



OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

KWAME RAOUL
ATTORNEY GENERAL

July 15, 2024

NHTSA
1200 New Jersey Ave SE
Washington, DC 20590

Re: Elgin Chrysler Dodge Jeep Ram
File No: [REDACTED]

Dear Sir/Madam:

The Consumer Protection Division of the Attorney General's Office has received a complaint concerning a company which appears to fall under your jurisdiction. A copy of the complaint is enclosed for your review.

Thank you for your cooperation and assistance.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Keya Lowe

Keya Lowe
Citizen's Advocate
Consumer Protection Division
872-769-6384

Enclosure

500 South Second Street, Springfield, Illinois 62701 • (217) 782-1090 • Fax: (217) 782-7046
115 South LaSalle Street, Chicago, Illinois 60603 • (312) 814-3000 • Fax: (312) 814-3806
1745 Innovation Drive, Suite C, Carbondale, Illinois 62903 • (618) 529-6400 • Fax: (618) 529-6416

Individuals with hearing of speech disabilities can reach us by using the 7-1-1 relay service.



Office of the
Illinois Attorney General
Kwame Raoul



Contact Information

Consumer Complaint

Please read before filling out this form:

Complete the form below to file your complaint with our office. **Note that you must complete all the required fields in order for your complaint to be accepted.** When filling out this form, if you have any additional supporting documents, you will need to upload them electronically on the section/tab at the top of this form titled "**Additional Documents**". Please prepare the corresponding documents before attachment to your complaint.

Sections/Tabs:

The Consumer Complaint online submission form has five sections. The sections of this form can be navigated to by clicking the tabs at the top of this form.

The section/tab names at the top part of this form are:

- **Contact Information** – This section is where you will fill out all contact information regarding your complaint.
- **Transaction** – All transaction related information will need to be filled out on this tab.
- **Description** – Describe the relief you are seeking and describe the transaction and your complaint in detail.
- **Additional Documents** – This section is where you can upload additional documents related to the complaint you are filing.
- **Read before submission** – Please read each point and agreement before submitting.

NOTICE

Complaint forms are public records, which are subject to the Freedom of Information Act, just like other public records. If we receive a request for copies of records that include your complaint, we may be required to provide a copy of your complaint to the requestor. Information that would reveal your identity as a complainant is, however, exempt from disclosure and will be deleted from copies that we provide, allowing the requestor to read your complaint without compromising your privacy.

Your Information

Title

☐ Mr. ☐ Mrs. ☐ Ms. ☐ Other

First Name *

[REDACTED]

Last Name *

[REDACTED]

Address *

Street Address

[REDACTED]

City

south elgin

State

illinois

Zip Code

[REDACTED]

Daytime Phone Number *

[REDACTED]

Evening Phone Number

County

E-mail *

[REDACTED]

☐ I am a senior citizen ☐ I am a veteran ☐ I am a service member

Name of seller or provider of service



Name of seller or provider

chrysler dodge jeep ram

Seller or provider address

Street Address

1500 west lake street

City

streamwood

State

il

Zip Code

60107

Website

Phone Number

☒ I have complained to the company or individual

Person contacted

Chrysler corporate and dealership service manager

Phone Number

Would you like to add additional seller or provider's name?

☐ Yes ☒ No

To continue to the next section of this form, please click on the Next button or scroll up and click on the **"Transaction"** Tab.

Transaction

☐ I have submitted this to another government agency, an arbitration service, an attorney or this matter is part of a court action.

Information about transaction



Date of Transaction

☐ I signed a contract

☐ This product or service was advertised

Amount paid to date or down payment

\$0.00

Method of payment

☐ Cash

☐ Money Order

☐ Check

☐ Credit Card

☐ Debit Card

☐ Bank Draft

- ☐ Wire Transfer ☐ Automatic Debit ☐ Cryptocurrency
☐ Mobile App (Zelle/Pay Pal/Etc.) ☐ Prepaid/reload credit or debit cards ☐ Other (please specify)

Where did the transaction take place?

- ☐ At my home ☐ By mail ☐ Trade show - convention - home show ☐ By facsimile ☐ There was no transaction ☐ Over the telephone
☐ Over the Internet ☐ At the firm's place of business

Other

Please specify

Total cost of product and or service

\$0.00

- ☐ I have contacted my credit card company to register a complaint. (Under the Federal Fair Credit Billing act, you have 60 days from the time that you receive your statement to dispute the charge.)

To continue to the next section of this form, please click on the Next button or scroll up and click on the **"Description"** Tab.

Description

Is this regarding a motor vehicle?

- ☒ Yes ☐ No

For complaints regarding motor vehicles

Make
chrysler

Model
pacifica

Year
2020

☒ New ☐ Used

☐ As-Is ☐ Warranty

Purchase Date
09/23/2020

Mileage at Purchase
0

Current Mileage
71,115

Name of Extended Warranty

Expiration Date

Complaint Description

Briefly describe the transaction and your complaint *

i have had 2 cases open with Chrysler corporation and still the safety of my children is not being taken seriously. I've been in the dealership over 15 times in regards to the same vehicle concerns every time which that state is fixed every time. i have videos documents text messages of everything the vehicle passenger sliding door is now not opening by pushing any button inside or outside of vehicle also try to open while driving which shows all lights going on and on dashboard sating it is open. The driver sliding door has almost taken my arm off and a service adviser witnessed it happening to him self they state they fixed it that same day both door still had the same issue i requested a loaner and was denied i was told the doors wont "cut any kids arms off" i have a video same day and time stamp of it almost taking my arm off again. They have not called me in regards to any parts being in to replace the car is not drivable due to issues with the doors my children do not feel safe.

What form of relief are you seeking? (exchange, repair, refund, product delivery, etc.)*

replacement vehicle and 3 months worth of \$600 monthly car payments

To continue to the next section of this form, please click on the Next button or scroll up and click on the **"Additional Documents"** Tab.

Additional Documents



Please submit any additional documents that relate to this consumer complaint.

*** All supporting documents must be uploaded before your complaint is submitted.**

Do not submit duplicate complaints. Submitting duplicate complaints may only slow down the processing of such complaint.

Add Additional Documents

Video.mov	768.11KB
Video_1.mov	1.33MB
Video_2.mov	1,016.21KB
Video.mov3.mov	1.87MB
case.png	268.96KB

To continue to the next section of this form, please click on the Next button or scroll up and click on the **"Read before submission"** Tab.

Read before submission

Read the following before submitting

☒ 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.

☒ I also understand that if I have any questions concerning my legal rights or responsibilities I should contact a private attorney.

Choose one

☐ Please do not send this complaint to the business.

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

You have made it to the last section of this complaint form. If you are ready to submit your form, press the "Submit" button. If you would like to review your information before submitting. Click on each section tab or any of them and review your information before pressing Submit.

*** Remember that all supporting documents must be uploaded in the Additional Documents tab before your complaint is submitted.**

Please do not submit duplicate complaints, doing so may only slow down the processing of such complaint.

10:43



< Sent

Vehicle Concern [REDACTED]



Please see below some helpful and important information:

Case number : [REDACTED]

The Chrysler Case Management telephone number is: 1-844-827-2003

My direct extension is: 5140824

My hours of operation are: 9am-5:30pm Eastern Standard Time (Monday-Friday).

Best regards,

John
Chrysler Case Manager





KWAME RAOUL

ATTORNEY GENERAL

STATE OF ILLINOIS

115 S. LaSalle Street

Chicago, IL 60603



115
115 S. LaSalle Ave
Chicago, IL 60603

007 FTCS4NB 20590

PRESORTED
FIRST CLASS



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