE. THE CONTACT MENTIONED THAT THE FIRE DEPARTMENT INFORMED THAT THE FIRE STARTED UNDER THE HOOD BY THE CONTROL MODULE. THE VEHICLE WAS DESTROYED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000. THE VIN WAS NOT PROVIDED.					
(over) →					
*See detailed description on the back. Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

There was a recurring problem with the control module. The first occurrence of this issue was in August 2014. The dealership replaced the module/control, anti-lock brake. Problem happened again in June 2017. Service department at dealership replaced ABS module and performed reconfiguration and reinstalled intake. In May 2019, another electrical concern led to service department at the dealership needing to again replace the ABS module and YAW sensor. In June 2019 took car back to dealership for same issue. Replaced ABS module again. In July 2019, ABS/Traction light on again. Took back to dealership. While the vehicle was sitting in the car dealership lot overnight it caught fire and was completely destroyed.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE,
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Emmaus Police Department

Incident Report Form

07/12/2019

Fire

Primary Officer: AUSTEN M THOMPSON - AMT67

☐ Juvenile Involved	☐ Investigation	☐ Video Available	☐ Gang Related	☒ Paperless
☐ Domestic Related	☐ Suspects	☐ Bias Crime	☐ Accident	☐ Administrative
☐ Alcohol Involved	☐ Arrests Made	☐ Drugs Involved	☐ Ready for DA / Prosecutor	☐ Alarm Activated

Log Number	Incident Number	File Number	Case Number	UCR	
Incident Type Fire	FIRE	Dispatcher	Source DISP	District NORTH	Status READY

Incident Date / Times						Incident Occurred At or Between							
Date Received 07/12/2019	Day Rec'd Friday	Rcvd 0407	Disp 0407	Arrv 0411	Cld 0508	Earliest Date and Time 07/12/2019 0407 (Friday)			Latest Date and Time				
Disposition CLOSED CLOSED- NO FURTHER ACTION				Cleared by Exception				☐ Suspended					
UCR Clearance				UCR Occur Date		UCR Clear Date		UCR Count		UCR Human Traffic Code		UCR HT Count 0	

Location						☐ Intersection					
502 STATE AVE EMMAUS PA 18049						Cross Street					
Municipality: EMMAUS BOROUGH						GPS Loc X			GPS Loc Y		
Business Name KELLY JEEP				Premise Code CAR AUTO DEALER				Arson Value			
Gang				Weather CLOUD CLOUDY/OVERCAST							

Modus Operandi Coding				Victim:			
Entry:				Property:			
Exit:				Area:			
Method:				Time of Day:			

WEAPON USED:

Caller / Complainant Type
Normal ☒ Anonymous ☐ Hangup ☐ Refused ☐

INVOLVED PERSONS

OWNER/BUSINESS, HOME, PROPERTY, VEH

CODE: OWNER

Name (Last, First, Middle) - Address COPLAY PA	Juvenile ☐	Date of Birth	Age	Race	Sex	Ethnic	Social Security Number
		Weight	Height	Hair	Eyes	Phone Number	
	Driver License Number				State	Class	Expiration Date
	ID Provided			ID Detail			

Link Comments

INVOLVED VEHICLES

EM-19-03698

07/12/2019



APPROVED BY: VINCENT J MURANTE III

PAGE 1

Emmaus Police Department

Incident Report Form

07/12/2019

Fire

INVOLVED VEHICLES

Involvement		INV-V	Type (A=Auto/Truck)	Plate Number	State	PlateType Code	Tag Year	Date Linked	Current Vehicle
INVOLVED VEHICLE			A		PA	SUV		07/12/19	☒
Vehicle Year	Make	Model	Color	Vehicle Identification Number (VIN)	USDOT Number		ICC Number		
2013	DODG	DUR	BLK	1C4RDJEGXDO					
Vehicle Style/Type				Insurance Company			Insurance Company Policy Number		
Involvement Comments									
Involvement		INV-V	Type (A=Auto/Truck)	Plate Number	State	PlateType Code	Tag Year	Date Linked	Current Vehicle
INVOLVED VEHICLE			A		PA	SUV		07/12/19	☒
Vehicle Year	Make	Model	Color	Vehicle Identification Number (VIN)	USDOT Number		ICC Number		
2014	JEEP	COMM	RED	1C4NJCEBXED					
Vehicle Style/Type				Insurance Company			Insurance Company Policy Number		
Involvement Comments									

PERSON / VEHICLE INVOLVEMENTS

Involvement Person / Involvement		OWNR	Plate	State	Year	Make	Model	Color
				PA	2013	DODG	DUR	BLK
Involvement Person / Involvement		OWNR	Plate	State	Year	Make	Model	Color
				PA	2014	JEEP	COMM	RED

INVOLVED BUSINESSES / ORGANIZATIONS

07/12/2019			
Business / Organization Name			Business Address
KELLY JEEP			502 STATE AVE
Phone 1	Phone 2	Phone 3	EMMAUS, PA 18049
Involvement Comments			
INVOLVED BUSINESS			
Business / Organization Name			Business Address
EMMAUS FIRE DEPARTMENT			100 N 6TH ST
Phone 1	Phone 2	Phone 3	EMMAUS, PA 18049
(610) 967-5630	(610) 965-8388		
Involvement Comments			
Business / Organization Name			Business Address
EYE WITNESS SURVEILLANCE			420 CHIQUAPIN ROUND RD
Phone 1	Phone 2	Phone 3	ANNAPOLIS, MD 21401
(410) 295-0960	(471) 293-4260		
Involvement Comments			
Business / Organization Name			Business Address
PSP BETHLEHEM			2930 AIRPORT RD
Phone 1	Phone 2	Phone 3	, 18015
610-861-2026			
Involvement Comments			

RESPONDING / INVOLVED UNITS, OFFICERS, TIMES

Division	Supervisor / ID	
PATR	CRAIG J BLOSE	CJB52
Unit Number	Officer / ID (Ofcr1 / Ofcr2)	Officer / ID (Ofcr3 / Ofcr4)
	AUSTEN M THOMPSON	AMT67

COMMENTS / NARRATIVES

Title	INITIAL		
Narrative Created By / Creation Date	07/12/2019	Narrative Updated By / Update On	07/12/2019
AUSTEN M THOMPSON		AUSTEN M THOMPSON	
Narrative Approved By / Approved Date	07/12/2019		
VINCENT J MURANTE III			

Emmaus Police Department

Incident Report Form

07/12/2019

Fire

Dispatched to Kelly Jeep for a report of a fire. [REDACTED] Eye Witness Surveillance, stated that they could see a fire to the rear of the building but could not see what was on fire. I activated emergency equipment and proceeded to location. On arrival officers found a black suv fully engulfed in fire to the rear of the building. A short time later EFD arrived on scene and began to spray the vehicle. Once the fire was contained officers were able to approach the vehicle and I was able to get the make, model and registration. The vehicle was a black Dodge Durango, PA reg [REDACTED] which returned to a [REDACTED] of Coplay, PA. LCR then notified officers that Eye Witness had watched the surveillance footage and that they did not observe anyone near the vehicle at any time when the vehicle caught fire. Officers also found some damage done to a vehicle parked next to the Durango, red Jeep Compass PA reg [REDACTED] owned by [REDACTED]. Officers observed that the passengers side headlight lens was slightly melted and the passengers side rear view mirror also had some melting.

I then contacted LCR and requested that PSP [REDACTED] respond to [REDACTED] address and attempt to make contact and get contact information. A short time later I was dispatched a phone number and attempted to make contact but was given a wrong number. I requested LCR verify the phone number. While awaiting a phone call back Fire Chief Price did confirm that it appears that it was nothing suspicious.

A short time later I was then given a valid phone number for [REDACTED]. I contacted [REDACTED] back and informed him of the incident and advised him to contact Kelly in the morning which he stated he would. Nothing further. Clear.

07/12/2019



APPROVED BY: VINCENT J MURANTE III

APPROVED ON: 07/12/2019

PAGE 3

FACE PAGE RENTAL AGREEMENT

DEALER INFORMATION			
Name	KELLY CDJR		
Address	501-23-STATE RD		
City	Emmans	State	PA
Phone	610-967-2101		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	13 DODGE DURANGO

RENTAL VEHICLE INFORMATION			
Date and Time OUT	7/6/19	A.M.	P.M.
Date and Time IN		A.M.	P.M.
Date and Time DUE IN		A.M.	P.M.
Vehicle VIN			

Vehicle Description	
License No.	State PA
Mileage IN	
Mileage OUT	
Miles Driven	
Miles Allowed	
Chargeable Miles	

YES/DO NOT INCLUDE FUEL RENTAL CHARGES	
--	--

MILES: _____ @ _____
DAYS: _____ @ \$ _____

TAXABLE FUEL	
GAL. @ \$	

NON-TAXABLE FUEL	
GAL. @ \$	

NET DUE CUSTOMER DEPOSIT / REFUND / OTHER

NET TOTAL

METHOD OF PAYMENT

REFUNDED

ROI	Unit	RA#
CUSTOMER INFORMATION		
Customer		
Home Address		
City	COVAY	State PA
Driver's License No.		State
Birth Date		Expires
Telephone		

Additional Driver's Name	Birth Date
Driver's License No.	State
Expires	
Additional Driver's Name	Birth Date
Driver's License No.	State
Expires	

CUSTOMER INSURANCE INFORMATION		
Insurer	AII STATE	
Agent		
Policy No.	Expiration Date	Telephone

DAMAGE DESCRIPTION	
Initials	Condition Out
	Condition In

REJECTION OF UNINSURED MOTORIST PROTECTION

I (the Customer) am rejecting uninsured motorist coverage under this rental or lease Agreement, and any policy of insurance or self-insurance issued under this Agreement, for myself and all other passengers of this Vehicle. Uninsured coverage protects me and other passengers in this Vehicle for losses and damages suffered if injury is caused by the negligence of a driver who does not have any insurance to pay for losses and damages.

By signing below, you agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all charges, including tolls and violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 9 of the Terms and Conditions.



FIAT CHRYSLER AUTOMOBILES

July 29, 2019

[REDACTED]
Coplay, PA [REDACTED]

RE: Case: [REDACTED]
VIN: TC4RDJEGXDC [REDACTED]

Dear [REDACTED]

This will further acknowledge contact to FCA US LLC, regarding your 2013 Dodge Durango.

Naturally, we were sorry to learn of this incident. Please rest assured, we appreciate and share your concerns about vehicle safety. It is important for you to remember that we don't just design and build vehicles; we also drive them, as do most of our families and friends. We have some very close and personal reasons to be concerned about vehicle safety, like you, people depend on us to provide them with safe and dependable transportation. Needless to say, we sincerely regret the unfortunate fire that occurred.

FCA US LLC provided for Engineering Analysis Associates/Bosch Automotive Service Solutions to examine your vehicle. EAA is a leading supplier of technical field support to the transportation industry. They have hundreds of specialists in the United States that conduct thousands of product investigations each year, providing valuable automotive field expertise. FCA feels that the expense of this independent inspection is in the best interest of you, our customer, and the Corporation in our efforts to properly evaluate serious concerns such as yours.

The inspection involved a thorough examination of your vehicle and the photographing of all critical areas. After the inspection of your vehicle, the information at hand would not permit us to associate the fire with a manufacturing or assembly error. We are sure you will understand fires of this nature can and do occur for a number of reasons not associated with the manufacturing process. Therefore, we must respectfully decline any assistance associated with this matter.

Based on this, we suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy, including your deductible.

Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

Special Investigations

LM/sk

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 1

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 07/06/19

Mileage: 70728

Service Logon: KBGJ-S

Close Date: 07/31/19

SA Number: 180

Cashier: williamb

Line Code: A

Comeback: N

Booker ID: 180

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT

CHECK

Cause: THANK YOU AND HAVE A GREAT DAY FROM THE TEAM AT KELLY CAR AND TRUCK CENTER

Labor Type: CJ

Technician Number: 187

Op Code: 80BUZ1

Comeback RO Number:

Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT CHECK

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 180

Complaint: 10 C/S ABS/TRACTION LIGHT ON AGAIN. CHECK AND ADVISE. 4TH VISIT.

Cause: E

Labor Type: WJ

Technician Number: 187

Op Code: 10

Comeback RO Number:

Description: DRIVEABILITY

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: C

Comeback: N

Booker ID: 180

Complaint: 40BUZ REMOVE AND REPLACE ABS MOTOR

Labor Type: CJ

Technician Number: 187

Op Code: 40BUZ

Comeback RO Number:

Description: BRAKES

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 2

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 06/24/19

Mileage: 70746

Service Logon: KBGJ-S

Close Date: 06/26/19

SA Number: 180

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: 40BUZ C/S ABS/TRACTION LIGHTS ON AGAIN. CHECK AND ADVISE

Cause: ABS MODULE

Labor Type: WJ

Technician Number: 187

Op Code: 08191002

Comeback RO Number:

Description: Module, anti-lock brake control - Test and Replace All others (2 - Skilled)

Labor\$: 50.87

Parts\$: 293.28

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 180

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT

CHECK

Cause: THANK YOU AND HAVE A GREAT DAY FROM THE TEAM AT KELLY CAR AND TRUCK CENTER

Labor Type: WJ

Technician Number: 187

Op Code: 80BUZ1

Comeback RO Number:

Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT CHECK

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

70000 TECH CHECKED VOLTAGE SUPPLY SHOULD BE FAILED ONLY HAD .2 VOLTS CHECKED VOLTAGE SUPPLY TO GROUND PASSED HAD 6.7 OHMS RESISTANCE. CHECKED VOLTAGE SUPPLY CIRCUIT RESISTANCE PASSED NO RESISTANCE ABS MODULE FAILURE, REPLACE PARTS WARRANTY

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 05/16/19 Mileage: 69192 Service Logon: KBGJ-S
Close Date: 05/22/19 SA Number: 180 Cashier: debd

Line Code: A Comeback: N Booker ID: 180
Complaint: 40BUZ1 CHECK BRAKE FLUID FOR CONTAMINATION

Labor Type: CJ Technician Number: 187
Op Code: 40BUZ1 Comeback RO Number:
Description: CHECK BRAKE FLUID FOR CONTAMINATION
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 180
Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE
PERFORM A FREE ALIGNMENT
CHECK

Labor Type: CJ Technician Number: 187
Op Code: 80BUZ1 Comeback RO Number:
Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE
PERFORM A FREE ALIGNMENT CHECK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 180
Complaint: 51BUZ01 BODY ELECT CONCERN *Customer States, CUSTOMER WAS AT ANOTHER GARAGE WAS TOLD HE NEEDED COMPUTER
UPDATE. CUSTOMER WILL LEAVE A NOTE IN THE ENVELOPE

Labor Type: CJ Technician Number: 187
Op Code: 51BUZ01 Comeback RO Number:
Description: BODY ELECT CONCERN *Customer States, CUSTOMER WAS AT ANOTHER GARAGE WAS TOLD HE NEEDED COMPUTER UPDATE.
CUSTOMER WILL LEAVE A NOTE IN THE ENVELOPE
Labor\$: 375.00
Parts\$: 397.00
Miscellaneous\$: 0.00

Story for Line D, Version Number 1

56000 TECH ISOLATED ELECTRICAL CONCERN TO A FAULT IN THE ABS MODULE AND YAW SENSOR. REPLACE BOTH ABS MODULE AND YAW SENSOR.
VERIFY REPAIR.

02/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 4

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 02/16/18

Mileage: 54464

Service Logon: K86J-S

Close Date: 02/19/18

SA Number: 235

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 235

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT

CHECK

Cause: THANK YOU AND HAVE A GREAT DAY FROM THE TEAM AT KELLY CAR AND TRUCK CENTER

Labor Type: INJ

Technician Number: 363

Op Code: 00

Comeback RO Number:

Description: MAINTENANCE

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 598

Complaint: 51 ALTERNATOR RECALLL\

Cause: E

Labor Type: WJ

Technician Number: 363

Op Code: 08T36184

Comeback RO Number:

Description: RECALL T36 REPLACEDD ALTERNATOR

Labor\$: 49.92

Parts\$: 175.57

Miscellaneous\$: 0.00

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]
Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 02/13/18 Mileage: 54377 Service Logon: KBGJ-S
Close Date: 02/13/18 SA Number: 237 Cashier: cindyvLine Code: A Comeback: N Booker ID: 237
Complaint: Moved to: 512695C Line: ALabor Type: CB Technician Number: 99
Op Code: CSPL Comeback RO Number:
Description: Moved to: 512695C Line: A
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00Line Code: B Comeback: N Booker ID: 237
Complaint: RECALL Misc *Customer States, INSPECT PART# ON ALTERNATOR FOR RECALL T36- IF OK NO FURTHER ACTION NEEDED BUT
IF IT FAILS WE MIGHT HAVE TO ORDER PART
Cause: .Labor Type: WJ Technician Number: 368
Op Code: RECALL Comeback RO Number:
Description: ORDER ALETERNATOR
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00Line Code: C Comeback: N Booker ID: 237
Complaint: 40BUZ1 CHECK BRAKE FLUID FOR CONTAMINATIONLabor Type: INJ Technician Number: 368
Op Code: 40BUZ Comeback RO Number:
Description: BRAKE FLUID TESTS
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00Line Code: D Comeback: N Booker ID: 237
Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE
PERFORM A FREE ALIGNMENT
CHECKLabor Type: INJ Technician Number: 368
Op Code: 80BUZ1 Comeback RO Number:
Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE
PERFORM A FREE ALIGNMENT CHECK
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00Line Code: E Comeback: N Booker ID: 237
Complaint: 00BUZ LUBE OIL AND FILTER

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 6

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

Labor Type: CJ

Op Code: 008U2

Description: LUBE OIL AND FILTER

Labor\$: 15.00

Parts\$: 28.45

Miscellaneous\$: 0.00

Technician Number: 368

Comeback RO Number:

Line Code: F

Comeback: N

Booker ID: 237

Complaint: 468U204 ROTATE TIRES

Labor Type: IWB

Op Code: RO

Description: ROTATE TIRES

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Technician Number: 368

Comeback RO Number:

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 7

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 02/13/18

Mileage: 54377

Service Logon: KBGJ-S

Close Date: 02/13/18

SA Number: 237

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: 40BUZ BRAKES *Customer States, INSPECT BRAKE BOOSTER WATERSHIELD FOR RECALL T59

Cause: .

Labor Type: WJ

Technician Number: 368

Op Code: 05T59182

Comeback RO Number:

Description: RECALL T59 REPLACED BRAKE BOOSTER WATER SHIELD

Labor\$: 109.82

Parts\$: 6.40

Miscellaneous\$: 0.00

History Report for Vehicle: [REDACTED]

Customer# [REDACTED]
Customer Name [REDACTED]

RO Number: [REDACTED]

Open Date: 06/19/17 Mileage: 47857 Service Logon: KBGJ-S
Close Date: 06/21/17 SA Number: 237 Cashier: susanrLine Code: A Comeback: N Booker ID: 237
Complaint: 10 C.S DASH LIGHTS ON,SES,ABS,ANTI SKID -VEHICLE TOW IN
Cause: VERIFY CUSTOMER COMPLAINTS

CONCERN CODE:

Labor Type: CJ Technician Number: 981
Op Code: 10 Comeback RO Number:

Description: C.S LIGHTS ON DASH

Labor\$: 405.00

Parts\$: 219.00

Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 237

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT

CHECK

Cause: THANK YOU AND HAVE A GREAT DAY FROM THE TEAM AT KELLY CAR AND TRUCK CENTER

CONCERN CODE:

Labor Type: INJ Technician Number: 981
Op Code: 80BUZ1 Comeback RO Number:

Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

PERFORM A FREE ALIGNMENT CHECK

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 237

Complaint: 1 TAKE TO BODY SHOP 35 CLEAN UP

CONCERN CODE:

Labor Type: CJ Technician Number: 677
Op Code: 90BUZ Comeback RO Number:

Description: CLEAN UP SPECIAL WASH AND VACUUM

Labor\$: 35.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

47857 CHECK WITH SCAN TOOL NO RESPONSE AT ABS MODULE REPLACED ABS MODULE AND PERFORM RECONFIGURATION

Story for Line A, Version Number 2

47857 CHECK WITH SCAN TOOL NO RESPONSE AT ABS MODULE- DTC FOR ECU RECOVERY AND RESET AND SHORT TO GROUND RECORDED IN CTH/TIPM FOUND ABS MODULE SHORTED OUT ALSO INTAKE GASKET AT REAR WAS OFFCENTER REPLACED ABS MODULE AND PERFORM RECONFIGURATION

Story for Line A, Version Number 3

47857 CHECK WITH SCAN TOOL NO RESPONSE AT ABS MODULE- D T C FOR E C U RECOVERY AND RESET AND SHORT TO GROUND RECORDED IN

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 9

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

OTH/TIPM FOUND ABS MODULE SHORTED OUT ALSO INTAKE GASKET AT REAR WAS OFF CENTER REPLACED ABS MODULE AND PERFORM RECONFIGURATION REINSTALLED INTAKE PROPERLY

Story for Line A, Version Number 4

47857 CHECK WITH SCAN TOOL NO RESPONSE AT ABS MODULE- D T C FOR E C U RECOVERY AND RESET AND SHORT TO GROUND RECORDED IN

OTH/TIPM FOUND ABS MODULE SHORTED OUT ALSO INTAKE GASKET AT REAR WAS OFF CENTER REPLACED ABS MODULE AND PERFORM

RECONFIGURATION REINSTALLED INTAKE PROPERLY INTAKE WAS PINCHING THE WIRES BY THE REAR BRACKET NEAR THE THROTTLE BODY

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 10

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 08/17/15

Mileage: 13614

Service Logon: KBGJ-S

Close Date: 08/17/15

SA Number: 237

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: RECALL RECALL *Customer States, INSPECT FOR R09

Cause: .

Labor Type: WJ

Technician Number: 246

Op Code: 08R09182

Comeback RO Number:

Description: RECALL R09 REPLACED FUEL PUMP RELAY

Labor\$: 67.37

Parts\$: 22.30

Miscellaneous\$: 0.00

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 12

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 08/17/15

Mileage: 13614

Service Logon: K9GJ-S

Close Date: 08/17/15

SA Number: 237

Cashier: cindyv

Line Code: A

Comeback: N

Booker ID: 237

Complaint: Moved to: 443751C Line: A

CONCERN CODE:

Labor Type: CB

Technician Number: 99

Op Code: CSPL

Comeback RO Number:

Description: Moved to: 443751C Line: A

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 237

Complaint: WBP FREE ROTATION

Cause: PROMOTION

CONCERN CODE:

Labor Type: IWB

Technician Number: 246

Op Code: WBP

Comeback RO Number:

Description: FREE ROTATE

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: C

Comeback: N

Booker ID: 237

Complaint: 00BUZ LUBE OIL FILTER COUPON

CONCERN CODE:

Labor Type: CJ

Technician Number: 246

Op Code: 00BUZ

Comeback RO Number:

Description: LUBE OIL AND FILTER

Labor\$: 11.85

Parts\$: 28.10

Miscellaneous\$: 0.00

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 09/23/14

Mileage: 13415

Service Logon: KBGJ-S

Close Date: 09/23/14

SA Number: 235

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: 51 HOLDING PARTS FOR RECALL P36

Cause: E

CONCERN CODE:

Labor Type: WJ

Technician Number: 457

Op Code: 08P36182

Comeback RO Number:

Description: RECALL P36

Labor\$: 109.42

Parts\$: 0.98

Miscellaneous\$: 0.00

Labor Type: WJ

Technician Number: 457

Op Code: 08P36161

Comeback RO Number:

Description: REAR DVD PLAYER

Labor\$: 16.83

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 235

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

Cause: CC

CONCERN CODE:

Labor Type: WJ

Technician Number: 457

Op Code: 80BUZ1

Comeback RO Number:

Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

13000 PERFORMED RECALL

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 14

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 08/12/14

Mileage: 12146

Service Logon: KBGJ-S

Close Date: 08/14/14

SA Number: 237

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: 10 CUSTOMER STATES CHECK ENGINE ABS AND BRAKE LIGHT STAYS ON

Cause: F

Labor Type: WJ

Technician Number: 457

Op Code: 08191002

Comeback RO Number:

Description: MODULE/CONTROL, ANTI-LOCK BRAKE-Replace (A)

Labor\$: 42.09

Parts\$: 163.80

Miscellaneous\$: 0.00

Labor Type: WJ

Technician Number: 457

Op Code: 85410000

Comeback RO Number:

Description: OPERATION DIAGNOSTIC

Labor\$: 42.09

Parts\$: 0.00

Miscellaneous\$: 0.00

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 08/12/14 Mileage: 12146 Service Logon: KBGJ-S
Close Date: 08/14/14 SA Number: 237 Cashier: debd

Line Code: A Comeback: N Booker ID: 598
Complaint: Moved to: 414372C Line: A

CONCERN CODE:

Labor Type: CB Technician Number: 99
Op Code: CSPL Comeback RO Number:
Description: Moved to: 414372C Line: A
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Labor Type: CB Technician Number: 99
Op Code: CSPL Comeback RO Number:
Description: Moved to: 414372C Line: A
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 237
Complaint: M1 MOUNT AND BALANCE 1 TIRE
Cause: MOUNT AND BALANCE 1 TIRE

CONCERN CODE:

Labor Type: CJ Technician Number: 457
Op Code: M1 Comeback RO Number:
Description: MOUNT AND BALANCE 1 TIRE
Labor\$: 6.05
Parts\$: 148.95
Miscellaneous\$: 0.00

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 17

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 08/08/14

Mileage: 12059

Service Logon: KBGJ-S

Close Date: 08/08/14

SA Number: 235

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: S1 SOP-BUTTONS UNDER HAN FOR DEFORMING

Cause: F

Labor Type: WJ

Technician Number: 173

Op Code: 23112502

Comeback RO Number:

Description: BEZEL, INSTRUMENT PANEL TRIM-Replace (C)

Labor\$: 25.25

Parts\$: 49.98

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

2058 REPLACED HAZARD SWITCHES

History Report for Vehicle: [REDACTED]

Customer#: [REDACTED]

Customer Name: [REDACTED]

RO Number: [REDACTED]

Open Date: 08/08/14 Mileage: 12059 Service Logon: KBGJ-S
Close Date: 08/08/14 SA Number: 235 Cashier: cindyv

Line Code: A Comeback: N Booker ID: 598
Complaint: Moved to: 414143C Line: A

CONCERN CODE:

Labor Type: CB Technician Number: 99
Op Code: CSPL Comeback RO Number:
Description: Moved to: 414143C Line: A
Labor\$: 0.00
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: B Comeback: N Booker ID: 235
Complaint: 03BUZ06 LIFETIME STATE INSP
Cause: LIFETIME STATE INSPECTIONBRAKES-----FRONT-----REAR-----

CONCERN CODE:

Labor Type: CJ Technician Number: 173
Op Code: 03BUZ06 Comeback RO Number:
Description: LIFETIME STATE INSP
Labor\$: 19.99
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: C Comeback: N Booker ID: 235
Complaint: 03BUZ03 EMISSION/SHOG INSPEC

CONCERN CODE:

Labor Type: CJ Technician Number: 173
Op Code: 03BUZ03 Comeback RO Number:
Description: EMISSION/SHOG INSPEC
Labor\$: 49.99
Parts\$: 0.00
Miscellaneous\$: 0.00

Line Code: D Comeback: N Booker ID: 235
Complaint: 00 COUPON LOF

CONCERN CODE:

Labor Type: CJ Technician Number: 173
Op Code: 00BUZ Comeback RO Number:
Description: LUBE OIL AND FILTER
Labor\$: 4.70
Parts\$: 20.90
Miscellaneous\$: 0.00

08/16/19 09:29AM

KELLY BUICK GMC JEEP

Page 19

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 07/23/14

Mileage: 11283

Service Logon: KBGJ-S

Close Date: 07/23/14

SA Number: 235

Cashier: mkahler

Line Code: A

Comeback: N

Booker ID: 598

Complaint: 51 RECALL P14

Cause: E

CONCERN CODE:

Labor Type: WJ

Technician Number: 173

Op Code: 05P14182

Comeback RO Number:

Description: TEST BRAKE BOOSTER AND INSTALL BRAKE SHIELD FOR P14

Labor\$: 75.75

Parts\$: 4.06

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 598

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

Cause: CC

CONCERN CODE:

Labor Type: WJ

Technician Number: 173

Op Code: 80BUZ1

Comeback RO Number:

Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

Labor\$: 50.50

Parts\$: 0.00

Miscellaneous\$: 0.00

Story for Line A, Version Number 1

1333 PERFORMED RECALL

History Report for Vehicle: [REDACTED]

Customer#:

Customer Name:

RO Number:

Open Date: 12/03/13

Mileage: 4092

Service Logon: KBGJ-S

Close Date: 12/03/13

SA Number: 793

Cashier: cindyv

Line Code: A

Comeback: N

Booker ID: 235

Complaint: 00 MAINTENANCE - COUPON LOF

Labor Type: CJ

Technician Number: 550

Op Code: 00BUZ

Comeback RO Number:

Description: LUBE OIL AND FILTER

Labor\$: 13.50

Parts\$: 20.90

Miscellaneous\$: 0.00

Line Code: B

Comeback: N

Booker ID: 235

Complaint: 80BUZ1 COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

Cause: CC

Labor Type: CJ

Technician Number: 550

Op Code: 80BUZ1

Comeback RO Number:

Description: COMPLIMENTARY 27 POINT INSPECTION AND UPDATE ALL MODULES TO THE LATEST SOFTWARE

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Line Code: C

Comeback: N

Booker ID: 235

Complaint: 80BUZ2 COMPLIMENTARY CHECK FOR OPEN RECALLS AND RRT'S

Labor Type: CJ

Technician Number: 550

Op Code: 80BUZ2

Comeback RO Number:

Description: COMPLIMENTARY CHECK FOR OPEN RECALLS AND RRT'S

Labor\$: 0.00

Parts\$: 0.00

Miscellaneous\$: 0.00

Estimate Information

Total: 0.00

Date/Time: 12/03/13 07:42:31

Changed By: 235 VRABEL,DAVID

Contacted:



Consumer Complaint Form

Attorney General Josh Shapiro

Bureau of Consumer Protection
15th Floor, Strawberry Square
Harrisburg, PA 17120

1-800-441-2555 – PA ONLY
1-717-787-9707

consumers@attorneygeneral.gov
www.attorneygeneral.gov

☐ Please check if you or an immediate family member is a member of the military or a veteran.

☐ Please check if you are age 60 or older.

Your Information

Fields marked with (*) are required.

NAME*

STREET ADDRESS

CITY*

STATE*

5-DIGIT ZIP CODE*

COUNTY*

BEST PHONE NUMBER*

ALTERNATIVE PHONE NUMBER

EMAIL*

AGE

Complaint Information

Fields marked with (*) are required.

BUSINESS NAME

PERSON TO WHOM YOU SPOKE

BUSINESS ADDRESS

CITY*

STATE

5-DIGIT ZIP CODE

BUSINESS PHONE NUMBER



2013 Dodge Durango Citadel

PRODUCT OR SERVICE PURCHASED

September 2013

DATE PURCHASED

\$29,000.00

PURCHASED PRICE

FORM OF PAYMENT:

☐ CREDIT CARD

☐ ATM/DEBIT CARD

☐ PREPAID CARD

☒ OTHER

Car loan

WHERE AND HOW DID YOU SIGN THE CONTRACT (IF APPLICABLE):

☐ HOME (PAPER CONTRACT)

☐ HOME (OVER THE PHONE)

☐ HOME (ELECTRONIC SIGNATURE)

☒ BUSINESS LOCATION

☐ OTHER

WHERE AND HOW DID YOU SIGN THE CONTRACT?

☐ PLEASE CHECK IF YOU ARE OR HAVE EVER BEEN INVOLVED IN A LEGAL ACTION RELATED TO THIS COMPLAINT. IF SO, PLEASE SUMMARIZE IN TWO SENTENCES THE RESULT OF THE LEGAL ACTION.

PLEASE EXPLAIN YOUR COMPLAINT: Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company, including how you heard about the company. Describe events in the order in which they happened.

There was a recurring problem with the control module, which controls the whole vehicle. The first occurrence of this issue was in August 2014. The dealership replaced the module/control, anti-lock brakes. Problem happened again in June 2017. Service department at dealership replaced ABS module and performed reconfiguration and reinstalled intake. In May 2019, another electrical concern led to service department at the dealership needing to again replace the ABS module and VAW sensor. In June 2019 took car back to dealership for same issue. Replaced ABS module again. In July 2019, ABS/Traction Light on again. Took back to dealership. While our vehicle was sitting in the car dealership lot overnight it caught on fire and burned.



WHAT WOULD YOU LIKE THE BUSINESS TO DO TO RESOLVE YOUR COMPLAINT?

We would like full reimbursement for the service costs we paid to repair the same problem multiple times

from 2014-2019. We would also like reimbursement for the \$500

HAVE YOU CONTACTED OTHER AGENCIES? ☒ YES ☐ NO deductible for items lost in

IF YES, AGENCIES CONTACTED AND ACTIONS THEY TOOK (IF KNOWN) the vehicle due to the fire

Contacted Dodge - none; denied responsibility.

Contacted Timothy Abel & Associates, P.C. - referred me to Attorney General.

Optional Information

HOW DID YOU HEAR ABOUT US?

[REDACTED]

WHAT IS YOUR RACE OR ETHNICITY?

☐ HISPANIC/LATINO

☒ WHITE (NOT HISPANIC/LATINO)

☐ BLACK/AFRICAN AMERICAN (NOT HISPANIC/LATINO)

☐ NATIVE HAWAIIAN/PACIFIC ISLANDER

☐ ASIAN

☐ NATIVE AMERICAN

☐ BIRACIAL

☐ OTHER

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting unfair or deceptive practices. The Attorney General, through the Bureau of Consumer Protection, provides a mediation service to consumers where an attempt may be made to mediate your individual consumer complaint if it falls within the jurisdiction of the office. Please be advised that the information you provide will be shared with the party against which you have filed a complaint. Additionally, your complaint may be shared with or referred to other governmental law enforcement or regulatory agencies. Your complaint will also be kept on file with our office and the information contained therein may be used to establish violations of Pennsylvania Law. Attached to this complaint form is an informational sheet which will help you in completion of the complaint form and also will explain in greater detail the mediation process. By signing below, I authorize the Bureau of Consumer Protection to contact the party(ies) against which I have filed a complaint in an effort to reach an amicable resolution. I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau of Consumer Protection. I verify that I have read and understand the informational sheet about this process; and, that the information provided is true and correct to the best of my knowledge, information and belief.

[REDACTED]

YOUR SIGNATURE

8-18-19
DATE

Please include copies of all documents regarding your problem.
Be sure to send COPIES, not originals.



KELLY CAR & TRUCK CENTER

RECEIVED

OCT 25 2019

Office of Attorney General
BCP - Phila

Office of Attorney General
Bureau of Consumer Protection
Philadelphia, PA 19103

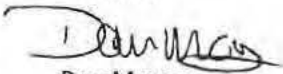
10/18/2019

Re: [REDACTED]

Dear Sir/Madam:

This letter is in response to your letter dated October 15, 2019, as it pertains to [REDACTED] and his 2013 Dodge Durango Citadel brake module concerns. Although [REDACTED] had brake module concerns, each time he brought this to our attention we diagnosed and repaired his vehicle according to manufacturer specifications using all original equipment manufacturer parts. The last time this vehicle was brought to us was July 6th 2019 at that time we diagnosed his concern as an ABS brake module concern and the part was ordered, no parts were replaced or removed a simple computer scan determined the module was defective. We parked this vehicle outside waiting for the part to arrive. The entire time this vehicle was outside no one touched this vehicle. I received notification from our security camera company in the early morning hours of July 12th one week after diagnosing, that this vehicle was fully engulfed in flames. At that time [REDACTED] contacted his insurance company, I contacted the manufacturer for [REDACTED] as this would appear to potentially be a manufacturer liability issue, since no one was around or touched this vehicle for a week. The manufacturer sent an investigator [REDACTED] insurance company sent an investigator. I was then contacted by [REDACTED] insurance company that the case is closed and they would be picking up his vehicle. Please be advised this vehicle was also worked on and maintained at other repair facilities besides Kelly. We also provided [REDACTED] a vehicle to drive while we were waiting for this part to arrive, as well as thru the investigation process and until after he purchased another vehicle from another dealer, almost 4 weeks. [REDACTED] issues should be with his insurance company subrogating with the manufacturer of this vehicle.

Sincerely


Dan Moyer

Fixed Operations Director / Partner

LEHIGH STREET SOUTH • P.O. BOX 629 • EMMANUS, PA 18049-0629
610-967-2101 • 610-776-0100 • 610-965-5400





COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
1600 Arch Street, Ste. 300
Philadelphia, Pennsylvania 19103
215-560-2414
December 4, 2019

[REDACTED]
Coplay, PA [REDACTED]

Re: Kelly Jeep Chrysler Dodge Ram Car Dealership
[REDACTED]

Dear [REDACTED]

The Bureau of Consumer Protection attempted to resolve your complaint against Kelly Jeep Chrysler Dodge Ram Car Dealership through a voluntary mediation process. Despite our efforts, we have not been able to resolve this matter to your satisfaction and have reached an impasse between you and Kelly Jeep Chrysler Dodge Ram Car Dealership.

As you may know, participation in the Bureau's mediation process is voluntary for both sides, and we cannot compel a business to agree to a solution. As a result, we will take no further action on your complaint at this time. However, we want to inform you of other options that may be available to you, should you decide to pursue this matter. Please refer to Questions 8 and 9 in the FAQ section on our website at [REDACTED]

for more information about the mediation process and your options in pursuing the matter further. As we state in the FAQs, you are free to pursue a lawsuit privately. Some lawsuits must be filed within a certain time, and you should consult with an attorney if you have any questions.

We understand the frustration of trying to seek justice, and that this was not the result you were hoping for. We want you to know that we sincerely appreciate hearing and learning about your experience with this business, as it is information from people like you that help us do our job to protect consumers. A copy of your complaint will remain on file for future reference and for possible use in an investigation or enforcement action we may bring to protect the public interest of the Commonwealth of Pennsylvania.

On behalf of the Office of Attorney General, thank you for taking the time to bring this matter to our attention.

Very truly yours,

Frances Alman

Frances Alman
Consumer Protection Agent