

██████████
Colorado Springs, CO ██████████

October 22, 2024

U.S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

Dear Sirs:

Chrysler Corporation is renegeing on their Lifetime Powertrain Warranty on my 2007 Chrysler PT Cruiser. They refuse to honor the Lifetime Powertrain Warranty that came with the car. They argue that honoring the Lifetime Powertrain Warranty will void the Lifetime Powertrain Warranty. This makes no sense. Details follow.

On October 19, 2007, I purchased a new Chrysler PT Cruiser with a manual transmission (VIN 3A4FY48B77T ██████████) from The Faricy Boys Chrysler Jeep (Dealer #05619), 4950 New Car Drive, Colorado Springs, Colorado 80923. A strong selling point, a motivation for purchasing this new Chrysler at that time, was the Lifetime Powertrain Warranty in effect for new Chryslers sold and delivered on or after July 26, 2007.

Quoting from



Under the section titled "Parts Covered,"

Transmission: transmission case and all internal parts; torque converter; drive/flex plate; transmission range switch; transmission control module; bell housing; oil pan; seals and gaskets for listed components only. NOTE: MANUAL TRANSMISSION CLUTCH PARTS ARE NOT COVERED AT ANY TIME.

Under the section titled "Who is Covered?"

You are covered by the Lifetime Powertrain Limited Warranty if you are the first registered owner or lessee for use of the vehicle. Subsequent owners or lessees, even if they are within the same family or business, are not covered. Successor business entities or persons to whom the vehicle is transferred by operation of law are also not covered.

During the summer of 2024, I noticed that shifting between gears, and especially shifting into first gear, was becoming increasingly difficult. The car's mileage was then about 122,300 miles. This happened once before, and the Faricy Boys service department replaced the clutch on June 26, 2014, when the car had a mileage of 74,689 miles. The clutch is clearly and specifically not covered by the Lifetime Powertrain Warranty. I paid a total of \$1,324.11 for parts and installation of the new clutch.

On August 12, 2024, I took my PT Cruiser to the Faricy Boys service department, expecting to need another new clutch. Upon inspection, Shawn Behr, a service advisor, called to inform me that the transmission also needs to be replaced. I have maintained the car as prescribed in the owner's manual, and I have had a dealer inspection every five years as required, so the transmission is indeed clearly and specifically covered by the Lifetime Powertrain Warranty.

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Shawn was fully aware of the Lifetime Powertrain Warranty. In fact, he pointed it out to me before I had a chance to mention it to him. Unfortunately he could not find a new replacement transmission, but he did locate a used transmission, also referred to as "after-market," somewhere in the country. He contacted Chrysler for permission to satisfy the terms of the Lifetime Powertrain Warranty with a used transmission.

He told me that sometimes Chrysler will buy out the Lifetime Powertrain Warranty when they cannot fulfill the terms of the Lifetime Powertrain Warranty. Repeated emails back and forth between the Faricy Boys service department and Chrysler were for naught. On August 23, 2024, Chrysler asked for pictures of the transmission. On August 29, 2024, Shawn Behr from the Faricy Boys service department took the pictures of the transmission and sent them off to Chrysler. Chrysler didn't responded.

I called Chrysler Customer Service (800-992-1997) on August 21, 2024. I was given claim number [REDACTED]. I called back several times to inquire about the status of the claim, but I was never able to speak with the individual assigned to this claim. However at 2:13 PM MDT on August 26, 2024, telephone number 844-533-7928 from Chrysler Customer Service left the following message on my phone, which I have transcribed here:

Hello, this is Christi, contacting you from Chrysler. I do apologize. We won't be able to assist you with the cost of your repairs. Thank you for being a part of the Chrysler family. Enjoy the rest of your day.

On Friday, August 30, 2024, at about 11:45 AM MDT, I called Chrysler Customer Services again at 800-992-1997. I spoke with Sally. It appears there had been a misunderstanding. They thought that a used, or after-market, transmission had already been put in the car. I assured her that this definitely was not the case. The transmission in the car at that time was indeed the same transmission that was in the car when I purchased it in 2007. So there appeared to be some hope that Chrysler would honor the Lifetime Powertrain Warranty. Sally reopened claim number [REDACTED].

On Saturday, August 31, 2024, Shawn Behr, the service advisor at Faricy Boys, called and informed me that Chrysler wanted a picture of the VIN and other information that appears inside the driver side door. I took the car to the dealership, he took the requested picture, and sent it off to Chrysler.

At 8:01 AM MDT on Wednesday, September 4, 2024, I received another telephone call from Chrysler Customer Service, 833-585-0144. The lady on the other end of the line, whose name I did not catch, told me in no uncertain terms that I am out of luck as far as the Lifetime Powertrain Warranty. The Lifetime Powertrain Warranty remains in effect, but they will not honor it. They cannot provide a new transmission, but installation of an after-market transmission would void the Lifetime Powertrain Warranty. She became frustrated because I kept asking what Chrysler plans to do about the transmission and the Lifetime Powertrain Warranty. At the same time, I became frustrated because she kept telling me that Chrysler cannot, or refuses to, do anything to honor the Lifetime Powertrain Warranty.

The frustrated and annoyed spokeswoman for Chrysler Customer Services said that we were going around in circles, getting nowhere. She was correct. Chrysler will not authorize installing an after-market transmission because that would nullify their Lifetime Powertrain Warranty. They don't want to jeopardize the Lifetime Powertrain Warranty, but they won't take any action to honor the Lifetime Powertrain Warranty, which they seem to value highly. This is a "catch-22" and quite ironic: Chrysler Corporation won't authorize an after-market transmission to fulfill the Lifetime Powertrain Warranty because an after-market transmission would nullify the Lifetime Powertrain Warranty, but they won't honor the Lifetime Powertrain Warranty.

Throughout the first week of September 2024, Shawn Behr and the Faricy Boys service department communicated with Chrysler Corporation by email to get them to commit to something, to honor their

obligation to me, a customer who purchased a new car in 2007 with a Lifetime Powertrain Warranty and who satisfied all requirements for service and inspections for the subsequent seventeen years. (I have the complete service record for the car to prove that I maintained the car as prescribed by Chrysler, including the documented every-5-year dealer inspections required by the Lifetime Powertrain Warranty.) By failing to respond to Shawn Behr, Chrysler Corporation is telling me that I'm just out of luck and have no recourse.

Needing reliable transportation, on September 6, 2024, I purchased a pre-owned 2021 Ford EcoSport from Phil Long Ford in Colorado Springs. My family and I have driven Chrysler products (Plymouth, Dodge, Chrysler) since 1976, but Chrysler lost my loyalty with shabby treatment – not honoring their Lifetime Powertrain Warranty. I really like the 2007 PT Cruiser; it is fun to drive and provides nostalgia of when I was young, so I kept my 2007 PT Cruiser rather than trading it in.

The Faricy Boys service department, and Shawn Behr in particular, has done everything he can do to help me; they deserve kudos, a "pat on the back." But Chrysler Corporation is not helping at all. Chrysler Corporation appears to be "blowing off" the Lifetime Powertrain Warranty. The Lifetime Powertrain Warranty was a major selling point for buying the car in 2007. This feels like a "bait and switch" to sell cars.

On September 9, 2024, I submitted a complaint to the Colorado Attorney General, Complaint Reference Number [REDACTED]. On September 10, 2024, reported this situation to the Federal Trade Commission, FTC Report Number [REDACTED].

On September 13, 2024, I filed a Complaint with the Better Business Bureau. On September 29, 2024, I received an email from the Better Business Bureau of Detroit and Eastern Michigan. They had assigned ID Complaint number [REDACTED]. They cite the following correspondence from Stellantis Customer Care:

Better Business Bureau of Detroit & Eastern Michigan
26777 Central Park Blvd., Ste. 100
Southfield, MI 48076-4163

BBB case NO [REDACTED]
Our File: [REDACTED]

Thank you for forwarding the complaint from [REDACTED] (Note: My name is [REDACTED]) on Sept. 4, 2024 the case manager advised that we are not able to assist, if an aftermarket part is used then it will void the warranty, we are not able to make any exception.

Stellantis will continue to honor any future repairs necessary per terms of the active factory warranty.

Best Regard,

Jen
T0103P4
Stellantis Customer Care

This is unacceptable. As of September 4, 2024, an after-market transmission had not been used, so the Lifetime Powertrain Warranty was not void. It was still in effect.

Throughout the remainder of the month of September, 2024, Chrysler Corporation also declined to provide the Service Department at the Faricy Boys Chrysler Jeep with any solution to honor the Lifetime Powertrain Warranty which, in fact, still remained in effect.

On September 30, 2024, I took my 2007 Chrysler PT Cruiser to the Service Department at Faricy Boys Chrysler Jeep to have an after-market transmission and a new clutch installed at my expense, \$4,143.67. Assuming that the parts and labor for the new clutch in 2024 costs about \$1,500 (based on the cost of a new clutch on June 26, 2014, which was \$1,324, and then adjusted for inflation), then the cost of parts and installation of the transmission, for which Chrysler Corporation was obligated to have replaced under the terms of the Lifetime Powertrain Warranty, is about \$2,650.

The after-market transmission has only a 90-day warranty, but paying for it out-of-pocket was the only way to repair the PT Cruiser that I like so much because Chrysler Corporation refused to honor their Lifetime Powertrain Warranty.

I would be satisfied if Chrysler Corporation would reimburse me \$2,650, the cost and installation of the after-market transmission. Reimbursement of \$216.27 for two days (August 16-18, 2024) of essential and necessary automobile rental from Enterprise Car Rental would also be appropriate.

I am just one disillusioned, disappointed, and unsatisfied customer, so I have very limited leverage to influence a large and powerful industrial giant like Chrysler Corporation. They have all the clout; they can decide not to honor the Lifetime Powertrain Warranty without consequence, and I have no recourse. Other than publicize and make this travesty known to others, there is nothing one individual unhappy customer, like me, can do about it.

Perhaps this is a business decision, a cost of doing business in a competitive market. Maybe Chrysler is willing to accept the ire of powerless individual customers in return for saving the cost of satisfying the Lifetime Powertrain Warranty that prompted countless customers to purchase a new Chrysler back in 2007. But I still have hope that Chrysler Corporation will reconsider their actions, that they will do the right thing, and that they will ultimately honor their Lifetime Powertrain Warranty.

Sincerely,

[REDACTED]

[REDACTED]

Colorado Springs, CO [REDACTED]

[REDACTED]



Colorado Springs, CO

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U.S. DEPARTMENT OF TRANSPORTATION

1200 NEW JERSEY AVENUE, SE

WASHINGTON, DC 20590

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