



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

May 10, 2023

NHTSA
1200 New Jersey Ave SE
Washington, DC 20024

Re: South Chicago Dodge
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a consumer complaint about a business whose practices you may have an interest in reviewing. This complaint is being sent to you for your information and review only and the consumer who filed this complaint with the Illinois Attorney General's Office has not been notified that we have copied your office on the attached complaint.

Thank you for your attention.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Cara Crockett

Cara Crockett
Citizen's Advocate
Consumer Protection Division
cara.crockett@ilag.gov
(773) 590-7855

enclosure

252



KWAME RAOUL

Illinois Attorney General
Consumer Fraud Bureau

500 South Second Street
Springfield IL 62701
(217) 782-1090

100 W. Randolph Street
Chicago IL 60601
(312) 814-3000

TTY: (877) 844-5461
www.IllinoisAttorneyGeneral.gov

CONSUMER COMPLAINTS ONLINE SUBMISSION FORM

COMPLAINANT

Name

Address

chicago IL

County

cook

Phone (Daytime)

Phone (Evening)

Email Address

Senior Citizen

No

Veteran

No

Service Member

No

NAME OF SELLER/PROVIDER OF SERVICE

Name

Jeep

Address

IL

Phone

Website

Complained

Yes

to company?

Person

Jeep Customer Care

Phone

(877)426-5337x

ADDITIONAL SELLER/PROVIDER OF SERVICE

Name

South Chicago Dodge Chrysler Jeep

Address

7340 S Western Ave

Chicago IL 60636

Phone

(773)912-0118x

Website

Complained

No

to Company?

TRANSACTION INFORMATION

Transaction Date

2020-12-15

Signed a contract?

Yes on 2020-12-15

Product was advertised?

No

Total cost

\$42,091.37

Amount paid to date

\$500.00

Method of payment

Debit Card:

Transaction Location

At the firm's place of business:

Registered a dispute with the credit card company

No

COMPLAINT DESCRIPTION

Hello, I purchased a 2019 Jeep Wrangler Unlimited Sport in December 2020. The truck is defective, the electrical system fails and the steering wheel locks up while driving. I have taken it to the dealer to be repaired multiple times to no avail. There are countless reports of the same issue regarding this year/make/model vehicle. This truck is expensive and I am still paying a note in the amount of \$708 a month and at any point this vehicle can cause an accident due to it being a manufacturer defect. There was a recall on the steering damper of the vehicle however this issues is still present and or worse. I have filed a report with NHTSA. There are also countless complaints on their website regarding this issues. I am looking for the issues to be resolved. I use my vehicle for transportation to work and my daughter to school and everyday I fear for our safety due to the defect. I've paid hundreds of dollars just for the issue to not be resolved. Based on the amount of complaints about this vehicle I hoped the manufacturer would do something. It seems like unless someone dies it is not an issue. I'd like to purse a class action law suit.

REQUESTED RELIEF

I would like an exchange and refund for the repairs, my pain an suffering from the anxiety and fear, days missed from work due to being stranded.

NOTIFY BUSINESS:

I have no objections to the content of this complaint being forwarded to the business or person the complaint is directed against.

By filing this complaint, I hereby give the business complained about my consent to communicate, including disclosure of non-public personal information, with the Office of the Attorney General about any and all matters connected with this complaint.

OFFICE INFORMATION

Reference Number

Date Submitted:

OAG Office:

Language:

Print Date

Apr 16, 2023 7:45 PM

CHI

English

Apr 18, 2023 7:10 AM



KWAME RAOUL

ATTORNEY GENERAL
STATE OF ILLINOIS
100 West Randolph Street
Chicago, IL 60601

PRESORTED
FIRST CLASS



US POSTAGE and METRIC DIMENSIONS



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