
INFORMATION Redacted PURSUANT TO THE FREEDOM O
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
FEB 14 2006


FEB 14 2006


FEB 14 2006
MFD BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR 6-05
GAWR 2450 KG(5400 LB)
GAWR FRONT 1293 KG(2850 LB)
WITH TIRES 215/70R15
RIMS AT 15X6.5
COLD 250 KPA(36 PSI)
GAWR REAR 1293 KG(2850 LB)
WITH TIRES 215/70R15
RIMS AT 15X6.5
COLD 250 KPA(36 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1C4GP45R05B[redacted] TYPE: MPV SINGLE X DUAL
VEHICLE MADE IN U.S.A.


FEB 14 2006


FEB 14 2006


FEB 14 2006


FEB 14 2006


FEB 14 2006


TOWN & COUNTRY
FEB 14 2006


FEB 14 2006

FEB 14 2006


FEB 14 2006


FEB 14 2006


SERVICE
FEB 14 2006


FEB 14 2006


FEB 14 2006


FEB 14 2006


503
FEB 14 2006


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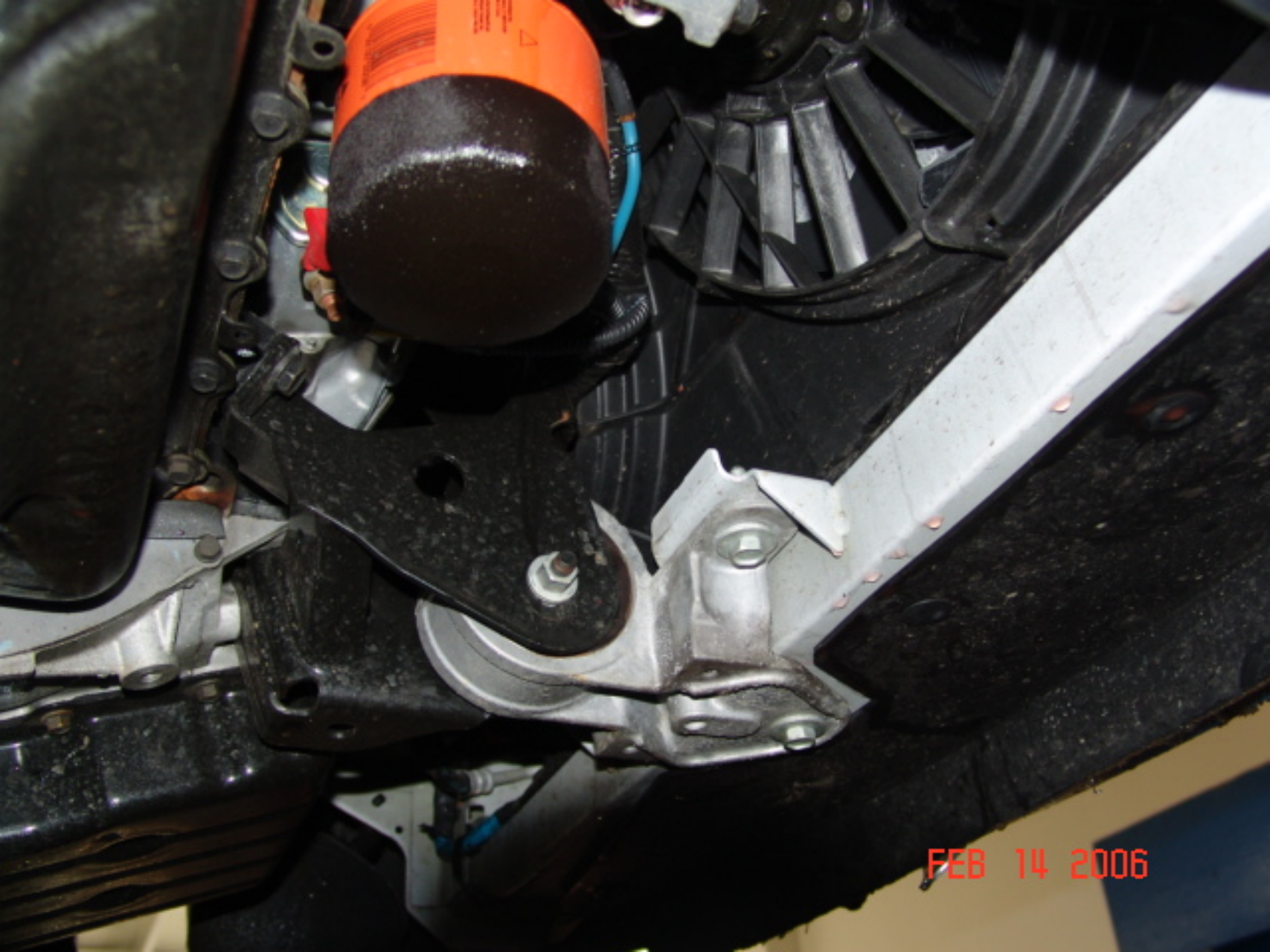
FEB 14 2006


FEB 14 2006


V6
FEB 14 2006


FEB 14 2006


FEB 14 2006


FEB 14 2006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SERV
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FEB 14 2006


NEW
Wet Ones
FEB 14 2006


FEB 14 2006


WARNING
EVEN WITH ADVANCED AIR BAGS
FEB 14 2006


FEB 14 2006


SERVICE
TOWN & COUNTRY
FEB 14 2006


FEB 14 2006

KEEP TIGHT
DO NOT OPEN HOT
FEB 14 2006


FEB 14 2006










3.14ab
R8






2893886 FX












TRUCKS


TRUCKS






a893886FX
3-14-06


































































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APPLY BRAKE TO SHIFT
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PRESS

⚠WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

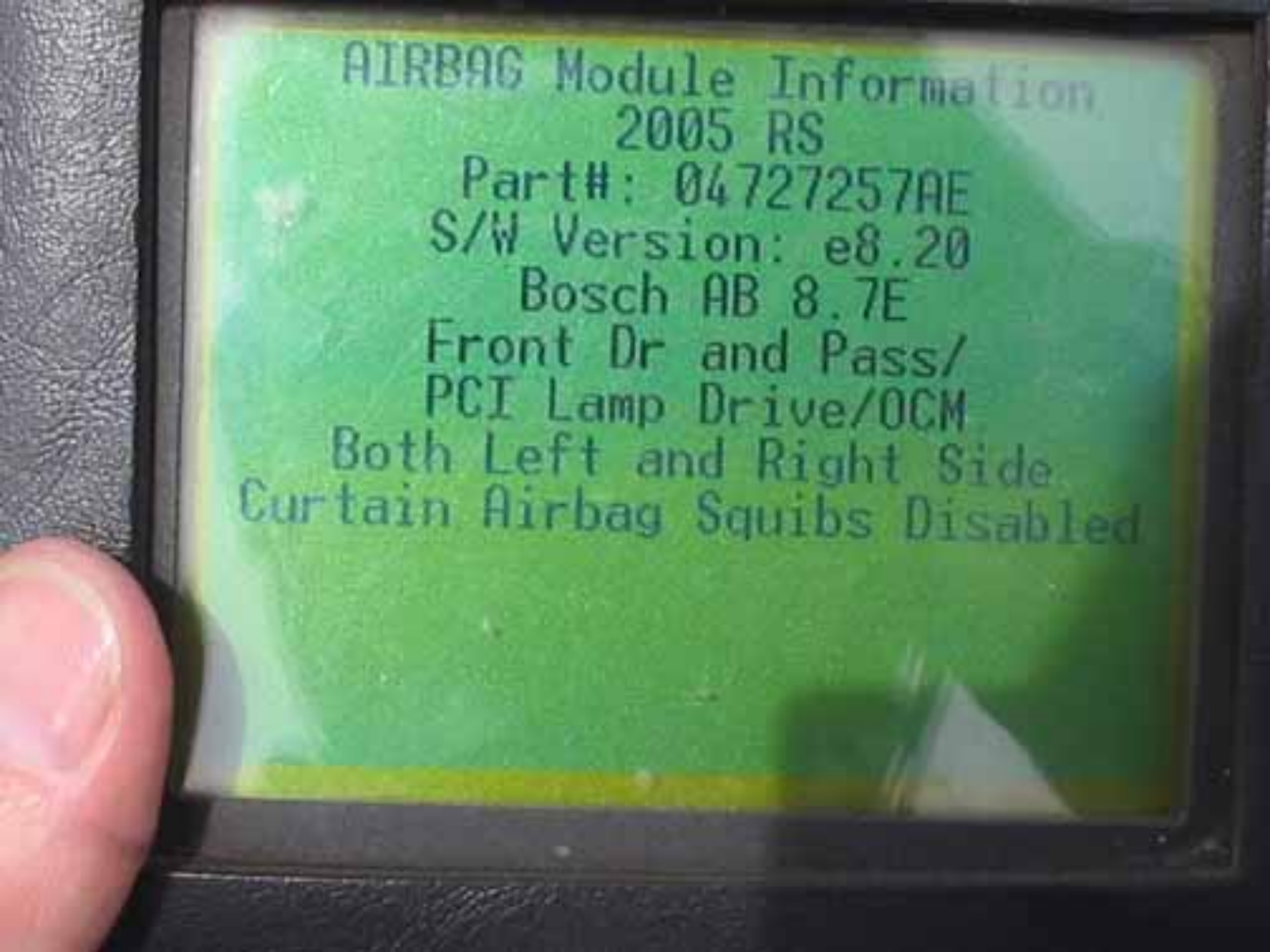
- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE **BACK SEAT** IS THE **SAFEST** PLACE FOR CHILDREN.
- **NEVER** PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- **ALWAYS** USE **SEAT BELTS** AND **CHILD RESTRAINTS.**

04598974AB








AIRBAG Module Information
2005 RS
Part#: 04727257AE
S/W Version: e8.20
Bosch AB 8.7E
Front Dr and Pass/
PCI Lamp Drive/OCM
Both Left and Right Side
Curtain Airbag Squibs Disabled


-- ORC DTCs --
NO DTCs DETECTED
Page back to exit
ACTIVE




-- ORC DTCs --
NO DTCs DETECTED
Page back to exit
STORED






1D-1GP24R25B


MFD BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR 3-04
GVWR 2495 KG(05500 LB)
GAWR FRONT 1293 KG(2850 LB)
WITH TIRES 215/70R15
RIMS AT 15X6.5
COLD 248 KPA(36 PSI)
GAWR REAR 1339 KG(2950 LB)
WITH TIRES 215/70R15
RIMS AT 15X6.5
COLD 248 KPA(36 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 1D4GP24R25B [redacted]
TYPE: MPV
SINGLE X DUAL
MDH: 031109 004AA PNT:PBE
VEHICLE MADE IN U.S.A.
TRM:ASDS 4646503




04727370AA
50732
04727370AA
50732
04727370AA
50732
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omron 21911C
omron 21911C
omron 21911C
omron 21911C
omron 21911C
omron 21911C


PH
km/h
14
15 188

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Tue Jan 25 11:54:01 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

2005 grand caravan, being fixed for headlights not coming on or going off. Not so fun driving at night with kids in van with no lights not even hazards!!!!!!
Comments:

---

first Dodge/Chrysler and new vehicle I ever bought or looked at (die hard ford fan) I understand problems and redesigning equipment, but not happy when found out part needed was on "national backorder" and I have not heard of anyone else with this problem. where is the customer service for that.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Thu Jan 27 11:54:13 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Richard:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

I spoke with Kevin at Goodwin's Brothers Dodge and understand that the part has been received and installed. I trust your problems have not recurred, but if they have please contact Goodwin's Brothers for inspection and diagnosis.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13095388
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2250230C0KM&

Sincerely,

Jeremy
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

2005 grand caravan, being fixed for headlights not coming on or going off. Not so fun driving at night with kids in van with no lights not even hazards!!!!!!
Comments:
---
first Dodge/Chrysler and new vehicle I ever bought or looked at (die hard ford fan) I understand problems and redesigning equipment, but not happy when found out part needed was on "national backorder" and I have not heard of anyone else with this problem. where is the customer service for

that.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

Send To: DaimlerChrylser Customer Assistance Center
Typist/Transcriber
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: Crosstown Motors

Dollar Amount $: 446.86

Customer Name: [redacted]

Requestor PROFS ID: pal8

CAIR Number: 13102971

VIN# Number: 5R[redacted]

Dealer Name & Code: #32 - 60137

BC Number: 32 District Number: L

Copyright 2000 ADP, Inc.

CHECK CONTROL NO. 1039 ISSUED BY: LYNN BREWER

CROSSTOWN MOTORS
Littleton, NH 03561

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT
	011205			1039	10301	-446.86
				558	20101	446.86
				TOTAL	10301	446.86

CHRYSLER DODGE Jeep

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

THE BACK OF THIS CHECK CONTAINS AN ARTIFICIAL WATERMARK - HOLD AT AN ANGLE TO VIEW

AUTHORIZED DEALER CHRYSLER CORPORATION

CROSSTOWN MOTORS
650 MEADOW ST., P.O. BOX 409
LITTLETON, NH 03561
(603) 444-7771
CHRYSLER, DODGE
DODGE TRUCKS & JEEPS

Passumpsic Savings Bank
ST. JOHNSBURY, VT 05819

001039

1039 58-7477/2116

DATE	PAY THIS AMOUNT			AMOUNT OF CHECK
	********446	DOLLARS	86 CENTS	********446.86
12JAN05				

4827

TO THE ORDER OF [redacted]

DALTON NH [redacted]

CROSSTOWN MOTORS
VOID AFTER 90 DAYS

BY [redacted]

BY _____
AUTHORIZED SIGNATURE

[redacted]

ADP ADP TO REORDER CATALOG #4601231 4601231

VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

CREDIT LIFE, CREDIT DISABILITY, GUARANTEED AUTOMOTIVE PROTECTION COVERAGE AND OTHER OPTIONAL INSURANCE/COVERAGE ARE NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE PREMIUM.

☐ **CREDIT LIFE** PREMIUM $ N/A **INSURER** N/A **INSURED(S)** N/A	☐ **MECHANICAL BREAKDOWN** **TERM** N/A **PREMIUM $** N/A **INSURER** N/A
BUYER'S SIGNATURE	BUYER'S SIGNATURE
CO-BUYER'S SIGNATURE	CO-BUYER'S SIGNATURE
☐ **CREDIT DISABILITY** PREMIUM $ N/A **INSURER** N/A **INSURED(S)** N/A	☐ **TYPE** **TERM** N/A **PREMIUM $** N/A **INSURER/PROVIDER**
BUYER'S SIGNATURE	BUYER'S SIGNATURE
CO-BUYER'S SIGNATURE	CO-BUYER'S SIGNATURE

For: SERVICE CONTRACT	1000.00
c. Paid to: *	
For:	N/A
d. Paid to: *	
For:	N/A
e. Paid to: *	
For:	N/A

f. Paid to Insurance Companies for Insurance for:*
- (i) Optional Mechanical Breakdown ..... N/A
- (ii) Optional Credit Life ..... N/A
- (iii) Optional Credit Accident & Health ..... N/A

g. Subtotal ..... $ 1000.00

5. Amount Financed ..... $ 26811.55

**Seller may be retaining a portion of these amounts.*

Primary Use of Vehicle - You agree to use the Vehicle primarily for personal, family or household purposes. However, if the following box is checked, You will use the Vehicle primarily for business or commercial purposes. ☐

CAUTION - IT IS IMPORTANT THAT YOU THOROUGHLY READ THE CONTRACT BEFORE YOU SIGN IT, INCLUDING IMPORTANT ARBITRATION DISCLOSURES AND PRIVACY POLICY ON THE BACK OF THIS CONTRACT.

Notice to the Buyer: 1. Do not sign this contract before You read it or if it contains any blank spaces. 2. You are entitled to an exact copy of the contract You sign. Keep it to protect Your legal rights. *BUYER ACKNOWLEDGES RECEIPT OF A COMPLETELY FILLED-IN COPY OF THIS CONTRACT.*

The Annual Percentage Rate may be negotiated with the Seller. The Seller may assign this contract and retain its right to receive a part of the finance charge.

S [redacted]	SIGNATURE OF CO-BUYER	SIGNATURE OF CO-BUYER

THIS CONTRACT IS ACCEPTED BY THE CREDITOR (SELLER) AND ASSIGNED TO DC SERVICES N.A. LLC **("ASSIGNEE") IN ACCORDANCE WITH THE TERMS OF THE ASSIGNMENT SET FORTH ON THE REVERSE HEREOF.**

CREDITOR (SELLER) CROSSTOWN MOTORS	BY Anne M Clark	TITLE Bus Mgr

FILING OR RECORDING

RETAIL INSTALLMENT CONTRACT
NEW HAMPSHIRE - SIMPLE INTEREST

DATE	ACCOUNT NUMBER
11/22/2004	

BUYER (AND CO-BUYER) NAME AND ADDRESS

[redacted]
DALTON NH [redacted]

[redacted]
DALTON NH [redacted]

CREDITOR (SELLER) NAME AND ADDRESS

CROSSTOWN MOTORS
PO BOX 409 650 MEADOW ST
LITTLETON NH 03561

Creditor ("us" and "we") agrees to sell, and buyer and co-buyer, if any, (collectively "Buyer", "You" and "Your") after being quoted both a cash and credit price, agrees to buy from Creditor on a credit price basis ("Total Sale Price"), subject to the terms and conditions set forth on both the front and back of this contract, the vehicle ("Vehicle") described below. You acknowledge delivery and acceptance of the Vehicle.

DESCRIPTION OF VEHICLE– ☐ NEW ☐ USED	YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER	Description of Trade-in	YEAR & MAKE	MODEL
	2005	CHRYSLER	TOWN&COUNTRY	2C4GP64L35R[redacted]		2001 CHRYSLER	T&C

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE	FINANCE CHARGE E*	Amount Financed	Total of Payments E*	Total Sale Price E*
The cost of Your credit as a yearly rate.	The dollar amount the credit will cost You.	The amount of credit provided to You or on Your behalf.	The amount You will have paid after You have made all payments as scheduled.	The total price of Your purchase on credit, including Your down payment of $ 8093.35
0.00%	$ 0.00	$ 26811.65	$ 26811.65	$ 34905.00

Payment Schedule - Your payment schedule will be:

NO. OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE: ☐ MONTHLY ☐ (BEGINNING DATE OF PAYMENT)	NO. OF PAYMENTS	AMOUNT OF EACH PAYMENT	WHEN PAYMENTS ARE DUE ☐ MONTHLY ☐ (BEGINNING DATE OF PAYMENT)
59	$ 446.86	01/07/2005	1	$ 446.91	12/07/2009

Prepayment. If You pay off early, You will not have to pay a penalty.

Late Charge. If a payment or part thereof is more than 10 days late You will be charged 5% of such unpaid amount.

Security Interest. You are giving us a security interest in the Vehicle being purchased.

Filing Fees $ N/A

Contract Provisions. See the back of this contract for any additional information about security interests, nonpayment, default, any required repayment in full before the scheduled date, and prepayment refunds and penalties.

***E means Estimate**

1. Cash Price
- a. Vehicle (including accessories, delivery, installation charges, if any) 33905.00
- b. Sales Tax ..... N/A
- c. Service Contract (optional) ... N/A
- d. Cash Price ..... $ 33905.00

2. Downpayment
- a. Downpayment ..... N/A
- b. Manufacturer's Rebate 3250.00
- c. Gross Allowance on Trade-in $ 11000.00
- d. Pay-off on Trade-in $ 6156.65
- e. Net Allowance on Trade-in 4843.35
- f. Downpayment ..... $ 8093.35

If less than $0, disclose on Line 3a and enter $0 for the Downpayment.

3. Unpaid Balance of Cash Price ..... $ 25811.65
- a. Unpaid Trade-in Lien Amount to be Financed** ... $ N/A

** Paid to:

4. Other Charges Including Amounts Paid to Others on Your Behalf*
- a. Paid to Public Officials for:
  - (i) Other Taxes ..... N/A
  - (ii) Filing Fees ..... N/A
  - (iii) License Fees ..... N/A
  - (iv) Certificate of Title Fees .. N/A
  - (v) Registration Fees ..... N/A
- b. Paid to: DCSC *

YOU ARE REQUIRED TO HAVE PHYSICAL DAMAGE INSURANCE. LIABILITY INSURANCE COVERAGE FOR BODILY

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Feb 09 12:39:53 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Douglas,

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding the concerns you stated you are having with your 2004 Grand Caravan.

I was disappointed to learn of the problems you stated you are having with your van and have documented your concerns in a corporate file. If you are currently having problems with you van, I suggest you set up an appointment for proper diagnosis and/or repair at your local DaimlerChrysler dealership. Technical assistance is available to the dealership if needed.

Lemon laws are regulated by state governments. To get information about your rights, contact your State Attorney General's Office. They will provide you with all the information that you will need.

In addition, there should be a white and blue booklet with your Owner's Manual that explains how to go through the lemon law process. If you have any further questions, give us a call at 1-800-992-1997.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13150294
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2300621C0KM&

Sincerely,

Kristen
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

We've owned this vehicle less than 3 months. We've had it at the shop 6,7 or 8 times already
Comments:

We noticed a day or two after getting our new van that the middle interior lights did not come on when the door was opened. We took it to our service

department. They ordered parts. This did not fix the problem. After four attempts the problem was finally corrected. Another night, it was rainy and foggy. I pulled out the light switch to turn on the fog lights. The switch broke off. When I opened the door, the switch fell on the ground. I had to fumbel around in the rain to find the switch to see if I could turn my lights off. I did get it adjusted where I could turn the lights off. We got this corrected. I asked about the lights on the power window and door switches. The power window switch on the driver's side has a very dim light. The rest do not have any light. We have been told they are not supposed to light. If they're not, then why are the little areas there. My 2005 Caravan has all the switches lighted. The other day we were driving and tried to let the passenger side window down. It would not work and every time you touched it the headlights and interior lights would flicker. My husband took the van one more time to the service department and got this corrected. One day I could not get the passenger sliding door to close--either manully or electronically. Finally after reaching inside and pushing in the manual button, I got the door to close. It is very disheartening to get a brand new expensive van and have all these things happen to it. I'm afraid every time I get in the vehicle that something else is going to happen. Not only that, but gas is very expensive. WE live 7 miles from our dealership--not far, but when you have to make several trips, it can get costly, not to mention our time and concern (or worry, as my husband gets tore up over everything.) We haven't filled out our survey yet. We were waiting to see what is going to happen next. The sales staff were very nice before and when we bought the vehicle, but have shown very little concern about the problems we have been having. Being in sales myself, I feel I should be concerned about my customer's needs--even after I make the sale. They have just kind of laughed at us when we brought the vehicle for repair. To us, it is not funny at all. Kentucky does have a lemon law that states if you have to take a vehicle for 4 times for the same problem, you should get a new vehicle. What are our chances of that? We are actually afraid of what might happen next. P.S. The service personnel have been very accommodating. Thank you for your attention to this request.

Sender Information:

Title: Mr.-Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Feb 07 11:36:57 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

We've owned this vehicle less than 3 months. We've had it at the shop 6,7 or 8 times already

Comments:

We noticed a day or two after getting our new van that the middle interior lights did not come on when the door was opened. We took it to our service department. They ordered parts. This did not fix the problem. After four attempts the problem was finally corrected. Another night, it was rainy and foggy. I pulled out the light switch to turn on the fog lights. The switch broke off. When I opened the door, the switch fell on the ground. I had to fumbel around in the rain to find the switch to see if I could turn my lights off. I did get it adjusted where I could turn the lights off. We got this corrected. I asked about the lights on the power window and door switches. The power window switch on the driver's side has a very dim light. The rest do not have any light. We have been told they are not supposed to light. If they're not, then why are the little areas there. My 2005 Caravan has all the switches lighted. The other day we were driving and tried to let the passenger side window down. It would not work and every time you touched it the headlights and interior lights would flicker. My husband took the van one more time to the service department and got this corrected. One day I could not get the passenger sliding door to close--either manully or electronically. Finally after reaching inside and pushing in the manual button, I got the door to close. It is very disheartening to get a brand new expensive van and have all these things happen to it. I'm afraid every time I get in the vehicle that something else is going to happen. Not only that, but gas is very expensive. WE live 7 miles from our dealership--not far, but when you have to make several trips, it can get costly, not to mention our time and concern (or worry, as my husband gets tore up over everything.) We haven't filled out our survey yet. We were waiting to see what is going to happen next. The sales staff were very nice before and when we bought the vehicle, but have shown very little concern about the problems we have been having. Being in sales myself, I feel I should be concerned about my customer's needs--even after I make the sale. They have just kind of laughed at us when we brought the vehicle for repair. To us, it is not funny at all. Kentucky does have a lemon law that states if you have to take a vehicle for 4 times for the same problem, you should get a new vehicle. What are our chances of that? We are actually afraid of what might happen next. P.S. The service personnel have been very accommodating. Thank you for your attention to this request.

Sender Information:

Title: Mr.-Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

1320830

COMMONWEALTH of VIRGINIA

J. Carlton Courter, III
Commissioner

Department of Agriculture and Consumer Services

Division of Consumer Protection
Office of Consumer Affairs

March 9, 2005

RECEIVED
MAR 14 REC'D
SPECIAL INVESTIGATIONS

Daimler Chrysler Corporation
Customer Relations
P.O. Box 21-80-04
Auburn Hill, Michigan, 48321

RE: 500756 Mr. [redacted] vs. Daimler Chrysler Corporation

To Whom It May Concern:

The attached complaint was recently received in this office and appears to involve an area of your concern. Copies of the file are enclosed for your information.

Please inquire into this matter and keep both the complainant and this office informed of your findings, and any actions taken to resolve the complaint. To assist you in responding to this inquiry we have enclosed a business reply form.

We would appreciate your response to this office within ten business days. If you have any questions or need additional information, please contact me either by mail or telephone at 804-786-6627, within Virginia (not within Richmond local calling area) 1-800-552-9963 extension 786-6627.

Sincerely,

Bill Fennell
Investigator
Office of Consumer Affairs

Enclosure

VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Consumer Complaints

BUSINESS REPLY FORM

RE: 500756 Mr. [redacted] vs. Daimler Chrysler Corporation

Complete Business Name: _____

Business address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Business owners name: _____

Name, address and telephone number of person to contact for additional information, if necessary:

_____

Please state your position, giving action taken or planned. Continue on the back if needed, with this reply include any additional documentation necessary to respond to the complaint.

Please return completed form to:

Bill Fennell
Virginia Department of Agriculture
and Consumer Services
Office of Consumer Affairs
P.O. Box 1163
Richmond, VA. 23218

Signature: _____

Title: _____

Date: _____

MAR - 7 2005

VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
OFFICE OF CONSUMER AFFAIRS
OFFICIAL CONSUMER COMPLAINT FORM

(Revised SEP 2004)

SECTION 1 - Your Information

Mr. Mrs. Ms.	Last name		Mid. Initial
Mr.	[redacted]	[redacted]	

Mailing address	Apt. or suite number
[redacted]	

City	State		Country, if not US
Bland	VA	[redacted]	

Home number, including area code	Work number, including area code	Fax number, including area code
[redacted]		( )

City or county of residence	Your e-mail address
Bland	

If necessary, should we contact you at home, work or by e-mail?	If necessary, best time to reach you between 8AM and 5PM?
Home	

SECTION 2 – Name of Company Against Which You Are Complaining

Full name of company			
Dodge, Chrysler Corporation			
Mailing address			Office or suite number
P.O. Box 21-8004			
City	State	Zip code	Country, if not US
Auburn Hill Michigan		48321-8004	
Company's Internet address (URL)			
Telephone number incl. area code	Fax number, including area code		
(800) 992-1997	( )		

SECTION 3 - Complaint Information

Type of product, item, or service involved		Date of purchase, service, contract, etc	
Manufacturer or brand		Model	
Serial number			
Did you sign a contract or a lease? Yes [ ] or No [ ]	If yes, please indicate the following:	Starting date:	Expiration date:
Total amount paid	Total amount in dispute:	How was payment made? (cash, credit card, check)	
Did you buy an extended service contract? Yes [ ] or No [ ]	If yes, name of company responsible for extended service contract or extended warranty		

SECTION 4 – Additional information for MOTOR VEHICLE complaints

Type of vehicle (automobile, boat, motorcycle, etc)	Did you buy it new or used?	For personal or commercial use?	
Automobile	New	Personal	
Manufacturer, make or brand	Model		Year
Dodge	Caravan		2005
Vehicle Identification Number (VIN)			
1D4GP24R25B[redacted]			

• For complaints involving the purchase or lease of a motor vehicle:

Did the dealer arrange the financing? Yes [✓] or No [ ]	If yes, name of bank, financial institution, or loan company
	Household Finance

• For complaints involving repairs or service to a motor vehicle:

Type of repairs or service performed: (Air conditioner, brakes, muffler, oil change, transmission, etc.)
Head Lights

Before any work was performed, did you ask for and receive a written copy of the cost estimate?	Yes [ ] or No [✓]
Did you authorize any changes to the original estimate?	Yes [ ] or No [✓] If yes, provide details on the next page
Were the completed repairs different from what you had authorized?	Yes [ ] or No [ ] If yes, provide details on the next page

For official use only. Complaint Number: _____

(Continued)

SECTION 5 - Full Description of Complaint - Use additional sheets if necessary

Head Lights go out While Driving, have been in Shop 4 time now. Cannot guarantee me They will not go out AGAIN. My wife and Kids ~~ride~~ this vehicle, They no Longer Trust it, So why should I PAY For Something That is A DEATH TRAP. They Keep it A week or Two, And Then Tell us To Try it, We Feel That it is NOT SAFE To be ON The Road. The Vehicle is At Ramey Chevrolet INC. Rt. 19 + 460 EAST RUBSON 100 Tazewell VA 24651 Telephone 276 988-6526

(Use additional sheets if necessary)

SECTION 6 - Resolution Attempts You Have Made

Have you contacted the company? Yes [✓] or No [ ]	If yes, name of person most recently contacted	Their phone number, incl. area code (800) 992-1997
Results: None		
What resolution would you consider mutually fair? PAY off Vehicle or Replace Vehicle		
List any other organizations you have contacted (i.e. Other consumer protection offices, Better Business Bureau, etc)		
Do you have an attorney in this case? Yes [ ] or No [✓]	If yes, name of your attorney	Attorney's number, incl. area code ( )
Has your complaint been heard or is it scheduled to be heard in court? Yes [ ] or No [✓] If yes, where and when?		

SECTION 7 – Disclaimers and Affidavits

- The information requested on this form and on any subsequent requests for additional information are subject to the Virginia Government Data Collection and Dissemination Practices Act, Va. Code Section 2.2-3800 et seq.
- All information provided to this Office is available for public inspection under the Virginia Freedom of Information Act, Va. Code Section 2.2-3700 et seq., except in the case of ongoing investigations. Closed complaints will be retained for three years after closure and then destroyed.
- By signing this form, you authorize the Office of Consumer Affairs and any other local, state or federal agencies to which we may refer your case, to evaluate your complaint, to contact you and to take whatever lawful actions are deemed appropriate in your case.
- By signing this form, you certify that the statements made herein or on any attached documentation are true and complete to the best of your knowledge, information and belief.

Signature: [redacted] Date: 3-3-05

Mail to Office of Consumer Affairs, 1100 Bank St., Suite 100, Richmond, VA 23219 or fax to (804) 225-2666

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES
P.O. BOX 1163
RICHMOND, VIRGINIA 23218

RICHMOND MAR - 9'05 VA PBMETER U.S.POSTAGE 0.37

Daimler Chrysler Corporation
Customer Relations
P.O. Box 21-80-04
Auburn Hill, Michigan, 48321

48321+8004 98

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat Mar 19 15:44:21 EST 2005
Subject: Reply to DaimlerChrysler (KMM2566375C0KM)
Reply Comments:

It took a month for a speaker to be ordered and received. Now one of the rear brake lights is out. This is absolutely absurd.

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Mar 10 20:46:01 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Car trouble

Comments:

I've had alot of trouble with my 2005 Dodge Grand Caravan SE Plus. I've had it in the shop now at least 3 different times already. Now I have to take it back to the shop to have a blown speaker replaced again. Last week while my wife was driving at night the headlights WENT OUT FOR 30 SECONDS! I do not know what your company is doing but I do know what you're not doing; and that's putting out a quality product. Being loyal to our selling dealership causes us a 1/2 hour drive each way and missing our van to cart around three toddlers. I hope you take this note to heart because I am seriously questioning my purchase. I was annoyed at the seat belt grease, blown speaker and inoperable power rear doorlock; but the headlights going out has done it for me. If I had it my way I'd give you back this headache I purchased from you and take back my old van I traded in. Good luck in working out the kinks, because I'm not!

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial: [redacted]
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Mar 21 10:13:51 EST 2005
Subject: Re: Reply to DaimlerChrysler (KMM2566375C0KM)
Dear Matthew:

Thank you for your reply and notification.

Again, it's obvious that your expectations have not been met. Please see your dealer for repairs.

Thank you for your time.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13278611
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2570553C0KM&

Sincerely,

La Shon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

It took a month for a speaker to be ordered and received. Now one of the rear brake lights is out. This is absolutely absurd.

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Mar 18 15:24:54 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Matthew:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Dodge Grand Caravan.

I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13278611
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2566375C0KM&

Sincerely,

La Shon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Car trouble
Comments:

I've had alot of trouble with my 2005 Dodge Grand Caravan SE Plus. I've had it in the shop now at least 3 different times already. Now I have to take it back to the shop to have a blown speaker replaced again. Last week while my wife was driving at night the headlights WENT OUT FOR 30 SECONDS! I do not know what your company is doing but I do know what you're not doing; and that's putting out a quality product. Being loyal to our selling dealership causes us a 1/2 hour drive each way and missing our van to cart around three toddlers. I hope you take this note to heart because

I am seriously questioning my purchase. I was annoyed at the seat belt grease, blown speaker and inoperable power rear doorlock; but the headlights going out has done it for me. If I had it my way I'd give you back this headache I purchased from you and take back my old van I traded in. Good luck in working out the kinks, because I'm not!
[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

13325515

Chris T
Ridgell/DCFS/debis/DCX
03/24/2005 02:27 PM

To Regina Knox/FRC/DCC/DCX@wk-America, Yolanda D Moore/FRC/DCC/DCX@wk-America
cc David S Merritt/DCFS/debis/DCX@wk-America
bcc
Subject 1011647339 Vin # 5b[redacted]

Ms.[redacted] called in regards to their 2005 Dodge Caravan.
Her complaint includes the following :

1) DVD player not working

2) Head light switch not working

3) Transmission problems

4) Sensors blown twice

Customers can be reached at [redacted]

Please keep me updated as to the status of this complaint.

Chrysler Financial

Dear valued customer,

Chrysler Financial appreciates your business and understands the importance of meeting your needs.

We are committed to providing you personal and individual attention throughout the life of your financing agreement.

Thank you for choosing Chrysler Financial.

Your Account Overview

Account Number	[redacted]
Vehicle Description	2005 DODGE CARAVAN SE
Vehicle Identification Number	1D4GP25B45B[redacted]
Statement Date	01/28/2005
Statement Number	4 of 60
Payoff Amount*	$24,509.95

**Payoff Amount as of statement date. See reverse for details.*

Make Your Payments With Ease

With Chrysler Financial

YOU CAN CHOOSE

to pay your payment via the **phone, online,** traditional **mail** or you can sign up for **AUTO-PAY®**. With AUTO-PAY® your payment is transferred from your checking account each month.

Contact us at **1-800-556-8172** or at **chryslerfinancial.com** and select the payment method that best suits your needs.

Your Account Activity

Date	Description of Activity	Amount
01/11/2005	*Payment Received - Thank You*	$485.00
02/16/2005	Current Amount Due	$479.44
02/16/2005	**Total Amount Due**	**$479.44**

Payments received after statement date are not reflected.

2 of 3

Received
MAR 30 2005
R. Knox

Dodge Caravan's Latest Benchmark

Dodge Caravan has raised the bar once again by offering even more seating and storage options. Grand Caravan SE has a standard second-row removable bench with in-floor storage bins, and a third-row stowable 60/40 split bench. Now all Grand Caravans come equipped with innovative seating and storage capabilities. Whether you're seeking folding or removable seats for stowing a little or a lot, Caravan makes it abundantly clear: it is the minivan choice.

Contact Us

Web Address	**chryslerfinancial.com**
Visit us online to review your account, make your payment or update your personal information.	
Customer Service Center	**1-800-274-0373**
Hours of Operation	Mon - Fri 7 am til 10 pm (ET) Sat 8 am til 6 pm (ET)
Payment Mailing Address	P O BOX 79409 CITY OF INDUSTRY, CA 91716-9409

Chrysler Financial is a member of the DaimlerChrysler Services Group.

Keep
Return

Chrysler Financial

Correspondence/Credit Dispute Address
PO BOX 9223, FARMINGTON HILLS, MI 48333-9223

#BWNLBBH
#1011647339I#
AT 01 187760 05239H548 B**3DGT

[redacted]
POST FALLS, ID [redacted]

Mail Payment To:

Account Number	**1011647339**
Total Amount Due By	**02/16/2005**
Total Amount Due	**$479.44**
Total Amount Paid	**$**

☐ Check box and note any address changes on back of this form

Make Check Payable To: Chrysler Financial
Mail Payment To:

CHRYSLER FINANCIAL PAYMENT CENTER
P O BOX 79409
CITY OF INDUSTRY, CA 91716-9409

01150001011647339500000000000000000000000000000479444



CHRYSLER FINANCIAL
A member of the DaimlerChrysler Services Group

- Account Home
- Update Personal Info
- Auto-Pay
- Make a Payment
  - Payment Profile
  - Payment Activity
- Online Statements

- Contact Us
- Log Out

Selling Dealers

Dave Smith Motors
Chrysler/Jeep/Dodge

- View Latest Incentives

© 2002 DaimlerChrysler
Privacy Policy

Make a Payment Summary

Thank you for making your payment online; a confirmation email is on its way allow two business days for processing and an additional day for your paymen online. To edit or delete this payment, or review past online payments, go to t Activity section of this site.

If you would like to schedule a payment on another vehicle now, select Make a

Transaction ID	[redacted]
Payment Amount	$480.00
Payment Date	03/19/2005
Account Number	1011647339
Bank Name	us bank
Bank Account Type	Checking
Bank Routing Number	xxxxx3729
Bank Account Number	xxxxxxxx9004

print

3 of 3

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Mar 22 17:01:03 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I believe I have a serious problem with my 2005 Dodge Caravan SXT. The interior doorlocks work intermittenly,as do the front headlights. I do not feel comfortable driving the van with my family. I feel I have major electrical problems.

Comments:

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Apr 04 08:46:42 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Mark ,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13329141
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2610171C0KM&

Sincerely,

Beth
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

I believe I have a serious problem with my 2005 Dodge Caravan SXT. The interior doorlocks work intermittenly,as do the front headlights. I do not feel comfortable driving the van with my family. I feel I have major electrical problems.

Comments:

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Apr 04 09:23:51 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Sharon:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you for the e-mail.

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:
---

number of times i have to take car in for warrenty repairs

Comments:
---

firs i would like to say that my dealer has doon a very good job at handleing my problems.my wife and i purchased the car april or 04.since that time the car has been in for warrenty work 6 times for 6 different reasons.1) dead battery x3,nes battery dec 04.2)noise in front end , bearing in lt front replaced.3)oct 04 short in turn signal switch, replaced.4)nov 04 head light would not go on (in the dark) switch replaced.5) air bag light stays on.6)cable to lift spar tire will not retract,too take in this thrusday to haave thes parts replaced. iam hoping these problem will soon come to an end,but i am not to optimistic.

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Apr 14 17:24:13 EDT 2005
Subject: RE: DaimlerChrysler Customer Assistance (KMM2610367V21031L0KM)
Yes you can restore our faith In Daimler Chrysler by extending our bumper to bumper warranty to five years, to cover any other PROBLEMS that arise.
Thank you Fred Walter (Sharon's husband)

-----Original Message-----
From: customerassist [mailto:customerassist@daimlerchrysler.com]
Sent: Monday, April 04, 2005 8:33 AM
To: sharon walter
Subject: Re: DaimlerChrysler Customer Assistance (KMM2610367V21031L0KM)

Dear Sharon:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your 2005 Dodge Grand Caravan.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you for the e-mail.

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:
---
number of times i have to take car in for warrenty repairs
Comments:
---
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these problem will soon come to an end,but i am not to optimistic.

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Mar 22 18:50:13 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

number of times i have to take car in for warrenty repairs

Comments:

---

firs i would like to say that my dealer has doon a very good job at handleing my problems.my wife and i purchased the car april or 04.since that time the car has been in for warrenty work 6 times for 6 different reasons.1) dead battery x3,nes battery dec 04.2)noise in front end , bearing in lt front replaced.3)oct 04 short in turn signal switch, replaced.4)nov 04 head light would not go on (in the dark) switch replaced.5) air bag light stays on.6)cable to lift spar tire will not retract,too take in this thrusday to haave thes parts replaced. iam hoping these problem will soon come to an end,but i am not to optimistic.

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

13387532

March 26, 2005

Daimler Chrysler Motors LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-8004

Dear Sir:

My name is [redacted] Yarmouth, Maine, [redacted] My daytime telephone number is [redacted] On September 2, 2004, my husband and I purchased a Town and Country van from Bodwell Motors in Brunswick, Maine. Vehicle Identification Number 1C4GP45R85B[redacted] Current mileage is 8,859 miles.

In the earlier part of this month, March, 2005, the airbag light came on and we called Bodwell Motors. They quickly and courteously set up an appointment to have that problem checked and corrected.

When my husband dropped off the van on March 16, 2005, he also gave the service department a note from me listing a couple of other concerns. Among those concerns was the fact that on at least three (3) occasions the headlights did not go on when the switch was initially turned to the on position. I had to turn them off and then back on again. The problem was checked by the technician and he "could not verify concern at this time."

That night we went to a nearby mall. When we returned to our van, my husband turned the headlight switch and nothing happened. Since the previous times I had been the driver, all of a sudden my husband had firsthand knowledge of the problem I had told him about. Ureka! It was not just an imagined problem by me! When he turned the switch to the off position and then back on, the headlights came on. However, as we were driving across the parking lot to exit the mall, the headlights went out! After a moment of panic (and expletives) my husband flicked the switch again and they came on.

On March 17, the next day, I had a message on my answering machine that the sensor for the airbag light had arrived and to call for an appointment to have it replaced. I called Bodwell's, reported the latest headlight fiasco, and made an appointment to bring the van back with reassurances from the person that I talked to that both the sensor light and the headlight problem would be attended to. (March 23, 2005).

When my husband picked up my van on March 24, 2005, he again received a customer copy of the work done on the van and the same response that he received the first time - "tried to duplicate cust concern, wiggle tested, checked for TSB'S - None apply." My husband talked to a service person and explained our concerns, especially in light of our plans to take several trips with our van in the near future. He was told that if it happened again, to bring it in and it would be replaced. Although he didn't agree with the "solution," my husband returned home to tell me the response. Poor man, he got the brunt of my frustration at having this disappearing lights problem happen and not be resolved. I guess I have to just wait and see if it happens again and when.

However, am I to worry every time that I drive my van at night that the headlights are going to simply quit? What would happen on a highway going 65 mph and the headlights went out? Is the response supposed to be "Well, we wiggled the switch and couldn't see a problem?" I certainly hope that when the headlights don't work again there is nothing negative that happens as a result.

Attached are copies of the two times that the light switch was checked. This letter is simply to vent my frustration and to state that I did not imagine that there was a problem. I love my van and have always been very happy with service at Bodwell's. When the problem happens again, I will immediately call Bodwell's and ask to have the switch replaced.

Thank you.

[redacted]

cc: Bodwell Motors, Brunswick

BODWELL CHRYSLER-DODGE, INC.
169 PLEASANT STREET, US RT. 1
P.O. BOX 610
BRUNSWICK, MAINE 04011
729-3375 PORTLAND AREA 865-4847
1-800-339-2455 Fax (207) 725-6145
E-Mail www.bodwellauto.com

8463022 194773 CHRYSLER

INVOICE

[redacted]
YARMOUTH, ME [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 248 JOSEPH HILDRETH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T
BUTANE-BLU	05	CHRYSLER TOWN & COUN	1C4GP45R85E[redacted]		8451/8451	

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02SEP04 IS					66.00	CASH	17MAR05

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS: STK:13591 DLR:57317
16MAR05	17MAR05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A LUBE,OIL&FILTER,EXCLUDING DIESEL			
261 LUBE,OIL&FILTER,EXCLUDING DIESEL			
335 C 0.50		5.00	5.00
1 W W FLUID	0.50	0.50	0.50
1 5281090 FILTER-ENGINE OIL	5.00	5.00	5.00
5 OIL ,ENGINE	2.00	2.00	10.00
**********			
B WHEELS, ROTATE			
223 WHEELS, ROTATE			
335 C 0.50		14.95	14.95
**********			
C CUST STATES THAT THE AIR BAG LIGHT IS ON			
801 ORDERED A SENSOR FOR THIS CONCERN			
312 C 0.00		0.00	0.00
**********			
D CUST STATES THAT AT TIMES THE HEADLIGHTS HAVE TO BE TURNED ON TWICE BEFORE THEY COME ON.CONCERN IS NOT ALWAYS PRESENT			
801 COULD NOT VERIFY CONCERN AT THIS TIME.			
335 C 0.00		0.00	0.00
**********			
E CUST STATES THAT THERE DOES NOT APPEAR TO BE MUCH HEAT BLOWING ON THE FEET FOR THE PASS OR DRIVER			
701 HEAT IS WORKING FINE AT THIS TIME.			
335 C 0.00		0.00	0.00
**********			
F CUST STATES THAT ON OCCASION THE CD PLAYER HAS SKIPPED----CONCERN IS NOT ALWAYS PRESENT			
801 CD PLAYER IS WORKING AS DESIGNED			
335 C 0.00		0.00	0.00
**********			
ENVIROMENTAL & SHOP SUPPLIES			1.00

PAID
CK NO. 3495
DATE 3/17/05

SERVICE AND PARTS HOURS
MONDAY THRU FRIDAY
7:30 A.M. TO 4:30 P.M.

CHRYSLER

MOPAR

DESCRIPTION	TOTALS
LABOR AMOUNT	19.95
PARTS AMOUNT	15.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	1.00
TOTAL CHARGES	36.45
LESS DISCOUNT	0.00
SALES TAX	0.83

BODWELL CHRYSLER-DODGE, INC.
169 PLEASANT STREET, US RT. 1
P.O. BOX 610
BRUNSWICK, MAINE 04011
729-3375 PORTLAND AREA 865-4847
1-800-339-2455 Fax (207) 725-6145
E-Mail www.bodwellauto.com

8463022 195024 CHRYSLER

INVOICE

[redacted]

YARMOUTH, ME [redacted]
HOME: [redacted] BUS:

SERVICE ADVISOR: 265 BUDDY WHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	T
BUTANE-BLU	05	CHRYSLER TOWN & COUN	1C4GP45R85B[redacted]		8441/8441	

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02SEP04 IS					66.00	CASH	24MAR05

R.O. OPENED	CUST. NOTIFIED DATE	OPTIONS: STK:13591 DLR:57317
23MAR05	24MAR05	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE AIR BAG LT IS ON,PARTS HERE
CAUSE: CIRCUIT OPEN
08142502 SENSOR, AIR BAG IMPACT-Replace (B)
328 W 0.60 (N/C)
1 4896023AA SENSOR-SIDE AIRBAG IMPACT (N/C)
FC: 18 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

****

B CUSTOMER STATES THAT AT TIMES THE HEADLIGHT GO OUT ,AND AT TIMES THEY DONT TURN ON
801 TRIED TO DUPLICATE CUST CONCERN.WIGGLE TESTED,CHECKED FOR TSB'S-NONE APPLY
328 I 0.50 (N/C)
****

ENVIROMENTAL & SHOP SUPPLIES (N/C)

SERVICE AND PARTS HOURS
MONDAY THRU FRIDAY
7:30 A.M. TO 4:30 P.M.

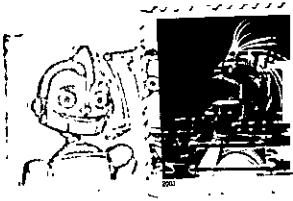
CHRYSLER

MOPAR

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	0.00
TOTAL CHARGES	0.00
LESS DISCOUNT	0.00
SALES TAX	0.00

Mary Wood
P.O. Box 463
Yarmouth, ME 04096-0463

PORTLAND ME 041
PM
26 MAR
2005



Daimler Chrysler Motors LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan
48321-8004

48321+8004

NOTIFICATION TO ZONE OFFICE

Customer Name [redacted]

Address [redacted] Caledonia, Mi [redacted]
(Street) (City) (State) (Zip)

Daytime Telephone [redacted]

RECEIVED
MAY 09 2005

VIN Number 1D46P45R65B [redacted]

Date of Purchase 7-16-04 Current Mileage 16500

Servicing Dealer Grand Venner

Number of days vehicle has been Out-of -Service 14 ±

Number of repair attempts to repair same condition 5

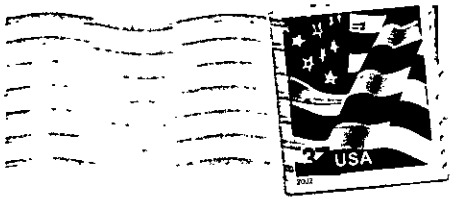
Description of Concern: electrical and/or computer problems

[redacted]

Street Address

Caledonia, Mi. [redacted]

City , State, ZIP



Customer Relations

Zone Office

P.O. Box 21-8004

Street Address

Auburn Hills, Mi. 48321-8004

City, State, ZIP

48321+8004

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed May 18 12:27:58 EDT 2005
Subject: Re: Re: DaimlerChrysler Customer Assistance (KMM2742249V689[redacted]
Dear Lisa:

Thanks for your reply.

Rental coverage is available. However, some limitations apply.

Our records indicate that you have purchased a 3/45 ALTERNATE TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order to obtain more details of your DCSC plan and rental coverage please contact the DCSC department at:

1-800-521-9922. Their hours of operation are 8:00 AM- 5:00 PM (Monday through Friday).

Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2752521C0KM&

Original Message Follows:

I would like to know why should I pay for the rental/loaner vehicle when a repair is needed? Especially since the vehicle is so new?
With my pontiac montana, I never had to pay for a loaner vehicle while repairs were being made!
Sincerely,
Lisa A. Seagroves

customerassist <customerassist@daimlerchrysler.com> wrote:
Dear [redacted]

Thank you for your recent email to DaimlerChrysler Motors regarding your rental request.

Our records indicate that you have purchased a 3/45 ALTERNATE

TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order to obtain more information on your DCSC plan please contact the DCSC department at:

1-800-521-9922.

The coverage noted is up to 5 days of rental coverage at $30 per day when eligible.

Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13547895
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2742249C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Front dash lights flicker like a christmas tree (except not colorful), do you provide vehicle while investigation or repair is being made
Comments:

I need to have my vehicle looked at, the front dash lights flicker like a
christmas tree and when the radio is on there is alot of static noted and
it is very hard to hear the music/words. This has happened twrice and I am
worried. I need to bring my vehicle in but because I do hospice home health, I can't be without my vehicle and I work M-F 8-5. Will I be provided with a loaner vehicle while my vehicle is being looked at or repaired?

Sender Information:

Title: Mrs
First Name [redacted]
Middle Ini

Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sun May 15 13:25:41 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Front dash lights flicker like a christmas tree (except not colorful), do you provide vehicle while investigation or repair is being made
Comments:

I need to have my vehicle looked at, the front dash lights flicker like a christmas tree and when the radio is on there is alot of static noted and it is very hard to hear the music/words. This has happened twrice and I am worried. I need to bring my vehicle in but because I do hospice home health, I can't be without my vehicle and I work M-F 8-5. Will I be provided with a loaner vehicle while my vehicle is being looked at or repaired?

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon May 16 14:41:58 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Lisa:

Thank you for your recent email to DaimlerChrysler Motors regarding your rental request.

Our records indicate that you have purchased a 3/45 ALTERNATE TRANSPORTATION DaimlerChrysler Service Contract (DCSC) plan. In order to obtain more information on your DCSC plan please contact the DCSC department at:

1-800-521-9922.

The coverage noted is up to 5 days of rental coverage at $30 per day when eligible.

Sincerely,

Marvin
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DaimlerChrysler Customer Assistance Center

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Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed May 18 00:14:21 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance (KMM2742249V68918L0KM)
I would like to know why should I pay for the rental/loaner vehicle when a repair is needed? Especially since the vehicle is so new?
With my pontiac montana, I never had to pay for a loaner vehicle while repairs were being made!
Sincerely,
[redacted]

customerassist <customerassist@daimlerchrysler.com> wrote:
Dear [redacted]

Thank you for your recent email to DaimlerChrysler Motors regarding your rental request.

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Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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Comments:

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health, I can't be without my vehicle and I work M-F 8-5. Will I be
provided with a loaner vehicle while my vehicle is being looked at or
repaired?

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initi[redacted]
Last Name:[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri May 27 08:35:38 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

headlight switch possible problem.

Comments:

---

i just bought 2 2005 used grand caravans from chrysler of culpeper. the headlight switch seems to have a short in it on one of the vans. i havent gotten the second one home yet do to passenger rear door doesnt close on its own. the dealer ordered something to fix that. on the first van i do have while driving the interior lights flicker off and on. i havent told the dealer yet but if you check records to see if this is a reoccuring pattern. thank you. [redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Jun 01 11:17:56 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Curtis,

Thank you for your email to DaimlerChrysler regarding your 2005 Dodge Grand Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13600282
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2795040C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:
---
headlight switch possible problem.
Comments:
---
i just bought 2 2005 used grand caravans from chrysler of culpeper. the headlight switch seems to have a short in it on one of the vans. i havent

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Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri Jun 03 16:00:20 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Headlight switch malfunctions. Can go on or off without warning.

Comments:

I reported a malfunctioning headlight switch to selling dealer Service Dept on 4/25/05. They said it was warranty and should have replacement shortly. Part No. ZL651DVAD, Order No. CV0520. Today is 6/3/05 and the dealer says they have done all they can do, but the part is not available. Order status is 'Critical'. Current due date is 6/13/05. Can it really take 6 weeks plus to get a headlight switch for a brand new vehicle? Is this how the Chrysler/Dodge Corp Warranty Program works? What is going on?? What happens if my headlights go 'off' on the highway at night and an accident results? My repeat purchase inclination is being severely tested...Please do not just check with the dealer to see what they think....I expect an immediate positive answer from responsible people to this inquiry. Thank you.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Jun 06 14:44:49 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Richard:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Grand Caravan.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue.
I have opened a file to try and expedite the part.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13628247
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2810526C0KM&

Sincerely,

Susan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Headlight switch malfunctions. Can go on or off without warning.
Comments:

I reported a malfunctioning headlight switch to selling dealer Service Dept on 4/25/05. They said it was warranty and should have replacement shortly. Part No. ZL651DVAD, Order No. CV0520. Today is 6/3/05 and the dealer says they have done all they can do, but the part is not available. Order status is 'Critical'. Current due date is 6/13/05. Can it really take 6 weeks plus to get a headlight switch for a brand new vehicle? Is this how the Chrysler/Dodge Corp Warranty Program works? What is going on?? What happens if my headlights go 'off' on the highway at night and an accident results? My repeat purchase inclination is being severely tested...Please do not

just check with the dealer to see what they think....I expect an immediate positive answer from responsible people to this inquiry. Thank you.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Jun 06 21:49:35 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dealer unable to keep vehicle repaired properly.

Comments:

Over the past 10 months, I have experienced malfunctioning power locks three times. The locks work fine, then without warning the next time you try to lock them, they will not lock. The dealer has repaired the problem twice. The most recent time was three weeks ago. I must now place the vehicle back into the shop for the third time this Thursday for the same problem. Also, during the same 10-month time period, I experienced a malfunctioning fuel pump, which prevented the vehicle from starting below 25 degrees. I had to take it to the dealer three times before this was discovered. I do not know if the problem has been fixed, since here in Tennessee it doesn't get 25 degrees that often. I won't know, I guess, until next December. And, the headlights have had a problem going off while going down the road. The dealer did fix this problem, but it is just one of our vehicles woes.
I
am requesting that someone from your company come and see what the problem is about the power locks. If these problems persist, I will have to consider trading it off for. Our Dodge Grand Caravan worked fine, and I wish this smaller version did, too. I appreciate your attention to this letter.

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Jun 08 09:15:05 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear David:

Thank you for your email message regarding your 2005 Dodge Caravan.

We are very sorry to learn of the service problem you have encountered and have opened a file to investigate this issue with your dealer. DaimlerChrysler will provide any technical assistance your dealer may need to help them in resolving this problem.

At this time, we would recommend that you stay in contact with your dealer. They are the best source for updates concerning the status of repairs to your vehicle.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13637217
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2817270C0KM&

Sincerely,

Susan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Dealer unable to keep vehicle repaired properly.
Comments:

Over the past 10 months, I have experienced malfunctioning power locks three times. The locks work fine, then without warning the next time you try to lock them, they will not lock. The dealer has repaired the problem twice. The most recent time was three weeks ago. I must now place the vehicle back into the shop for the third time this Thursday for the same problem. Also, during the same 10-month time period, I experienced a malfunctioning fuel pump, which prevented the vehicle from starting below 25 degrees. I had to take it to the dealer three times before this was discovered. I do not know if the problem has been fixed, since here in Tennessee it doesn't get 25

degrees that often. I won't know, I guess, until next December. And, the headlights have had a problem going off while going down the road. The dealer did fix this problem, but it is just one of our vehicles woes. I
am requesting that someone from your company come and see what the problem is about the power locks. If these problems persist, I will have to consider trading it off for. Our Dodge Grand Caravan worked fine, and I wish this smaller version did, too. I appreciate your attention to this letter.

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: [redacted]

Requestor PROFS ID: KRAS

CAIR Number: 13481008

Zone Number: 42

District Number: X

DDA501LE LAFAYETTE BANK & TRUST, NA 6/13/05
TELINQ DEMAND - History Inquiry 15:32:37
Account Number [redacted] Short Name [redacted]
Nbr Debits 39 Last Stmt 5/17/05 Last Stmt Balance 1,002.15
Nbr Credits 5 Nbr Enclosed 18 Current Balance 2,340.57

Eff Date	B	Batch	Trcd	Description	Check Nbr	Tran Amount	P	Current Bal
05/25/05		555	0053	ATM DEBIT		30.00		785.42
05/25/05		555	0064	POS DEBIT		24.99		760.43
05/25/05		C02	0090	CHECK	1464	194.59		565.84
05/26/05		ACH	0089	CHRYSLER FI		282.39		283.45
05/27/05		ACH	0021	GREATER LAF		1,116.45		1,399.90
05/27/05		555	0064	POS DEBIT		31.38		1,368.52
05/27/05		C01	0090	CHECK	1465	25.00		1,343.52
05/31/05		C05	0054	TELLER CHK	1473	25.00		1,318.52
05/31/05		555	0064	POS DEBIT		33.00		1,285.52
05/31/05		C01	0090	CHECK	1469	410.00		875.52
05/31/05		C06	0090	CHECK	1471	9.49		866.03
05/31/05		C03	0090	CHECK	1472	163.58		702.45
06/01/05		555	0064	POS DEBIT		96.15		606.30
06/01/05		ACH	0089	AQUA FINANC		75.00		531.30
06/01/05		ACH	0089	BK OF AMER		100.00		431.30

F2=Fold/Unfold F3=Exit F4=Field Help F7=Non-Monetary F8=Package Post
F9=Teller/Memo F10=Search/Display Opts F12=Prev F13=ACH Inq F16=Ext Desc

VIN# 2C4GP54L85R [redacted]

[redacted]

LAFAYETTE, IN [redacted]

MILES - 4,725

#B481008

282.39 x 2

= 564.78

DDA501LE LAFAYETTE BANK & TRUST, NA 6/13/05
TELINQ DEMAND - History Inquiry 15:32:37
Account Number [redacted] Short Name [redacted]
Nbr Debits 39 Last Stmt 5/17/05 Last Stmt Balance 1,002.15
Nbr Credits 5 Nbr Enclosed 18 Current Balance 2,340.57

Eff Date	B	Batch	Trcd	Description	Check Nbr	Tran Amount	P	Current Bal
04/21/05		555	0064	POS DEBIT		19.07	Y	1,360.15
04/21/05		555	0064	POS DEBIT		28.85	Y	1,331.30
04/21/05		ACH	0089	NELNET LOAN		133.93	Y	1,197.37
04/21/05		001	0090	CHECK	1395	18.00	Y	1,179.37
04/21/05		001	0090	CHECK	1398	130.00	Y	1,049.37
04/21/05		001	0090	CHECK	1405	20.00	Y	1,029.37
04/25/05		555	0053	ATM DEBIT		20.00	Y	1,009.37
04/25/05		555	0064	POS DEBIT		11.41	Y	997.96
04/25/05		555	0064	POS DEBIT		23.00	Y	974.96
04/25/05		001	0090	CHECK	1401	410.00	Y	564.96
04/26/05		ACH	0089	CHRYSLER FI		282.39	Y	282.57
04/27/05		555	0064	POS DEBIT		30.44	Y	252.13
04/27/05		001	0090	CHECK	1406	36.27	Y	215.86
04/28/05		004	0090	CHECK	1407	31.94	Y	183.92
04/29/05		ACH	0021	GREATER LAF		1,436.42	Y	1,620.34 +

F2=Fold/Unfold F3=Exit F4=Field Help F7=Non-Monetary F8=Package Post
F9=Teller/Memo F10=Search/Display Opts F12=Prev F13=ACH Inq F16=Ext Desc

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Fri Jul 01 16:01:44 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Continual problems with my 2005 T& C Touring Minivan, providing a copy of the letter I'm giving to the General Manager
Comments:

Friday, 1 July 2005
[redacted]
General Manager
Premier Chrysler
Jeep
Dear Mr. [redacted]
It's obvious that you hadn't checked service records before you sent out this HAPPY ANNIVERSARY letter with an offer of free popcorn if we come and view the "hot new models currently on display."
I purchase cars fairly frequently and have owned 2 Dodge Caravans and 2 Jeeps. The Caravans were wonderful, the first Jeep was great, but the 2nd Jeep lacked body integrity and developed an expensive mechanical problem. After a couple thousand dollars in repairs and more to come, I traded it in.
After that I owned a Subaru and then a Toyota. I still had a fondness for Chrysler products because of my experience with the Caravans so when Chrysler came out with the Stow and Go (a design I was hoping for), I jumped at it and purchased a 2005 Touring and have had nothing but problems with it. Perhaps I should not have purchased a vehicle fresh off the line, in 2004, but rather waited for later in 2005, allowing for some of the bugs to be worked out.
Not long after the purchase I went back to Premier to see if I could trade the car in for another because I had lost confidence in that vehicle, due to the repeated repairs required. I wanted to stay with that make and model as I still loved the styling, color, versatility, etc., but after discussing it with the salesman and sales manager, found it would have cost me way too much to consider a trade-in.
Now I just live with this part failing and that part failing and am now looking at Toyota Siennas and Honda Odysseys for my next van and I will be trading this van in as soon as I can afford it. I really like it but I just don't trust it. Doors not sliding (stuck, but not due to any of the things that we know will make them stick), headlights not working, window on sliding door tweaked out, tailgate not shutting (would close about 5 inches, then open back up until the 4th try, then closed), sliding doors moving like they were in thick tar. The van was in Park in each case. Today I have to make yet another repair appt. as the driver's side sliding door is now almost impossible to work by hand-getting harder and harder, plus there are loose pieces of plastic between the two middle seats and I can't figure out how to put them back.
I have contacted the organization that handles the Lemon Law in this state and registered my concerns, and being a long-time subscriber of Consumer Reports, recently completed their Automobile Survey, giving high marks to

some areas and very low marks to others.
I just had the oil changed at
Premier and found the experience less than wonderful, which is unusual. Nothing serious, just annoying. I got the car back and someone had the radio on Hip Hop or Rap or something like that. I certainly don't mind mechanics listening to my radio but it seems Customer Service would dictate returning the station to the station it was on, or at least one of the Pre-Sets. In addition, the window sticker that tells me the date and mileage for my next oil change was not there. I had asked that the plastic pieces be put back the way they should be, but that request was ignored/forgotten. Again, neither a big deal, just an indication of poor attention to detail - or lack of caring. I don't know which. Again, previous visits have been great so this WAS an isolated incident.
So
what I'm telling you is although Chrysler products have always been my favorite, in many ways, I give up. You can keep your popcorn. I'll be going elsewhere for my next van and I'm sorry. I really tried to stay with Chrysler products. I still like them best.
And by the way, my name is
Kathy, not "L" as indicated in your letter and my husband is Lee, not "L." Again, you didn't care enough to check the file to see what my husband's or my name is.

[redacted]

Bremerton, WA [redacted]

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jul 05 09:20:07 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for your recent email regarding your 2005 Town and Country and the letter you gave to the Premier Chrysler Jeep General Manager.

Thanks for bringing this matter to our attention. Information received from customers enables better evaluation of dealers' activities. Your complaint will be retained in the dealer's file.

It's always of concern to learn that a customer is dissatisfied. Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving customer satisfaction. In your case, we apparently have not met your expectations.

Our sincerest apologies for the problems you have had. I hope we will have another chance to restore your faith in us.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13742454
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2949906C0KM&

Sincerely,

Paul Oster
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

Continual problems with my 2005 T& C Touring Minivan, providing a copy of the letter I'm giving to the General Manager
Comments:

Friday, 1 July 2005
[redacted]
General Manager
Premier Chrysler

Jeep
Dear Mr. [redacted]
It's obvious that you hadn't checked service
records before you sent out this HAPPY ANNIVERSARY letter with an offer of
free popcorn if we come and view the ?hot new models currently on display.?
I purchase cars fairly frequently and have owned 2 Dodge Caravans and
2 Jeeps. The Caravans were wonderful, the first Jeep was great, but the
2nd Jeep lacked body integrity and developed an expensive mechanical
problem. After a couple thousand dollars in repairs and more to come, I
traded it in.
After that I owned a Subaru and then a Toyota. I still
had a fondness for Chrysler products because of my experience with the
Caravans so when Chrysler came out with the Stow and Go (a design I was
hoping for), I jumped at it and purchased a 2005 Touring and have had
nothing but problems with it. Perhaps I should not have purchased a
vehicle fresh off the line, in 2004, but rather waited for later in 2005,
allowing for some of the bugs to be worked out.
Not long after the
purchase I went back to Premier to see if I could trade the car in for
another because I had lost confidence in that vehicle, due to the repeated
repairs required. I wanted to stay with that make and model as I still
loved the styling, color, versatility, etc., but after discussing it with
the salesman and sales manager, found it would have cost me way too much to
consider a trade-in.
Now I just live with this part failing and that
part failing and am now looking at Toyota Siennas and Honda Odysseys for my
next van and I will be trading this van in as soon as I can afford it. I
really like it but I just don't trust it. Doors not sliding (stuck, but
not due to any of the things that we know will make them stick), headlights
not working, window on sliding door tweaked out, tailgate not shutting
(would close about 5 inches, then open back up until the 4th try, then
closed), sliding doors moving like they were in thick tar. The van was in
Park in each case. Today I have to make yet another repair appt. as the
driver's side sliding door is now almost impossible to work by hand-getting
harder and harder, plus there are loose pieces of plastic between the two
middle seats and I can't figure out how to put them back.
I have
contacted the organization that handles the Lemon Law in this state and
registered my concerns, and being a long-time subscriber of Consumer
Reports, recently completed their Automobile Survey, giving high marks to
some areas and very low marks to others.
I just had the oil changed at
Premier and found the experience less than wonderful, which is unusual.
Nothing serious, just annoying. I got the car back and someone had the
radio on Hip Hop or Rap or something like that. I certainly don't mind
mechanics listening to my radio but it seems Customer Service would dictate
returning the station to the station it was on, or at least one of the
Pre-Sets. In addition, the window sticker that tells me the date and
mileage for my next oil change was not there. I had asked that the plastic
pieces be put back the way they should be, but that request was
ignored/forgotten. Again, neither a big deal, just an indication of poor
attention to detail ? or lack of caring. I don't know which. Again,
previous visits have been great so this WAS an isolated incident.
So
what I'm telling you is although Chrysler products have always been my
favorite, in many ways, I give up. You can keep your popcorn. I'll be
going elsewhere for my next van and I'm sorry. I really tried to stay with

Chrysler products. I still like them best.
And by the way, my name is
Kathy, not ?L? as indicated in your letter and my husband is Lee, not ?L.?
Again, you didn't care enough to check the file to see what my husband's or
my name is.
[redacted]
Bremerton, WA [redacted]

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jul 21 14:38:59 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Complaints on vehicle purchases from Naylor
Comments:

I have bought 3 vehicles from Naylor Chrysler in Ann Arbor, Michigan since 1995 and I am extremely disappointed in the amount of maintenance I have had to have on my new vehicle that I purchased one year ago. I have a 2005 Chrysler Town and Country Mini Van, I have had to bring it in for service on numerous occassions for not having headlights while driving in the dark, not having dashboard lights, not knowing how much gas I have, how many miles on the vehicle. They ended up replacing a cluster. I had 25,000 miles on it and the front breakpads and rotors went bad. I have had numerous problems with the electronic doors on the sides and the rear, they had to replace something, modules maybe?? I have treated this van with utmost respect and I am angry that 4 months later, after I replaced the breakpads, they are bad again. I am insistent that their is something wrong with the van, I am not replacing breakpads every 4-5 months. I only have 29,000 miles on this vehicle and I live in the country, I don't need to break that often.

I bought a used Chrysler voyager from [redacted]
before that, the salesman,Bill Didanoto kept our $100.00 cash deposit just because he went to grade school with my husband. He joked around about how we wouldn't mind that he drank the money away at a bar! This caused a HUGE argument at my home. Bill also promised to have the rear seat delivered the next day after he promised it would be in the van the night we bought it. I called Naylor the next day and they said Bill was off that day. I made Naylor Chrysler deliver me the seat to a soccer game. Then Bill calls my cell phone and yelled at ME for embarrassing him and getting him in trouble at work. Mr. [redacted] thinks this is in the past, IT IS NOT IN THE PAST. Bill promised me that he would have a rusted dent fixed on the van before I left the lot with it the day I bought it. After much complaining, somebody put green paint over the dent, it was never fixed. I complained and complained about what I was promised and got nowhere. The manager of used cars stated "I WILL NOT BE FIXING THAT DENT" so [redacted] went back on their word. I traded that van in to Naylor to purchase my new van and had to roll money over in to the new payment, I TOOK A LOSS and was SCREWED.

Prior to that, I bought a Chrysler Concorde. I had to replace the heating and cooling twice at $400.00+ before it had 75,000 miles on it and I was ANGRY. Naylor would not do anything about it! Come to find out, $800.00 later, I believe their was a recall, I never got reimbursed. I also had a problem with the automatic seat button,it was not working at some point. I asked them to fix it, they told me it was going to be $800.00 to replace everything. I told them they were out of their minds. For $35.00, they did something to the seat to adjust it to my 5'1" heighth then told me to never move it. I had my father, who is 5'10" change the oil, I forgot to tell him not to move the seat. He moved it backward and I

got upset with myself for not telling him that he was not allowed to move the seat. As I stood their fustrated, he tried moving it back to my adjusted heighth, it worked just fine. Naylor was going to charge me $800.00 to fix it and it worked just fine for the $35.00 ordeal they did to it. I WAS appalled about that.

I am probably going to go back to
Ford's. I used to drive Fords,I have never had problems with breaks, heating and cooling, seats, doors or anything, I just couldn't afford the higher price of their vehicles in comparison to Chrysler but now I am finding that Ford is more reliable and I don't have to sit in service on a daily basis. I know every commuter driver they have at Naylor. When I asked the Service Manager, Tom to have Mr. [redacted] phone me, he said he would go get him. I said fine and if he doesn't want to talk to me, obviously he wants me to purchase a Ford. Tom came back to the phone and said that Mr. Naylor said that if I am going to buy a Ford then we don't need to talk about anything. I called back and left Mr. Naylor a message stating that he was NOT a 5 star dealership, that he sells junk and rips people off and the Ann Arbor News may just want to know about it. I also said that he was a coward for not taking my phone call. I would like to see this letter hanging on Mr. [redacted] wall along with the letters that he displays. I manage hockey, baseball, I am a member of St. Thomas Church, I workd at the University of Michigan and I will do everything and anything to steer people away from Naylor Chrysler at all cost and to buy from Ford or at least the Chelsea or Pinckney Chrysler dealership if somebody is adoment on buying a Chrysler. I am so angry, I feel that I have been ripped off for 11 years from Naylor and I still went back, well NO MORE CHRYSLER FOR ME until somebody kisses my butt for once. I am really appalled that Bill Didanoto thought it was okay to use our $100.00 cash deposit for his alcohol purposes because he knew my husband and not return that $100.00 to us and I will NEVER forget it. Bill was eventually let go but I never was compensated. Mr. [redacted] just called and he told me that I should not bring up the past, I started crying and hung up on him. What a joke, my husband owns his own business and we would never treat our customers with such disrespect after all the money we have spent
their.

I am sickened about how much business I gave him.

I expect
some kind of phone call from somebody about this issue.

My cell is
[redacted] I have caller id, voicemail and carry it with me often so I know you will be able to get a hold of me.

Sincerely,

Teresa
Vogel-Lupi
(my husband,Tony Lupi)

Sender Information:

Title: [redacted]
First Name: [redacted]
Middle Initial: D

Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Jul 22 09:15:20 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Teresa,

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13824525
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3059731C0KM&

Sincerely,

Stephanie
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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Comments:

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workd at the University of Michigan and I will do everything and anything to steer people away from [redacted] Chrysler at all cost and to buy from Ford or at least the Chelsea or Pinckney Chrysler dealership if somebody is adoment on buying a Chrysler. I am so angry, I feel that I have been ripped off for 11 years from Naylor and I still went back, well NO MORE CHRYSLER FOR ME until somebody kisses my butt for once. I am really appalled that Bill Didanoto thought it was okay to use our $100.00 cash deposit for his alcohol purposes because he knew my husband and not return that $100.00 to us and I will NEVER forget it. Bill was eventually let go but I never was compensated. Mr. [redacted] just called and he told me that I should not bring up the past, I started crying and hung up on him. What a joke, my husband owns his own business and we would never treat our customers with such disrespect after all the money we have spent their.

I am sickened about how much business I gave him.

I expect
some kind of phone call from somebody about this issue.

My cell is
[redacted]. I have caller id, voicemail and carry it with me often so I know you will be able to get a hold of me.

Sincerely,

[redacted]

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Aug 11 11:06:00 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Numerous mechanical failures in '05 Town & Country

Comments:

This vehicle started having problems at 1,200 miles. At that point the headlights would intermittently not work when they were switched on. After several calls to the dealership, visits to the shop, and finally an 18 day stay at the dealer that appears to have been fixed. When I went to pick up the van after its 18 day stay the air bag light was on and remained on..... The air bag sensor was replaced while I waited that day. The power doors have intermittent problems now... they do not open and or close, there is no rhyme or reason to when they function properly. I was told until this problem occurs while at the dealership there is nothing they can do. My point is I PAID for automatic doors and they should work ALL of the time. Next issue... the steering wheel is making a rubbing noise..... the technician can't hear it so they can't do anything. I have to get a ride back to the dealership to drive the van with a tech so I can point out the noise to him. Not only is this time consuming but inconvenient. Solution another day without my car so the can put a special lube in the steering column. Newest issue the Tire Pressue Sensor light.... I call the service department because a light that I have never seen before remains lit on my dash. Guess what... they don't know what the light is either. I manage to identify it myself in the owner's manual and tell the Service Department what it is. After having the Tire Pressure checked (at the Service Dept recommendation)and the Tires Roatated the light still remains on. I was assured that the vehicle is safe to drive as I am leaving for vacation. This van is the biggest nightmare. It has spent more time in your shop than any other vehicle I've owned (including my '97 Town & Country) I can not afford to have this vehicle in the shop more than I have it to drive. I need someone to step up to the plate, take responsibilty and get all of these "intermittent" problems resolved. I am not complaining about the dealership's service, I have issue with the fact that they are telling me that they are following Chrysler's rules and can't do anymore than they have already. If this is how your company treats it's consumers I will never purchase another Chrysler or Dodge Vehicle (I also own an '04 Dodge Truck) and I will make sure that everyone I know doesn't either! I just want my vehicle fixed so it is safe and RELIABLE for my family.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Aug 15 09:26:53 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Ronald,

Thank you for your email to DaimlerChrysler.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 13913058
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3120416C0KM&

Sincerely,

Dan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Numerous mechanical failures in '05 Town & Country
Comments:

This vehicle started having problems at 1,200 miles. At that point the headlights would intermittently not work when they were switched on. After several calls to the dealership, visits to the shop, and finally an 18 day stay at the dealer that appears to have been fixed. When I went to pick up the van after its 18 day stay the air bag light was on and remained on..... The air bag sensor was replaced while I waited that day. The power doors have intermittent problems now... they do not open and or close, there is no rhyme or reason to when they function properly. I was told until this problem occurs while at the dealership there is nothing they can do. My point is I PAID for automatic doors and they should work ALL of the time. Next issue... the steering wheel is making a rubbing noise..... the technician can't hear it so they can't do anything. I have to get a ride back to the dealership to drive the van with a tech so I can point out the noise to him. Not only is this time consuming but inconvenient. Solution another day without my car so the can put a special lube in the steering column. Newest issue the Tire Pressue Sensor light.... I call the service department because a light that I have never seen before remains lit on my dash. Guess what... they don't know what the light is either. I manage to identify it myself in the owner's manual and tell the Service Department what it is. After having the Tire Pressure checked (at the Service Dept recommendation)and the Tires Roatated the light still remains on. I was assured that the vehicle is safe to drive as I am leaving for vacation. This van is the biggest nightmare. It has spent more time in your shop than any other vehicle I've owned (including my '97 Town & Country) I can not afford to have this vehicle in the shop more than I have it to drive. I need someone to step up to the plate, take responsibilty and get all of these "intermittent" problems resolved. I am not complaining about the dealership's service, I have issue with the fact that they are telling me that they are following Chrysler's rules and can't do anymore than they have already. If this is how your company treats it's consumers I will never purchase another Chrysler or Dodge Vehicle (I also own an '04 Dodge Truck) and I will make sure that everyone I know doesn't either! I just want my vehicle fixed so it is safe and RELIABLE for my family.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

[redacted]

PLEASE LET US KNOW HOW WE'RE DOING...

DAIMLERCHRYSLER

Name & Address correction area

Mr. William F. Manning
47 Rowe St.
Bloomfield, NJ 07003-5140
(973)748-9537

Phone ( )

Date

Please be sure to darken circles completely using a blue or black ball point pen. Correct Mark: ●

Overall Satisfaction

Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product?	Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
	○	○	○	○	●

my new car is made poorly and not chryster quality!!!!

Your Overall Service Impressions

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your recent service experience at Autoland Chrysler Jeep?	●	○	○	○	○

I am making my 4th service appt. car has 2500 miles piece of junk!

About the Service Staff at: AUTOLAND CHRYSLER JEEP

	Strongly Agree				Strongly Disagree
2. I was satisfied with the treatment I received from the service staff.	○	○	○	○	●
3. The service staff listened and understood my needs.	○	○	○	○	●

The Service Work Performed

	Very Satisfied				Very Dissatisfied
4. How satisfied are you with the quality of the service work performed on your vehicle?	●	○	○	○	○
5. How satisfied are you with the service staff's ability to have your vehicle ready when promised?	●	○	○	○	○

The Dealership's Facility

	Doesn't Apply	YES	NO
6. a. Was the service write-up area neat and clean?	○	●	○
b. Was the waiting area/customer lounge neat and clean? Didn't stay	●	○	○
c. Were the restrooms neat and clean? Didn't stay	●	○	○

Approximately, how many miles are on your vehicle? 2500

Comments about your service experience: I dislike my new car not chryster quality I am used to. Want to give it back! Will not tell anyone to buy chryster again

CSI056

5234 03-12-2005 06-15-2005 32

OVER PLEASE

friends + family have purchased prior based on my recommendation

August 10, 2005

CUSTOMER RELATIONS

AUG 15 2005

RECEIVED

DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

In regards: Violation of Magnuson-Moss Warranty Act, (15 U.S.C. 2301) and Virginia Motor Vehicle Warranty Enforcement Act (Virginia Title 59.1)

My name is [redacted]nd, under the provisions and in compliance with Virginia Motor Vehicle Warranty Enforcement Act, the Magnuson-Moss Warranty Act, and the instructions provided by DaimlerChrysler (Owner's Rights Under State Lemon Laws), I am writing this letter to provide you notice of the defects in my 2005 Dodge Caravan SXT, VIN # 2D4GP44LX5R[redacted] Current mileage is 19,800 miles. I bought this vehicle new on July 26, 2004 at Lustine Dodge in Woodbridge, Virginia.

The problem(s) that I have had or currently have with my vehicle are as follows:

1. Tire warning lights stay on. I have attempted to have this condition corrected **four** times and the problem persists. **(VA § 59.1-207.13 B.1)**

2. Headlights come on intermittently. I have attempted to have this condition corrected **three** times. **(VA § 59.1-207.13 B.1)**

3. Brakes grind/Cause car to shimmy when applied. I have attempted to have this condition corrected **three** times. **(VA § 59.1-207.13 B.2)**

4. Transmission. The transmission intermittently fails to go in gear when shifted from park and now shifts erratically when decelerating. I have attempted to have this condition correct two times – soon to be **three** as soon as I can get the car back into the repair shop. **(VA § 59.1-207.13 B.2)**

5. Loss of Market Value. In frustration, I attempted to trade-in the vehicle for a Chrysler. When the dealer looked at the repair history, he lowered the trade-in value by 20%. **(VA § 59.1-207.13 and 15 U.S.C. 2301)**

6. Loss of Faith. The ongoing problems and continued lack of resolution associated with this vehicle has rendered this car unfit, unreliable and unsafe for ordinary and reasonable intended purposes. The vehicle was bought with the specific intent (communicated to the dealer with whom we've had a 7 year, 6 car

relationship) to provide transportation of my family and, in particular, my 10 year old daughter, to locations outside of the immediate area as part of her home-schooling program. My wife's fear of driving the vehicle out of the immediate area due to concerns for a breakdown or accident make the car significantly impaired under the provisions of the UCC. **(15 U.S.C. 2301)**

To date, my car has been out of service for 24 days in connection with these problems and will be out for additional days once I can schedule the car into the repair shop. I have attached a complete timeline of the repair effort and copies of my Repair Orders for these problems. Please contact me as soon as possible. I am requesting that my complaint be reviewed by the dispute program used by DaimlerChrysler Motors Company LLC and that an exchange or buy back of my vehicle be approved as provided for by law.

Sincerely,

[redacted]

Our contact information is:

[redacted]

Manassas, Virginia [redacted]

Hon [redacted]
Cell
Wo
Wo
Hon

Enclosures:

1. Timeline
2. Copies of Repair Orders

CC:
Office of Consumer Affairs
1100 Bank Street
Richmond, Virginia 23219

2005 DODGE GRAND CARAVAN SXT

REPAIR HISTORY

VIN: 2D4GP44LX5F[redacted] **IN SERVICE DATE:** July 26, 2004

	Base	Tax	Total		
Car Cost:	$33,895.00	$1,086.57	$34,981.57	**Mileage**	4,818
Service Cnct	$1,200.00		$1,200.00	**IRS Allowance** (IRC §162)	$0.375
Extended Wnty	$1,500.00		$1,500.00	**Allowance for Use**	$903.38
GAP Ins	$500.00		$500.00	*(VA 59.1-207.11)*	
Other	$339.62		$339.62	**Loss of use** ($40/day)	$960.00
Subtotal			$38,521.19		
				Requested Refund	**$38,217.82**
Trade In	$17,910.00		$0.00	**Car Cost** less allowance	$34,078.20
Rebate	$2,000.00		$2,000.00	**Service Contract** (Prorated)	$840.00
Cash	$500.00		$500.00	**Extended Warranty**	$1,500.00
Subtotal			$2,500.00	**Other**	$839.62
Total			**$36,521.19**		

DATE IN	DATE OUT	DAYS	TYPE	MILEAGE	CONCERN
7/28/2004	8/3/2004	0	Routine	10	Missing mats
9/30/2004	9/30/2004	0	Routine	3,945	3000 mile service
11/23/2004	11/23/2004	1	Non Routine Non Routine	4,818	1. Tire warning lights stay on 2. Headlights intermittent
12/9/2004	12/13/2004	5	Non Routine Non Routine Non Routine Non Routine Non Routine Routine	5,613	1. Engine warning 2. Radiator fan not working 3. Turn signal light not working 4. Tire warning light stays on (*second repair*) 5. Headlights intermittent (*second repair*) 6. 6000 mile service
1/20/2005	1/20/2005	1	Non Routine Routine	9,512	1. Tire warning light stays on (*third repair*) 2. 9000 mile service
4/5/2005	4/14/2005	10	Non Routine Non Routine Non Routine Non Routine Routine	13,000	1. Brakes grinding 2. Tire warning lights stay on (*fourth repair*) 3. Headlights intermittent (*third repair*) 4. Backup Sensor 5. 12000 mile service
5/16/2005	5/16/2005	1	Non Routine	15,467	Brakes are mushy (*second repair*)
7/18/2005*	7/20/2005	6	Non Routine Non Routine Non Routine Routine Routine	19,066	1. Brakes cause steering to jerk, grinding sound (*third repair*) 2. Transmission doesn't engage (intermittent) 3. 18000 mile service 4. Annual Safety Inspection

Days Out of Service 24

* Car brakes felt unsafe - scheduled to go in on 7/15 but dealer requested delay until 7/18 due to "transmission guy not available". Car sat in driveway until Monday

MA

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[redacted]

TAG: 0007 ADV: 510 BURKE, VA INVOICE: RSELIN INT 7 NR VIN 2D4GP44L[redacted] [redacted]
DATE: 07/30/04 TAX RULES: UNKNOWN INVOICED: 08/03/2004 13:06:11 05 DODGE GR CARAVAN EXT 4DR MINIVAN GOLD
ODOMETER IN: 10 OUT: 16 DIST: 006 STOCK#: 05T0049 INV AMT: 200
DATES PROMISE: 07/29/04 DUE: 08/03/04 DATES: INSERVICE: 07/26/04 PRODUCTION: 0703104 SOLD: 07/26/04

CONCERN 01:	CUSTOMER REQUEST INSTALL FLOOR MATS PER WE ONE.				OPERATION	TECH HOURS	AMOUNT
CORRECTION	NO CHARGE				WC	999	.0 0	.00
COMMENT	NO FLOOR MATS IN VEH/ DX DELIVERY INSTALLED FLOOR MATS						
	PART NUMBER	POS	NOTE	DESCRIPTION	QTY	SELL	
	CHC 82208570			MAT KIT FLOOR - FRON	1	36.40	36.40
	CHC 82208588			MAT KIT FLOOR - REAR	2	22.50	45.00
FACTORY	TECH: 886 - SUBLET						

Thank You!

SUBTOTAL
PARTS 81.40
TOTAL CHARGE FOR CONCERN 81.40

TYPE: I

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 126131
PARTS 81.40
TOTAL CHARGE 81.40

PAYMENT DISTRIBUTION FOR INVOICE 126131
TOTAL CHARGE 81.40
INTERNAL 81.40

PREFERRED TREATMENT
IF YOU HAVE ANY QUESTIONS - PLEASE SEE KENNETH BURKE

PAGE 1
LAST PAGE

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INVOICE TO — DRIVER/OWNER INFORMATION — INVOICE: W34307

[redacted]

FOR OFFICE USE

TAG: 2171 ADV: 610 BURKE, KF INVOICE: FINAL WAR N WC VIN 2045P4WL[redacted] LICENSE [redacted]
MFG: 05B001 TAX RULES: NYNNN INVOICED: 09/30/2004 11:06:32 05 DODGE OR CARAVAN SXT 4DR MVAN GOLD
ODOMETER IN: 3945 OUT: 3945 DIST: 103 STOCK# 00578249
DATES BEGIN: 09/30/04 DONE: 09/30/04 DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

CONCERN 01 CUSTOMER REQUEST 3000 MILE MAINTENANCE CARE SERVICE.
CAUSE FSC MAINT PLAN
CORRECTION COMPLETED 3000/3750 MILE SERVICE INTERVAL

OPERATION	TECH	HOURS	AMOUNT
2[illegible]	024	.3 S	12.19

PART NUMBER	POS	NOTE	DESCRIPTION	QTY	SELL	
DMC K17090			DODGE OIL CHANGE	1	**	**
CMC 05281090			FILTER EN	1B	4.29	4.29
CMC 00000OIL		DOD	NO MATCH	4B	1.47	8.52

PARTS: COUNT 1
FACTORY TECH: 024 - PETERS, ANTOINE
FAIL CODE : MC

SUBTOTAL

PARTS	4.29
GAS-OIL-GREASE	8.52
LAB-MECHANICAL	12.19
TOTAL CHARGE FOR CONCERN	25.00

TYPE: W LINE FLAGS: NDS

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W34307

PARTS	4.29
GAS OIL-GREASE	8.52
LAB-MECHANICAL	12.19
TOTAL CHARGE	25.00

PAYMENT DISTRIBUTION FOR INVOICE W34307

TOTAL CHARGE	25.00
FAC WARRANTY	25.00

** CUSTOMER WAITING **

PREFERRED TREATMENT
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[redacted]

[illegible] 3778 [illegible] SURGE, [illegible] INVOICE: [illegible] VIN [illegible] [redacted] LICENSE [redacted]
[illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible]
[illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible]
[illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible] [illegible]

CONCERN 01	CUSTOMER REQUEST CHECK LEFT SIDE TURN SIGNAL IS NOT WORKING PROPERLY.				OPERATION	TECH	HOURS	AMOUNT
CAUSE	BULB SHORTED				[illegible]	[illegible]	[illegible]	
CORRECTION	REPLACED T/SIGNAL BULB							
	PART NUMBER	PDN	NOTE	DESCRIPTION	QTY		SELL	
	[illegible]			BULB NONE	1			
FACTORY	TECH: [illegible] - [illegible], [illegible]							
	FAIL CODE : [illegible]							

CONCERN 02	CUSTOMER REQUEST CHECK TIRE PRESSURE WARNING LAMP IF ON.				OPERATION	TECH	HOURS	AMOUNT
CAUSE	IMPROPER PRESSURE				NC	[illegible]	[illegible]	
CORRECTION	DEFLATED AND REINFLATED TIRES TO PROPER [illegible]							
COMMENT	TIRES NEED TO HAVE 40 PSI COLD							
FACTORY	TECH: [illegible] - [illegible], [illegible]							
	FAIL CODE : [illegible]							

CONCERN 03	CUSTOMER REQUEST CHECK HEADLAMPS IF NOT ALWAYS COME ON.				OPERATION	TECH	HOURS	AMOUNT
CAUSE	OPEN CIRCUIT				[illegible]	[illegible]	[illegible]	
CORRECTION	REPLACED FRONT CONTROL MODULE							
	PART NUMBER	PDN	NOTE	DESCRIPTION	QTY		SELL	
	[illegible]			MODULE OR	1			
FACTORY	TECH: [illegible] - [illegible], [illegible]							
	FAIL CODE : [illegible]							

[illegible] DISTRIBUTION FOR INVOICE [illegible]

[illegible]
[illegible] HAVE ANY QUESTIONS - PLEASE SEE KENNETH BURKE

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[redacted]

CONCERN 01	CUSTOMER REQUEST CHECK TIRE PRESSURE WARNING LAMP IS ON.		OPERATION	TECH HOURS	AMOUNT
CAUSE	NEED MORE TIME TO DIAGNOSE		1C	009	.1
CORRECTION	NO CHARGE				
FACTORY	TECH: 009 - MECHTMAN, CURTT				
	FAIL CODE : YY				
CONCERN 02	CUSTOMER REQUEST CHECK AUTOMATIC HEADLAMPS DO NOT ALWAY COME ON.		OPERATION	TECH HOURS	AMOUNT
CAUSE	NEED MORE TIME TO DIAGNOSE		1C	009	.0
CORRECTION	NO CHARGE				
FACTORY	TECH: 009 - MECHTMAN, CURTT				
	FAIL CODE : YY				
CONCERN 03	CUSTOMER REQUEST 60000 MILE MAINTENANCE CARE SERVICE.		OPERATION	TECH HOURS	AMOUNT
CAUSE	DSC MAINT PLAN		2980203	009	.3 5
CORRECTION	COMPLETED AS REQUIRE			009	.5

PART NUMBER	PTM	NOTE	DESCRIPTION	QTY	SELL	
05 [illegible]			ENGINE OIL CHANGE	1	**	**
05 [illegible]			FILTER KIT	1
05 [illegible]		HAZ	WASTE OIL	5

FACTORY TECH: 009 - MECHTMAN, CURTT
FAIL CODE : YY

[illegible] AS OF 11/30/04 19:17

FACTORY INSTALLED PART INVOICE [illegible]

RETURNED FREIGHT
IF YOU HAVE ANY QUESTION... - PLEASE SEE ATTACHED SURVEY

PAGE 1

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[redacted]

VIN /[redacted]

JE DODGE DR CARAVAN SXT ADP MAIN DELP

STOCK# 05T6849

DATES INSERVICE: 072604 PRODUCTION: 083104 SOLD: 072604

DESCRIPTION: CUSTOMER REQUEST OIL AND FILTER CHANGE MAINTENANCE CAPS. OPERATION: TECH HOURS AMOUNT

CAUSE 40%2017+167 2656020 0A1 .3 5

CORRECTION COMPLETED OIL & FILTER CHANGE

PART NUMBER	PGM	MOTC	DESCRIPTION	QTY	SELL	
LUC KIT#2			DODGE OIL CHANGE	1	**	**
CHC 05281099			FILTER EN	1P		
CHC 68003071		0DI	PREM OIL	4@		

ADVISORY TECH: 0A1 - WRIGHT, JESSIE
FAIL CODE : NC

LINE AUTH: MM 012005 1512

PAYMENT DISTRIBUTION FOR INVOICE M59815

** CUSTOMER WAITING **

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---------- INVOICE TO ----------

[redacted]
MANASSAS VA [redacted]
WORK: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W53526

[redacted]
MANASSAS VA [redacted]
WORK: [redacted]

---------- FOR OFFICE USE ----------

TAG: 2502 ADV: 610 BURKE, KE INVOICE: PRELIM WAR W C MM
MFG: 09B001 TAX RULES: NYNNN INVOICED: 04/14/2005 17:28:28
ODOMETER IN: 10000 OUT: 13052 DIST: 1C3
DATES BEGIN: 04/05/05 DONE: 04/14/05

---------- VEHICLE INFORMATION ----------

VIN 2D4GP44LX5R[redacted]
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005T8849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 01	CUSTOMER REQUEST CHECK FOR TIRE PRESSURE WARNING IS ON.				
CAUSE	CALIBRATION	FIND	009	.0	
CORRECTION	REPLACED ALL 4 TIRE SENSORS				

PART NUMBER	PO#	NOTE	DESCRIPTION		QTY	SELL
CMC 0ZL651J8AC			SWITCH LI	-SPO	1	
CMC 05127335AD			*SENSOR TI	-SPO	4	
SPO 05127335AD			*SENSOR TI		4	
SPO 0ZL651J8AC			SWITCH LI		1	

FACTORY TECH: 009 - HOCHTMAN, CURTI
FAIL CODE : XX
LINE AUTH: MM 041405 15:21

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 02	CUSTOMER REQUEST CHECK HEADLAMPS DO NOT COME ON AT TIMES.				
CAUSE	INTERMITTEN OPERATION	FIND	009	.0	
CORRECTION	REPLACED HEADLAMP SWITCH				

PART NUMBER	PO#	NOTE	DESCRIPTION		QTY	SELL
CMC 1BG52RXFAA			*SENSOR PA	-SPO	1	
SPO 1BG52RXFAA			*SENSOR PA		1	

FACTORY TECH: 009 - HOCHTMAN, CURTI
FAIL CODE : XXX
LINE AUTH: MM 041405 15:24

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 03	CUSTOMER REQUESTS 3000/3750 MILE SERVICE INTERVAL/UP TO 6 QTS OIL $28.95	CM3750	009	.3	
CAUSE	MAINTENANCE SERVICE				
CORRECTION	COMPLETED 3000/3750 MILE SERVICE INTERVAL				
	PERFORM LUBE OIL AND FILTER CHANGE--LUBRICATE CHASSIS, STEERING LINKAGE AND SUSPENSION (AS NECESSARY)--CHECK AND SET TIRE PRESSURES--TOP OFF ALL				

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BATCH: 256
S-A-L-E-S O-R-A-F-T
74929078
000030000609

REF: 0019
CD TYPE: VISA
TR TYPE: PURCHASE
INV: 53526
DATE: APR 14, 05 18:29:36

TOTAL $214.81

ACCT: [redacted]
AP: 293685
NAME: [redacted]
EXP: 01/08

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANKS FOR USING VISA

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[redacted]

[redacted]

MANASSAS VA [redacted]
WORK: [redacted]

SE ---------- DRIVER/OWNER INFORMATION -- INVOICE: C53526

INVOICE: PRELIM CUS W C MM
INVOICED: 04/14/2005 17:27:58
DIST: 1C3
04/14/05

VIN 2D4GP44LX5[redacted] LICENSE NUMBER: VA T
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005T8849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

	OPERATION	TECH	AMOUNT
CHECK BRAKE CONDITION AND ADVISE.			
ONT BRAKE PADS AND MACHINED BOTH FRONT ROTORS	FFB	009	S 139.11
DITIONAL HARDWARE MAY BE NEEDED)			

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
CMC V1013803			SHOE KIT	1	60.84	60.84

FACTORY TECH: 009 - HOCHTMAN, CURTI

TYPE: C

SUBTOTAL

PARTS	60.84
LAB-MECHANICAL	139.11
TOTAL CHARGE FOR CONCERN	199.95

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C53526	
PARTS	60.84
SUPPLIES	11.82
LAB-MECHANICAL	139.11
SUB-TOTAL	211.77
TAX	3.04
TOTAL CHARGE	214.81

PAYMENT DISTRIBUTION FOR INVOICE C53526	
TOTAL CHARGE	214.81
CASH DUE	214.81

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE KENNETH BURKE
CONVENIENT SERVICE HOURS!!!!
MONDAY - FRIDAY 7AM-6PM AND SAT.8AM-5PM

PAY TYPE
CASH___AMEX___MC___VISA___DISCVR___CRDONE___PO#_____

PAGE 1

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INVOICE TO ----------
[redacted]
MANASSAS
WORK: [redacted] OME: [redacted]

DRIVER/OWNER INFORMATION -- INVOICE: C53526
[redacted]
MANASSAS VA [redacted]
WORK: [redacted]

FOR OFFICE USE ----------
TAG: 2259 ADV: 610 BURKE, KE INVOICE: QUOTE CUS W C MC
MFG: 09B001 TAX RULES: YYNNY INVOICED: 04/28/2005 10:13:24
ODOMETER IN: 10000 OUT: 13052 DIST: 1C3
DATES BEGIN: 04/05/05 DONE: 04/14/05

VEHICLE INFORMATION ----------
VIN 2D4GP44LX5R[redacted] LICENSE NUMBER: VA T
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005T8849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

*** QUOTE AFTER FINAL BILL ***

CONCERN 04	CUSTOMER REQUEST CHECK BRAKE CONDITION AND ADVISE.				OPERATION	TECH	AMOUNT
CORRECTION	REPLACED FRONT BRAKE PADS AND MACHINED BOTH FRONT ROTORS				FFB	009	S 139.11
COMMENT	(ADDITIONAL HARDWARE MAY BE NEEDED)						
	PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL	
	CMC V1013803			SHOE KIT	1	60.84	60.84
FACTORY	TECH: 009 - HOCHTMAN, CURTI						

SUBTOTAL ----------

PARTS	60.84
LAB-MECHANICAL	139.11
TOTAL CHARGE FOR CONCERN	199.95

TYPE: C

GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE C53526	
PARTS	60.84
SUPPLIES	11.82
LAB-MECHANICAL	139.11
SUB-TOTAL	211.77
TAX	3.04
TOTAL CHARGE	214.81

PAYMENT DISTRIBUTION FOR INVOICE C53526	
TOTAL CHARGE	214.81
CASH DUE	214.81

orgional repair

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

DATE OPENED	RO#	DATES INVOICED
04/15/05	53931	

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MONDAY - FRIDAY 7AM-6PM AND SAT.8AM-5PM

PAY TYPE
CASH___AMEX___MC___VISA___DISCVR___CRDONE___PO#_____

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---------- INVOICE TO ----------

[redacted]
MANASSAS VA [redacted]
WORK: [redacted]
EMAIL: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: W55071

[redacted]E
MANASSAS VA [redacted]
[redacted]

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TAG: 1602 ADV: 610 BURKE, KE INVOICE: PRELIM WAR C W MM
MFG: 09B001 TAX RULES: NYNNN INVOICED: 05/16/2005 16:25:24
ODOMETER IN: 15467 OUT: 15474 DIST: 1C3
DATES BEGIN: 05/16/05 DONE: 05/16/05

---------- VEHICLE INFORMATION ----------

VIN 2D4GP44LX5R[redacted] LICENSE NUMBER: VA T
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005T8849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

CONCERN 01	CUSTOMER REQUEST PERFORM 15000 MILE MAINTENANCE CARE SERVICE.					OPERATION	TECH	HOURS AMOUNT
CAUSE	SC#					2686	009	.3 S
CORRECTION	COMPLETED MAINTENANCE CARE 15K SERVICE						009	.2
	PART NUMBER		PO#	NOTE	DESCRIPTION	QTY		SELL
	CMC	04861480AA			FILTER AI	1		
	CMC	04897150AB			CLEANER B	1		
	CMC	05281090			FILTER EN	1S		
	CMC	00005W20			5W20 OIL	5S		
FACTORY	TECH: 009 - HOCHTMAN, CURTI							
	FAIL CODE : MC							

PAYMENT DISTRIBUTION FOR INVOICE W55071

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
CUS - CUSTOMERPAY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE KENNETH BURKE
CONVENIENT SERVICE HOURS!!!!
MONDAY - FRIDAY 7AM-6PM AND SAT.8AM-5PM

96434
© 1979 UCS ON LINE SERVICE INVOICING BY

DISCLAIMER OF WARRANTY

E SELLER, LUSTINE DODGE HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNEC-

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

LUSTINE DODGE

LTD, Inc.
14211 Jefferson Davis Hwy
Woodbridge, VA 22191

www. lustineonline.com

Local
(703) 494-1800
Toll-free
(888) 468-5450

THE NEW DODGE

Jeep

LIMITED WARRANTY

Lustine Dodge, Hereby limits its warranty for Dodge parts and labor 12 months or 12,000 miles, whichever occurs first. Lustine Dodge cannot guarantee used, aftermarket, customer or third-party supplied parts. Performance modifications may affect warranties.

96434

---------- INVOICE TO ----------

[redacted]
MANASSAS VA [redacted]
WORK:
EMAIL: [redacted]

---------- DRIVER/OWNER INFORMATION -- INVOICE: C55071

[redacted]
MANASSAS VA [redacted]
WORK:
EMAIL: [redacted]

---------- FOR OFFICE USE ----------

TAG: 1602 ADV: 610 BURKE, KE INVOICE: PRELIM CUS C W MM
MFG: 09B001 TAX RULES: YYNNY INVOICED: 05/16/2005 16:24:38
ODOMETER IN: 15467 OUT: 15474 DIST: 1C3
DATES BEGIN: 05/16/05 DONE: 05/16/05

---------- VEHICLE INFORMATION ----------

VIN 2D4GP44LX5R[redacted] LICENSE NUMBER: VA T
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005T8849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

		OPERATION	TECH	AMOUNT
CONCERN 02	CUSTOMER REQUEST CHECK BRAKES STILL NOT RIGHT. SQUEALING AND MUSHY.			
CORRECTION	CONDITION DESCRIBED IS OPERATIONAL CHARACTERISTIC OF THIS VEHICLE	NO	009	.00
COMMENT	NO ABNORMAL CONDITIONS FOUND			
FACTORY	TECH: 009 - HOCHTMAN, CURTI			

---------- SUBTOTAL ----------

TYPE: C
TOTAL CHARGE FOR CONCERN .00

---------- GRAND TOTALS ----------

SUMMARY OF CHARGES FOR INVOICE C55071
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C55071

CASH DUE .00
TOTAL CHARGE .00

ATTENTION: THE FOLLOWING INVOICES ALSO EXIST
WAR - WARRANTY
IF YOU HAVE ANY QUESTIONS - PLEASE SEE KENNETH BURKE
CONVENIENT SERVICE HOURS!!!!
MONDAY - FRIDAY 7AM-6PM AND SAT.8AM-5PM

PAY TYPE

CASH___AMEX___MC___VISA___DISCVR___CRDONE___PO#_____
* *
CHECK___NO_____ CASHIER _____ DATE _____ TIME___:_____

ON LINE SERVICE INVOICING BY UCS © 1979

DISCLAIMER OF WARRANTY

E SELLER, LUSTINE DODGE HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNEC-

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

LUSTINE DODGE

LTD, Inc.
14211 Jefferson Davis Hwy
Woodbridge, VA 22191

www. lustineonline.com

Local
(703) 494-1800
Toll-free
(888) 468-5450

Jeep

LUSTINE TOYOTA-DODGE
14211 JEFFERSON DAVI
WOODBRIDGE, VA 22191

BATCH: 377
S-A-L-E-S D-R-A-F-T
74929078
000030000609

REF: 0023
CD TYPE: VISA
TR TYPE: PURCHASE
INV: 57672
DATE: JUL 20, 05 19:25:24

TOTAL $27.07

ACCT: [redacted]
AP: 252
NAME: [redacted]
EXP: 01/08

CARDMEMBER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT OF THE TOTAL SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH BY THE CARDMEMBER'S AGREEMENT WITH THE ISSUER

THANKS FOR USING VISA

LIMITED WARRANTY

anty for Dodge parts and labor 12 months or 12,000 miles, whichever occurs
tee used, aftermarket, customer or third-party supplied parts. Performance
modifications may affect warranties.

JOHNSO
12910
MANASS
WORK:
EMAIL
TAG:
MFG:
ODOME
DATES
CONCI X
CORR
COMM

DRIVER/OWNER INFORMATION -- INVOICE: C57672

[redacted]
.2
319
MANASSAS VA [redacted]
WORK: [redacted]
EMAIL [redacted]

RELIM CUS W C PD
07/20/2005 13:03:11
DIST: 1C3

VEHICLE INFORMATION

VIN 2D4GP44LX5R[redacted] LICENSE NUMBER: VA T
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005T8849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

	OPERATION	TECH	AMOUNT
	RENTAL	888	.00

O#	NOTE	DESCRIPTION	QTY	SELL	
00438		ENTERPRISE	1	98.97	98.97

FACTORY TECH: 888 - SUBLET, REPAIR

SUBTOTAL
SUBLET REPAIRS 98.97
258 CHARGE TO 1011D 98.97-
TYPE: C TOTAL CHARGE FOR CONCERN .00

CONCERN 05 CUSTOMER REQUEST CHECK LEFT FRONT TIRE FOR LEAK.

	OPERATION	TECH		AMOUNT
CORRECTION INCLUDES DISMOUNT, INSPECTION, AND REPAIR (IF POSSIBLE) OF TIRE	FLAT	009	*	24.95

FACTORY TECH: 009 - HOCHTMAN, CURTI

SUBTOTAL
LAB-MECHANICAL 24.95
TYPE: C TOTAL CHARGE FOR CONCERN 24.95

CONCERN 06 VIRGINIA STATE SAFETY INSPECTION

	OPERATION	TECH		AMOUNT
CORRECTION COMPLETED SAFETY INSPECTION	VA	925	*	15.00

COMMENT COUPON
FACTORY TECH: 925 - SETUNSKY, JOHN

SUBTOTAL
LAB-MECHANICAL 15.00
258 CHARGE TO 1010C 15.00-

DISCLAIMER OF WARRANTY

HE SELLER, LUSTINE DODGE HEREBY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED ABOVE. X

CUSTOMER

98434
ON LINE SERVICE INVOICING BY UCS © 1979

Print Postage Online - Go to www.usps.com/postageonline

Recycled Paper

PLEASE PRESS FIRMLY PLEASE PRESS FIRMLY PLEASE PRESS

UNITED STATES POSTAL SERVICE 0000 48321

PHIL RESTON,VA 20190 AUG 10 '05 AMOUNT $6.15 00020025-11

PRIORITY MAIL

UNITED STATES POSTAL SERVICE®

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™

7005 1160 0001 9197 6810

2. *PAYMENT METHOD*
Affix postage or meter strip to area indicated in upper right hand corner.

3. *ATTACH LABEL (Optional)*
Remove label backing and affix in designated location.

4. *Bring your Priority Mail package to a post office, present it to your letter carrier, or call 1-800-222-1811 for pick up service. Stamped mail may be deposited in a collection box* ***ONLY*** *if it weighs less than 16 ounces.*

www.usps.com

From: [redacted]
MANASSAS, VA [redacted]

To: DAIMLERCHRYSLER
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI
48321-8004

▲ *Complete address information or place label here* ▲

The convenient Flat Rate Envelope.

One low price for fast delivery anywhere in the U.S., regardless of weight, destination or type of mailable material enclosed. Domestic use only.

We Deliver.

This packaging is the property of the U.S. Postal Service® and is provided solely for use in sending Priority Mail®.

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri Oct 21 17:16:03 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Our Van is a Lemon

Comments:

I bought a 2005 Town & Country from Jim Baier. Since July when I purchased the vehicle we have only gone 4 wks total that I have not had to have it in the shop for service repairs or Parts going bad.
Right now we have an
appointment Oct.26th for the headlight switch for the second time and the power steering pump going out.
I feel that since this is an on going
issue I should get an extended warranty since I have had so many problems with this vehicle. I spoke to the dealership and they said the best they can do is give me a discount on an extended warranty. Which I feel is not exceptable due to the continuing problems I have had. I Hope to hear from you soon!
Thank You,
[redacted]

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Oct 21 17:31:46 EDT 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Tammy:

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

· Vehicle owner name
· Vehicle owner address
· Day and evening phone numbers
· Vehicle Identification Number (VIN)
· Name of dealership where vehicle was purchased
· Date of purchase
· Dealership where service was performed
· Date of last service
· Current vehicle mileage
· An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Sincerely,

Ahmad
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14191440
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3307150C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Our Van is a Lemon
Comments:

I bought a 2005 Town & Country from Jim Baier. Since July when I purchased the vehicle we have only gone 4 wks total that I have not had to have it in the shop for service repairs or Parts going bad.

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issue I should get an extended warranty since I have had so many problems with this vehicle. I spoke to the dealership and they said the best they can do is give me a discount on an extended warranty. Which I feel is not exceptable due to the continuing problems I have had. I Hope to hear from you soon!
Thank You,
[redacted]

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: dccactest1@daimlerchrysler.com
Date: Fri Oct 28 15:46:50 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

The two dealers in my area can't figure out why my headlights and dash lights flicker. What do they need to replace? I'm no satisfied with " nothing to fix, just drive it".

Comments:

There is an electrical problem and the dealer saw it, but there is no Dodge cookbook maintenance instruction for them to follow so they gave up and said I have to live with it. Happens when I have the headlights on. It subsides them resumes randomly. Thought is was battery or alternator, but they tested good. Perhaps it's a loose connection somewhere, but the dealers can not figure it out. What can I do? Thank you very much.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: dccactest1@daimlerchrysler.com
To: [redacted]
Date: Mon Oct 31 12:51:45 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear John:

Thank you for your email to DaimlerChrysler regarding your Coyle Dodge.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Sincerely,

Jennifer
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14216412
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3326809C0KM&

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

The two dealers in my area can't figure out why my headlights and dash lights flicker. What do they need to replace? I'm no satisfied with " nothing to fix, just drive it".

Comments:

There is an electrical problem and the dealer saw it, but there is no Dodge cookbook maintenance instruction for them to follow so they gave up and said I have to live with it. Happens when I have the headlights on. It subsides them resumes randomly. Thought is was battery or alternator, but they tested good. Perhaps it's a loose connection somewhere, but the dealers can not figure it out. What can I do? Thank you very much.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

Attention Reimbursement

Dear Sirs:

I recently had a bulb burn out on my RT-front Head Light. I am aware that bulbs are not covered by the Warantee, they Informed of this before they Replaced the bulb. They also discovered that the bulb burned out because the Head light assembly seal had failed and the bulb burned out because it was started out by the water in the assembly.

I am sending you the paid bill as per instructed by "Chris" who I Talked To on the Phone, He gave me the following Information. File # 142-27366

RECEIVED
NOV 14 2005

FALVEY'S MOTORS, INC.

395 WEST THAMES STREET
NORWICH, CT 06360
(860) 889-3371

Expect the Best.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
22021	JACQUELINE PIERSON 351		10/11/05	CHCS72544

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO.
		26,316	/	16784

[redacted]
NORWICH, CT [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/VAN FWD L	04/06/04	128

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 C 4 G P 6 4 L 5 5 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		10/11/05

R [redacted]

COMMENTS

MO: 26317

JOB# 1 CHARGES

LABOR

J#				
1	51CHZ	BODY ELECTRICAL	TECH(S):298	15.80

CUST STATES REPLACE FRONT HEAD LAMP RIGHT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	0		4857990-AB	HEADLMAP 8034001	204.00	0.00
PART ON SPECIAL ORDER						
** QUANTITY 1 IS SPECIAL ORDERED **						
	1		L0000H13	HEADLAMP 8044001	14.25	14.25
				TOTAL - PARTS		14.25

JOB# 1 TOTALS

LABOR	15.80
PARTS	14.25
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	30.05

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SSS	SHOP SUPPLIES		1.50
			TOTAL - MISC	1.50

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $45.00 (+TAX)

TOTALS

TOTAL LABOR....	15.80
TOTAL PARTS....	14.25
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.89
TOTAL INVOICE $	**33.44**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] CHARGE

VEHICLE QC AND REPAIR EXPLAINED/DEMONSTRATED

CUSTOMER SIGNATURE

ORIGINAL

PAID
OCT 11 2005
BY: MCV

ORIGINAL

FALVEY'S
395 W THOMAS ST
NORWICH, CT 06360
860-889-3371

OCT 11, 2005 01:33PM

TERM : 3
MERCH: 730226374000

REF #: 002
ACT #: **********9401
CARD : MASTERCARD
INVOICE #: 72544

SALE: $ 33.44

RETR REF#: 528416255412
APPROVAL CODE: 072879

I AGREE TO PAY ABOVE
TOTAL AMOUNT ACCORDING
TO CARD ISSUER AGREEMENT

X_____
SIGNATURE

PHANEUF/VINCENT J

CUSTOMER COPY

Reynolds and Reynolds ERAINTSI14E CC6008143 O (0904)

CUSTOMER COPY

[END OF INVOICE] 12:42pm

[redacted]
Norwich, CT [redacted]

SOUTHBURY CT 064
PM
05 NOV
2005

USA

Daimler Chrysler Corp.
P.O. Box 61027
Port Huron, MI
48061-0207

48061/9995

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Dec 07 20:39:03 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Our brief ownership of our 2005 Chrysler Town & Country has become a maintenance nightmare.

Comments:

We purchased the vehicle May 24, 2005, with 18,776 miles. On 4 separate occasions we have had the vehicle back to the dealer for a variety of problems, but the most alarming problem is a continuing problem with our headlights. We can no longer drive the car at night because the lights have a tendency to go out without warning. I have been stopped by the police, my wife has been stranded, this problem has to be fixed. Naber continues to state that they find no problem. If this problem is not fixed at this juncture, obviously we can't drive the car, we will demand a replacement vehicle or refund of our purchase price. I can be reached at [redacted]
Please contact me by Thursday December 8th.
Dr. [redacted]

Sender Information:

Title: Dr
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Dec 09 11:44:25 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear William,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14355942
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3421590C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Our brief ownership of our 2005 Chrysler Town & Country has become a maintenance nightmare.
Comments:

We purchased the vehicle May 24, 2005, with 18,776 miles. On 4 separate occasions we have had the vehicle back to the dealer for a variety of problems, but the most alarming problem is a continuing problem with our headlights. We can no longer drive the car at night because the lights have a tendency to go out without warning. I have been stopped by the police, my wife has been stranded, this problem has to be fixed. Naber continues to state that they find no problem. If this problem is not fixed at this juncture, obviously we can't drive the car, we will demand a replacement

vehicle or refund of our purchase price. I can be reached at 910-253-7489.
Please contact me by Thursday December 8th.
Dr. [redacted]

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:

[redacted] [redacted] [redacted]

C

November 14. 2005

Chrysler
Customer Correspondence Center
P.O. Box 10027
Toledo, OH 43682-4121

RE: Coast Auto Center, Brookings, Oregon

On a recent trip in our new Town & Country, I was advised that my left front headlight was out. The next day we stopped at first Chrysler dealer we saw, Coast, in Brookings, Oregon. We were treated as if we were one of their most important customers, and the repair was completed, under warranty, in less than an hour, and we were on our way. This level of service is a great compliment to your company and gives us, as a new customer, a high level of confidence in our choice of manufacturer. It does bother me that this malfunction was not caught prior to delivery of the new vehicle, but Coast's response made us forgiving to those concerns.

Sincerely,

[redacted]

Copy to:
Carl Rust
Service Manager
Coast Auto Center

ROSEVILLE CHRYSLER JEEP
25800 GRATIOT
ROSEVILLE, MI 48066
(586) 859-2613 COLLISION-PARTS
(586) 859-2623 MECHANICAL-PARTS

actually a dealer
happy letter —

MOPAR®

[redacted] SANTA BARBARA, CA [redacted]

December 21, 2005

Coast Auto Center
C/O Mr. Ron Walker
530 Chetco Avenue
Brookings, OR 97415

Customer Name: [redacted]
VIN: 2C4GP44R75R[redacted]
Reference No.: 14370871

Dear Mr. Walker:

Recently, Mr. & Ms[redacted] took the time to write to DaimlerChrysler Customer Assistance Center about your dealership.

We are always happy to receive great feedback from our owners and wish to share that information with you by attaching that correspondence.

Thank you for creating great Customer Satisfaction!

Sincerely,

R. S. Abbott
Senior Staff

RSA/kat

Enclosure(s)

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri Dec 16 11:40:01 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

A friend is not happy with his service at a dealership

Comments:

This request is from a friend and co-worker who is not computer savy.

He
purchased this car from Landers who was previously owned by Dollar
rent-a-car. He is having problems with the car headlights going off for no
apparent reason at no certin time. He again told me the other night that it
happened "On the way home from church Wednesday". He has said that he has
had the car looked at at Landers but that they say "There is not a problem"
and that "They do not seem concerned". While I do find this hard to believe
I know it can happen but my guess is it is more of a breakdown in
communcation then anything. Mr [redacted] is a French Canadian who has been a
citizen of this country for many years he still has a very think accent.
Who can I refer Mr [redacted] to to get his problems fixed?

Will this
person know of this issue?

Thank you in advance for all you help with
matter

[redacted]

Cell with message [redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Dec 16 16:58:11 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Willard,

Thank you for your recent email to DaimlerChrysler Corporation.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Again, thank you for your email.

Sincerely,

Gwenicka
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14389279
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3437601C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

A friend is not happy with his service at a dealership
Comments:

This request is from a friend and co-worker who is not computer savy.

He
purchased this car from Landers who was previously owned by Dollar rent-a-car. He is having problems with the car headlights going off for no apparent reason at no certin time. He again told me the other night that it happened "On the way home from church Wednesday". He has said that he has had the car looked at at Landers but that they say "There is not a problem" and that "They do not seem concerned". While I do find this hard to believe

I know it can happen but my guess is it is more of a breakdown in communcation then anything. Mr[redacted]s a French Canadian who has been a citizen of this country for many years he still has a very think accent. Who can I refer Mr [redacted]to to get his problems fixed?

Will this
person know of this issue?

Thank you in advance for all you help with
matter

[redacted]

Cell with message [redacted]

Sender Information:

Title: Mr
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat Dec 17 21:00:46 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Problems with 2005 Caravan

Comments:

Hi,
We purchased a 2005 Caravan in June of this year. It had a little over 22000 miles on it. We have been having several problems with it. In the past few months I've had to put new brakes on it and replace the bushings. Recently the ABS light has been coming on and the airbag light has been coming on. We took it to the dealership & they said it was a safety issue and it would cost about $400 to fix the sensors. Shouldn't something like safety issues be covered under warranty? Our most recent issue is the headlights and the interior lights blinking. We have taken it to the dealership two times so far and have paid money to have it looked at to find that the problem cannot be duplicated. I really feel uncomfortable driving this vehicle now. Who knows when the lights will just go out altogether? I have two small children which is the reason I got this van in the first place. Are there any suggestions you have that may be wrong with it or are there any recalls regarding the lights? I can't afford to keep taking it to the dealership to get nothing but a bill & come home with the same problem. Please check into this for me!
Thanks!

Sender Information:

Title: Mrs
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Dec 19 13:36:57 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Pamela:

Thank you for contacting DaimlerChrysler.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

· Vehicle owner name
· Vehicle owner address
· Day and evening phone numbers
· Vehicle Identification Number (VIN)
· Name of dealership where vehicle was purchased
· Date of purchase
· Dealership where service was performed
· Date of last service
· Current vehicle mileage
· An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Sincerely,

Stephen
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14391475
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3441131C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Problems with 2005 Caravan
Comments:

Hi,
We purchased a 2005 Caravan in June of this year. It had a little over 22000 miles on it. We have been having several problems with it. In the

past few months I've had to put new brakes on it and replace the bushings. Recently the ABS light has been coming on and the airbag light has been coming on. We took it to the dealership & they said it was a safety issue and it would cost about $400 to fix the sensors. Shouldn't something like safety issues be covered under warranty? Our most recent issue is the headlights and the interior lights blinking. We have taken it to the dealership two times so far and have paid money to have it looked at to find that the problem cannot be duplicated. I really feel uncomfortable driving this vehicle now. Who knows when the lights will just go out altogether? I have two small children which is the reason I got this van in the first place. Are there any suggestions you have that may be wrong with it or are there any recalls regarding the lights? I can't afford to keep taking it to the dealership to get nothing but a bill & come home with the same problem. Please check into this for me!
Thanks!

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial: [redacted]
Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Dec 19 10:04:03 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Headlights not turning on with switch at night and then going on later by themself.

Comments:

I purchased the above 2005 Dodge Grand Caravan from Kevin M. Holmes, 7 Gregs Court, Saratoga Springs, NY 12866 on November 18, 2005. The vehicle was originally purchased at Team Goewey Dodge, Latham, NY on April 27, 2004.

On Friday night 12/16/05 at 9:00 PM, I turned on the headlights. I was in a lighted parking lot, so I was unaware as to whether my headlights were on or off. After driving a few blocks, an oncoming driver honked and yelled at me to turn my lights on! I went to turn my lights on and the switch was already in the on position. I pulled over to park and investigate the situation. I rotated the switch several times and got out of the vehicle to check the headlights. They would not go on. I did have parking lights and flashers to drive home. While driving home, the head lights came on by themselves. The headlights were OK on Saturday and Sunday 12/17 and 12/18/05. This morning, 12/19/05, I spoke with Greg, Service Manager, at Advantage Chrysler-Jeep, Hoosick Rd, Troy, NY. He advised me there was nothing he could do unless the lights were off. I am driving to Florida on Christmas Day and am extremely concerned. What can you advise me to do?

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Dec 19 18:01:26 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Janice ,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email or telephone. We recommend contacting your authorized DaimlerChrysler dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with DaimlerChrysler Motors Corporation vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Sincerely,

Gail
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14394928
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3442048C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Headlights not turning on with switch at night and then going on later by themself.

Comments:

I purchased the above 2005 Dodge Grand Caravan from Kevin M. Holmes, 7 Gregs Court, Saratoga Springs, NY 12866 on November 18, 2005. The vehicle was originally purchased at Team Goewey Dodge, Latham, NY on April 27, 2004.

On Friday night 12/16/05 at 9:00 PM, I turned on the headlights. I was in a lighted parking lot, so I was unaware as to whether my headlights were on or off. After driving a few blocks, an oncoming driver honked and yelled at me to turn my lights on! I went to turn my lights on and the switch was already in the on position. I pulled over to park and investigate the situation. I rotated the switch several times and got out of the vehicle to check the headlights. They would not go on. I did have parking lights and flashers to drive home. While driving home, the head lights came on by themselves. The headlights were OK on Saturday and Sunday 12/17 and 12/18/05. This morning, 12/19/05, I spoke with Greg, Service Manager, at Advantage Chrysler-Jeep, Hoosick Rd, Troy, NY. He advised me there was nothing he could do unless the lights were off. I am driving to Florida on Christmas Day and am extremely concerned. What can you advise me to do?

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Dec 22 08:56:41 EST 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2005 Dodge Carivan problem that is not going away

Comments:

The vehicle was purchased in 2005 (closeout sales) approx 20,000 miles at the time of purchase (used)
We have been having a problem with the lights
that at night time seem to dim and brighten back up, dim (it's noticable in the dashboard) it is not related to changing the gear or heating/air, it's just the car running or being driven that this occurs - continuously. It has been put in the shop a total of SEVEN times which is SIX times too many. An alternator was replaced which did not fix the problem and when we presented it to the man who sold us the car he advised it was not normal and would talk w/ the head of the dealership. The shop has told us several times that they could not find anything that was causing it and it wasn't out of the ordinary. The last time we put it in the shop a higher class man was down to the dealership who was supposed to look at the problem. Being that the problem occurs most noticed at night they should have kept the vehicle overnight but the reply when called was "we took it to the darkest area of the parking lot and found no problem" this was in broad daylight - what kind of sense or service is that?
We need this fixed and
are not pleased at all with the service.
You may reach Mr. [redacted] at
[redacted] or Ms. [redacted] between 6:00 a.m. and 2:30 p.m.
I would appreciate any assistance we can get before we have to seek legal assistance in the matter. We like the vehicle, just want it fixed!

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Dec 22 15:16:06 EST 2005
Subject: Re: DaimlerChrysler Customer Assistance
Dear Ronald:

Thank you for your recent email to DaimlerChrysler regarding your Dodge Grand Caravan.

According to the technical advisor that inspected your vehicle, the situation written about is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing or factory preparation. These are the only types of defects covered under the new vehicle limited warranties.

Therefore, there is nothing that can be done to "fix" the situation described.

Thank you for advising us of your concern.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14409592
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3450192C0KM&

Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

2005 Dodge Carivan problem that is not going away
Comments:

The vehicle was purchased in 2005 (closeout sales) approx 20,000 miles at the time of purchase (used)
We have been having a problem with the lights
that at night time seem to dim and brighten back up, dim (it's noticable in the dashboard) it is not related to changing the gear or heating/air, it's just the car running or being driven that this occurs - continuously. It has been put in the shop a total of SEVEN times which is SIX times too many. An alternator was replaced which did not fix the problem and when we presented it to the man who sold us the car he advised it was not normal and would talk w/ the head of the dealership. The shop has told us several times that they could not find anything that was causing it and it wasn't

out of the ordinary. The last time we put it in the shop a higher class man was down to the dealership who was supposed to look at the problem. Being that the problem occurs most noticed at night they should have kept the vehicle overnight but the reply when called was "we took it to the darkest area of the parking lot and found no problem" this was in broad daylight - what kind of sense or service is that?
We need this fixed and
are not pleased at all with the service.
You may reach Mr. [redacted] at
[redacted] or Ms. [redacted] between 6:00 a.m. and 2:30 p.m.
I would appreciate any assistance we can get before we have to seek legal assistance in the matter. We like the vehicle, just want it fixed!

Sender Information:

Title: Mr
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Fri Dec 23 08:28:30 EST 2005
Subject: Reply to DaimlerChrysler (KMM3450192C0KM)
Reply Comments:

Define normal and what problems fall under abnormal in your book, any???

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Feb 08 09:53:27 EST 2006
Subject: RE: DaimlerChrysler Customer Assistance (KMM3450192V82566L0KM)
Your reply link does not exist. How do I contact someone at your office?

-----Original Message-----
From: customerassist@daimlerchrysler.com
[mailto:customerassist@daimlerchrysler.com]
Sent: Thursday, December 22, 2005 2:28 PM
To: [redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM3450192V82566L0KM)
Dear [redacted]
Thank you for your recent email to DaimlerChrysler regarding your Dodge Grand Caravan.
According to the technical advisor that inspected your vehicle, the situation written about is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing or factory preparation. These are the only types of defects covered under the new vehicle limited warranties.
Therefore, there is nothing that can be done to "fix" the situation described.
Thank you for advising us of your concern.
NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14409592
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3450192C0KM&
Sincerely,
Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center
Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

2005 Dodge Carivan problem that is not going away
Comments:

The vehicle was purchased in 2005 (closeout sales) approx 20,000 miles at
the time of purchase (used)
We have been having a problem with the lights
that at night time seem to dim and brighten back up, dim (it's noticable in
the dashboard) it is not related to changing the gear or heating/air, it's
just the car running or being driven that this occurs - continuously.

It
has been put in the shop a total of SEVEN times which is SIX times too many. An alternator was replaced which did not fix the problem and when we
presented it to the man who sold us the car he advised it was not normal and would talk w/ the head of the dealership. The shop has told us several
times that they could not find anything that was causing it and it wasn't
out of the ordinary. The last time we put it in the shop a higher class man was down to the dealership who was supposed to look at the problem. Being that the problem occurs most noticed at night they should have kept
the vehicle overnight but the reply when called was "we took it to the darkest area of the parking lot and found no problem" this was in broad daylight - what kind of sense or service is that?
We need this fixed and
are not pleased at all with the service.
You may reach Mr. Reece at
615-585-6848 or Ms. Reece at work 615-692-6273 between 6:00 a.m. and 2:30
p.m.
I would appreciate any assistance we can get before we have to seek legal assistance in the matter. We like the vehicle, just want it fixed!

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Feb 09 10:18:10 EST 2006
Subject: Re: RE: DaimlerChrysler Customer Assistance (KMM3450192V82566L0KM)
Dear Vanessa:

Thank you for your recent reply.

If your concerns have not been addressed, or you have other concerns, please contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14409592
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3584196C0KM&

Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Your reply link does not exist. How do I contact someone at your office?

-----Original Message-----
From: customerassist@daimlerchrysler.com
[mailto:customerassist@daimlerchrysler.com]
Sent: Thursday, December 22, 2005 2:28 PM
To: [redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM3450192V82566L0KM)
Dear Ronald:
Thank you for your recent email to DaimlerChrysler regarding your Dodge Grand Caravan.
According to the technical advisor that inspected your vehicle, the situation written about is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing or factory preparation. These are the only types of defects covered under the new vehicle limited warranties.
Therefore, there is nothing that can be done to "fix" the situation described.
Thank you for advising us of your concern.
NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails

at this address.
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14409592
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3450192C0KM&
Sincerely,
Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center
Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

2005 Dodge Carivan problem that is not going away

Comments:

The vehicle was purchased in 2005 (closeout sales) approx 20,000 miles at
the time of purchase (used)
We have been having a problem with the lights
that at night time seem to dim and brighten back up, dim (it's noticable in
the dashboard) it is not related to changing the gear or heating/air, it's
just the car running or being driven that this occurs - continuously. It
has been put in the shop a total of SEVEN times which is SIX times too many. An alternator was replaced which did not fix the problem and when we
presented it to the man who sold us the car he advised it was not normal and would talk w/ the head of the dealership. The shop has told us several
times that they could not find anything that was causing it and it wasn't
out of the ordinary. The last time we put it in the shop a higher class man was down to the dealership who was supposed to look at the problem. Being that the problem occurs most noticed at night they should have kept
the vehicle overnight but the reply when called was "we took it to the darkest area of the parking lot and found no problem" this was in broad daylight - what kind of sense or service is that?
We need this fixed and
are not pleased at all with the service.
You may reach Mr. [redacted] at
[redacted] or Ms. [redacted] between 6:00 a.m. and 2:30
p.m.
I would appreciate any assistance we can get before we have to seek legal assistance in the matter. We like the vehicle, just want it fixed!

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jan 05 11:22:13 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I am very dissatisfied with the 2005 caravan I purchased brand new.

Comments:

I purchased this caravan brand new last october, in that time it has been to the dealer more than I have drove it. It has been there for the headlight switch, the passanger electric door went bad, the transmission leaked, it is there right now for the rack and pinion leaking, the oil pan is leaking. It has been aligned 3 times in this year, just to set the tow on it and the tow is still not set right. This has got to be the worse chrysler product I have purchased in the 5 that I have owned and it will most likely be the last chrysler product I will own.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Jan 05 14:22:12 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for your recent email to DaimlerChrysler Motors Corporation.

I regret your dissatisfaction in your DaimlerChrysler product, (or quality of your product,) and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you again for your email.

Sincerely,

Kara
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14455743
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3487020C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

I am very dissatisfied with the 2005 caravan I purchased brand new.
Comments:

I purchased this caravan brand new last october, in that time it has been to the dealer more than I have drove it. It has been there for the headlight switch, the passanger electric door went bad, the transmission leaked, it is there right now for the rack and pinion leaking, the oil pan is leaking. It has been aligned 3 times in this year, just to set the tow on it and the tow is still not set right. This has got to be the worse chrysler product I have purchased in the 5 that I have owned and it will most likely be the last chrysler product I will own.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jan 12 09:10:12 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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poor dealer service

Comments:

I purchased a 2005 Town and Country from Somerset Chrysler this past September. Somerset is close to our home in RI. Two days ago - the front headlights stopped working (both). I called Colonial (close to our home in Mass.) to ask about an appointment - and spoke to "Joe" in service. He was quite helpful until I informed him that we had purchased the car at another dealer. He informed me that it would take at least two weeks for him to be able to look at it - and that perhaps I should take it to the dealer I had bought it from for quicker service ! When I bought the car - one of the reasons was that I could take it to any convenient dealer for service. Two weeks to look at a problem which renders our car virtually unuseable is outrageous ! And to put the consumer in the middle of dealer's petty rivalries is not part of the deal !

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Jan 13 11:54:02 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Willam Bart,

Thank you for your email to DaimlerChrysler Motors Corporation. It is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, DaimlerChrysler Motors Corporation has made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in DaimlerChrysler.

Thank you again for your email.

Sincerely,

Justin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14483266
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3510051C0KM&
Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:
---
poor dealer service
Comments:

I purchased a 2005 Town and Country from Somerset Chrysler this past September. Somerset is close to our home in RI. Two days ago - the front headlights stopped working (both). I called Colonial (close to our home in Mass.) to ask about an appointment - and spoke to "Joe" in service. He was quite helpful until I informed him that we had purchased the car at another dealer. He informed me that it would take at least two weeks for him to be able to look at it - and that perhaps I should take it to the dealer I had bought it from for quicker service ! When I bought the car - one of the reasons was that I could take it to any convenient dealer for service. Two weeks to look at a problem which renders our car virtually unuseable is outrageous ! And to put the consumer in the middle of dealer's petty rivalries is not part of the deal !

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jan 26 10:07:19 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

no loaner cars???

Comments:

To whom it may concren,
Hi my name is [redacted] and I am a little upset
with your service program. I don't understand why you don't give out loaner cars. I am a father with 5 children that my wife and I have to stay home at when it gets dark because sometimes the headlights don't work and we are not going to worry about gettimg stuck somewhere with the kids and them don't come back on, because it is a hit or miss if they work or not. sometimes they will go a week and work and then sometimes we can't get them to come on no matter what we try. so we can't take that chance and we can't leave our van without transportation because we can't us and 5 kids in our 2005 neon sxt which does offer a loaner car. go figure. Please explain this because I thought I was buying a brand I could rely on, but now I am wondering if this will be my last chrysler product.
Thank You,
[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Jan 27 14:30:13 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Joseph,

Dealerships are independent business enterprises.

An individual or a corporation purchases a dealership franchise agreement from DaimlerChrysler allowing the dealership to purchase vehicles and parts wholesale from DaimlerChrysler. The dealership then sells them retail in the market where it is licensed by the local government. It must conduct business in accordance with that area's laws.

The dealer must also abide by the terms of the franchise agreement. DaimlerChrysler can intercede with a dealer on behalf of a customer, but has no authority to resolve disputes involving retail transactions between an independent dealer and their retail customer.

DailerChrysler warranty does not provide for alternative transportation while a vehicle is in for sevicing. DaimlerChrysler Service Contracts provide for a rental vehicle use whenever a covered component fails. Some dealers out of simple goodwill, will occasionally provide a loaner vehicle in certain instances, but continued use of a vehicle as a loaner diminishes it's retail value. They simply cannot keep enough loaner vehicles to meet every servicing need.

I hope you can understand both ours, and the dealers position.

Thank you again for your email.

Sincerely,

William
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14535890
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3551597C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:
---
no loaner cars???

Comments:

To whom it may concren,
Hi my name is [redacted] and I am a little upset
with your service program. I don't understand why you don't give out loaner cars. I am a father with 5 children that my wife and I have to stay home at when it gets dark because sometimes the headlights don't work and we are not going to worry about gettimg stuck somewhere with the kids and them don't come back on, because it is a hit or miss if they work or not. sometimes they will go a week and work and then sometimes we can't get them to come on no matter what we try. so we can't take that chance and we can't leave our van without transportation because we can't us and 5 kids in our 2005 neon sxt which does offer a loaner car. go figure. Please explain this because I thought I was buying a brand I could rely on, but now I am wondering if this will be my last chrysler product.
Thank You,
[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Feb 01 13:10:51 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Failure of Headlights due to faulty switches.

Comments:

My wife experienced a headlight failure while driving the subject vehicle and had to stop abruptly. She continued driving after manipulating the switch to get the headlights to work. The Vehicle was taken to the Northwest Hills Dealership on 1/25/06 and the faulty switch was replaced. Later I was driving the vehicle with my wife and four children aboard and experienced the same headlight failure again involving an abrupt stop. The Vehicle was again taken to the Northwest Hills Dealership on 1/31/06 and the faulty switch was replaced. I now have 0% confidence in the reliability of the headlight switch in the vehicle. God forbid the next time the headlights fail, due to the switch, that I or my family are seriously injured or worse. I previously contacted the Customer Assistance Center by phone on 2/1/06 and after explaining my problem suggested that a Chrysler automatic headlight package be installed in the vehicle, free of charge at the dealership, which bypasses the manual switch. I currently have this package in another vehicle I own (GM Product) and have'nt experienced any headlight technical anomalies to date. My recommendation was subsequently brushed off by the Customer Assistance Senior Representative with an explanation that adding this package would affect other vehicle components and invalidate the vehicle warranty and be at my own financial discretion. I find this to be a callous response to a very serious technical issue and would like a serious response on this issue from an accountable Customer Assistance Senior Executive.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Feb 03 14:21:38 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Vincent,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

As of right now Chrysler does not have this accessory for your van, but this does not mean it cannot be installed. The dealership has access to SmartBeam technology which is available on most of our Jeep products.

My advise to about this issue would be to consult with your local Chrysler dealership to see if it is possible to replace your headlights with SmartBeam technology.

As far as warranty issues are concerned. If the added product causes failure to a normally covered component on a vehicle and failure is determined to be the cause of the new feature, the warranty will be voided on the normally covered component.

Thank you again for your email.

Sincerely,

Justin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14557892
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3570741C0KM&
Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

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Comments:

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Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: DCFSasist@daimlerchrysler.com
Date: Wed Feb 01 10:04:32 EST 2006
Subject: Contact Us@ChryslerFinancial
Email Request:

Brief Description: Contact Us: Current Chrysler Financial Customer: General: Comments

Comments: my husband and i bought a dodge caravan and i have never been so upset with a purchase.We have had it in the shop 4 times from doors not working tom the radio system blowing up and this is a new van.we went to florida on vacation and lost the headlights in the middle of the night and we could of gotten killed.we wasted over a 1000.00 on our trip and had to come home and drive straight thru in the day so we could see.I HAVE NEVER BEEN SO UN HAPPY WITH A DEALERSHIP. i ALSO PUT DOWN 4000.00 CASH ON THIS VAN AND THEY SCREWED UP ALL OUR PAPER WORK.the paper work says we have a payment a month before we should have and i get 20 calls a month and i explain to them and they say well take care of it and the next month a nother 20 calls.my husband and i will never suggest a dodge to any one and thatnks for the piece of junk that still has problems. susan kistler

Relationship: Current Chrysler Financial Customer
Category: General
Sub Category: Comments

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: replyform_dcs@daimlerchrysler.com
To: [redacted]
Date: Fri Feb 03 09:14:28 EST 2006
Subject: Re: Contact Us@ChryslerFinancial
Dear Susan:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Dodge Grand Caravan.

We regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept our apology for the problems you have experienced.

Any matters regarding Chrysler Financial should be directed to:

Chrysler Financial
PO Box 2993
Farmington Hills, MI 48334

Main Office: 800-556-8172

Their office hours are from 9:00 a.m. to 5:00 p.m. (Eastern Time), Monday through Friday.

Their web site address is: www.chryslerfinancial.com

Thank you for sharing your concerns.

NOTE: Please do not use the 'Reply' function of your email. If you have a need to respond to this, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
TRACKING NUMBER: KMM3569560C0KM
REPLY LINK:
http://www.chryslerfinancial.com/email_reply.jsp?Tracking_ID=KMM3569560C0KM&WebFormName=contactUs
Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Email Request:

Brief Description: Contact Us: Current Chrysler Financial Customer: General: Comments

Comments: my husband and i bought a dodge caravan and i have never been so
upset with a purchase.We have had it in the shop 4 times from doors not working tom the radio system blowing up and this is a new van.we went to florida on vacation and lost the headlights in the middle of the night and we could of gotten killed.we wasted over a 1000.00 on our trip and had to come home and drive straight thru in the day so we could see.I HAVE NEVER BEEN SO UN HAPPY WITH A DEALERSHIP. i ALSO PUT DOWN 4000.00 CASH ON THIS VAN AND THEY SCREWED UP ALL OUR PAPER WORK.the paper work says we have a payment a month before we should have and i get 20 calls a month and i explain to them and they say well take care of it and the next month a nother 20 calls.my husband and i will never suggest a dodge to any one and thatnks for the piece of junk that still has problems. [redacted]

Relationship: Current Chrysler Financial Customer
Category: General
Sub Category: Comments

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Feb 13 16:36:42 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I am contacting you because I just wanted to let Chrysler/Dodge know how disappointed I am in the Caravan that I just purchased a year and a half ago. I thought I was buying a quality van and ended up buying a piece of crap...

Comments:

---

6 months after buying the van, my door locks malfunctioned..Had to have a new computer/control box put in.
16 months later my rear drivers side tire freezes up after driving in rain/snow and parked over night in freezing weather. I took it to the service department where they said it was an issue w/the Hub compartment in my tire. So that cost me money out of my pocket,,,cause wouldn't you know it I was over 400 miles over warranty..
17 months-unknown rattling under the front end of my car..also 3 times I've went to turn headlights on and they didn't work. Driver's seat beat buckle sticks when releasing seat belt. I am taking my van in tomorrow 2/14/2006 in hopes that the freezing tire, headlights, mysterious rattling noise and seat belt can be fixed. Should all of this go wrong on a brand new vehicle????? I would like an answer as to why all of this stuff is happening on a brand new vehicles that I bought/am still paying for. I would really just like my money back?? I can't even begin to explain how disaapointing it is to buy what I think is a good car and for all this to happen. It's very frustrating.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14622937

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

March 10, 2006

Refer to AG No.: 200603410
Web No.: cp96en1440n

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 21-8004
3851 HAMLIN RD
AUBURN HILLS MI 48321

RECEIVED
MAR 1 7 REC'D
SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re: [redacted]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be recontacting you regarding this matter.

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

Enc.
909

CP INTERNET WEB COMPLAINT

Date Received: 03/06/2006

CP No. 200603410

Internet ID No. cp96en1440n

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip MUSKEGON MI [redacted]

County MUSKEGON

Home Phone No. [redacted]

Work Phone No. [redacted]

Primary Company Complained Against

Name DIAMLER CHRYSLER MOTORS COMPANY

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. 800-992-1997

Company Fax No.

Company Email www.chrysler.com

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

Did you sign a contract? n Y = Yes N = No

Where did you sign this contract?

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: CHRYSLER TOWN AND COUNTRY 2005

VIN No.: 2C8GP54L75R[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

I have had problems with the lights on this vehicle since 3 months after I purchased it (purchased on November 20, 2004.) Below is the detail:

February 14, 2005, mileage 4236. Parking lights and dash lights were flickering on by themselves. Dealer states they couldn' "duplicate the complaint."

June 2, 2005, mileage 9497. Head lights were coming on by themselves. Dealer states "found the headlight switch to be faul and replaced it.

November 3, 2005, mileage 17,111. Head lights would not turn on. Dealer states "body control module faulty" and replaced it

November 23, 2005, mileage 17717. Head lights would not turn on. Dealer states "found front control module faulty" and replaced it.

February 20, 2006, mileage 20751. Head lights would not turn on. Dealer states "found headlamp switch faulty" and replaced

I spoke with with Family Auto, Muskegon, MI, where I purchased the vehicle, and they encouraged me to contact Chrysler.

I called Chrysler on February 20, 2006, and was transferred from Customer Service to "Tier 3" to file my complaint. At Tier 3 I spoke with a man named Jonathon (phone 248-944-7141) who told me he would forward this issue to the District Representat in my area for followup. I asked how soon this would be because I was leaving on a trip on March 9 and wanted to have this totally resolved before then. Jonathon said he didn't know how soon I would be contacted and offered to pay $200-$300 hund dollars toward a rental vehicle for my trip.

(Not that it adds anything to this complaint, however, my first contact with Chrysler wasn't as easy as the above paragraph lets on. I was on the phone for a little over two hours and was hung up on once and at one stop in my transfers, was spoken to in very rude manner.)

I called Jonathon back today, March 6, 2006, to see why I hadn't been contacted by the District Representative. Jonathon informed me that Chrysler now considers the case closed because the lights are currently working. He again offered to pay $200-$300 for a rental vehicle for my trip.

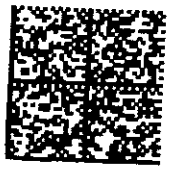
I'm not sure how this issue got closed without anyone speaking to me.

As for resolving the problem, minimum I would like a full, bumper-to-bumper warrenty on this vehicle until my loan is paid (10/20/2010).

Thank you for any assistance you can offer.

[redacted]
Lansing, Michigan

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1A
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$ 00.29³
MAR 14 2006
MAILED FROM ZIPCODE 48912

A-LHSMS 48326

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14622937

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 4, 2006

Refer to AG No.: 200603410
Web No.: cp96en1440n

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 21-8004
3851 HAMLIN RD
AUBURN HILLS MI 48321

RECEIVED
APR 11 REC'D
SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re: [redacted]

This office recently wrote to you regarding the complaint of the above. To date we have received no written response from you.

At that time you were informed that we would make no judgment regarding the validity of the complaint until we received your response. In addition, you were informed that your answer was important in our determination whether further action was warranted.

This office enforces the Consumer Protection Act and other consumer laws under the jurisdiction of the Attorney General and is charged with investigating all potentially unfair and deceptive trade practices. Failure to respond may necessitate our requesting a court order to require you and/or your business to appear in this office for questioning or for a review of your records. Failure to comply and continued violation of a prohibited practice may result in the court fining your business up to $25,000, and any person who avoids or ignores a subpoena may be fined up to $5,000 by the court. In addition, the Court may award costs and attorney fees.

To avoid expensive and time consuming legal action, we trust you will contact our office within ten days, in writing.

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

909

CP INTERNET WEB COMPLAINT

Date Received: 03/06/2006

CP No. 200603410

Internet ID No. cp96en1440n

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip MUSKEGON MI [redacted]

County MUSKEGON

Home Phone No. [redacted]

Work Phone No. [redacted]

Primary Company Complained Against

Name DIAMLER CHRYSLER MOTORS COMPANY

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. 800-992-1997

Company Fax No.

Company Email www.chrysler.com

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

Did you sign a contract? n Y = Yes N = No

Where did you sign this contract?

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: CHRYSLER TOWN AND COUNTRY 2005

VIN No.: 2C8GP54L75R[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

I have had problems with the lights on this vehicle since 3 months after I purchased it (purchased on November 20, 2004.) Below is the detail:

February 14, 2005, mileage 4236. Parking lights and dash lights were flickering on by themselves. Dealer states they couldn' "duplicate the complaint."

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February 20, 2006, mileage 20751. Head lights would not turn on. Dealer states "found headlamp switch faulty" and replaced

I spoke with with Family Auto, Muskegon, MI, where I purchased the vehicle, and they encouraged me to contact Chrysler.

I called Chrysler on February 20, 2006, and was transferred from Customer Service to "Tier 3" to file my complaint. At Tier 3 I spoke with a man named Jonathon (phone 248-944-7141) who told me he would forward this issue to the District Representat in my area for followup. I asked how soon this would be because I was leaving on a trip on March 9 and wanted to have this totally resolved before then. Jonathon said he didn't know how soon I would be contacted and offered to pay $200-$300 hund dollars toward a rental vehicle for my trip.

(Not that it adds anything to this complaint, however, my first contact with Chrysler wasn't as easy as the above paragraph lets on. I was on the phone for a little over two hours and was hung up on once and at one stop in my transfers, was spoken to in very rude manner.)

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As for resolving the problem, minimum I would like a full, bumper-to-bumper warrenty on this vehicle until my loan is paid (10/20/2010).

Thank you for any assistance you can offer.

MIKE COX
ATTORNEY GENERAL
Lansing, Michigan 48913

PRESORTED
FIRST CLASS



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STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14622937

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 4, 2006

Refer to AG No.: 200603410
Web No.: cp96en1440n

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 21-8004
3851 HAMLIN RD
AUBURN HILLS MI 48321

RECEIVED
APR 11 REC'D
SPECIAL INVESTIGATIONS

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MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

909

CP INTERNET WEB COMPLAINT

Date Received: 03/06/2006

CP No. 200603410

Internet ID No. cp96en1440n

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip MUSKEGON MI [redacted]

County MUSKEGON

Home Phone No. [redacted]

Work Phone No. [redacted]

Primary Company Complained Against

Name DIAMLER CHRYSLER MOTORS COMPANY

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. 800-992-1997

Company Fax No.

Company Email www.chrysler.com

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

Did you sign a contract? n Y = Yes N = No

Where did you sign this contract?

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: CHRYSLER TOWN AND COUNTRY 2005

VIN No.: 2C8GP54L75R[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

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As for resolving the problem, minimum I would like a full, bumper-to-bumper warrenty on this vehicle until my loan is paid (10/20/2010).

Thank you for any assistance you can offer.

MC

DAIMLERCHRYSLER

[redacted]
Hermiston, OR [redacted]

Dear Mr. and Mrs. [redacted]

We hope your 2005 Chrysler Town & Country is performing to your expectations. see attached

If you have been back to Mid Valley Chrysler Dodge Jeep Inc for maintenance or service work, we would like to know how happy you were with that experience.

Please take a few minutes to complete and return this postage-free questionnaire. *Do not return this survey to your dealer.* If you prefer, you can complete this survey on the Internet at **https://www.dcxcustomersat.com** where you will be prompted to enter the following password: DE9E5A94

Sincerely,

James J. Belleau
Director, National Customer Relations

Mid Valley Chrysler Dodge Jeep Inc
(509) 882-5005

Please use a dark pen *(preferably black)* to indicate your responses as follows: ☒

Overall Satisfaction . . .

	Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product?	☐	☐	☐	☒	☐

	Yes	No
During the past six months, have you returned to Mid Valley Chrysler Dodge Jeep Inc for any type of service work performed on your 2005 Chrysler Town & Country?	☐ *(Please indicate below.)*	☒ *(Please stop and return in envelope.)*

☐ Routine Maintenance ☐ Repair ☐ Accessory Installation
☐ Other *(Please specify.)* _____

Approximately how many miles are on your vehicle? _____ Miles

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your recent service experience at Mid Valley Chrysler Dodge Jeep Inc?	☐	☐	☐	☐	☐

About the Service Staff At . . .

Mid Valley Chrysler Dodge Jeep Inc

	Strongly Agree				Strongly Disagree
2. I was satisfied with the treatment I received from the service staff	☐	☐	☐	☐	☐
3. The service staff listened and understood my needs	☐	☐	☐	☐	☐

	Very Satisfied				Very Dissatisfied
4. How satisfied are you with the quality of the service work performed on your vehicle?	☐	☐	☐	☐	☐
5. How satisfied are you with service staff's ability to have your vehicle ready when promised?	☐	☐	☐	☐	☐

The Dealership's Facility . . .

	Doesn't Apply	Yes	No
6. a. Was the service write-up area neat and clean?	☐	☐	☐
b. Was the waiting area/customer lounge neat and clean?	☐	☐	☐
c. Were the restrooms neat and clean?	☐	☐	☐

The Service Staff At . . .

Mid Valley Chrysler Dodge Jeep Inc

7. Please rate your satisfaction with your Service Advisor on the following:	Very Satisfied				Very Dissatisfied
a. The promptness with which you were greeted	☐	☐	☐	☐	☐
b. Courtesy in dealing with you	☐	☐	☐	☐	☐
c. Overall dress and grooming	☐	☐	☐	☐	☐
d. Consideration of your time	☐	☐	☐	☐	☐
e. Ability to listen, understand, and answer your questions	☐	☐	☐	☐	☐
f. Advising you on your service needs	☐	☐	☐	☐	☐
g. Providing a clear explanation of the repairs and/or charges	☐	☐	☐	☐	☐
h. Fulfilled all commitments made to you	☐	☐	☐	☐	☐

The Service Staff At . . . *(continued)*

Mid Valley Chrysler Dodge Jeep Inc

	Doesn't Apply	Yes	No
8. a. Was it easy to schedule your service visit?	☐	☐	☐

	Less than 10 Minutes	10-20 Minutes	More than 20 Minutes
b. From the time you arrived at the dealership to pick up your 2005 Chrysler Town & Country, how long did it take to receive your vehicle?	☐	☐	☐

About the Service Work Performed . . .

	Yes	No
9. Was your recent service need corrected/completed on the first visit?	☐ *(Go to Q.11.)*	☐ *(Go to Q.10a.)*

	2 Visits	3 Visits	4 or More Visits
10. a. How many visits did it take to have your recent service need corrected/completed?	☐	☐	☐

b. Why wasn't your vehicle fixed on the first visit? *(Check all that apply.)*

- ☐ Parts were not in stock
- ☐ Service Department could not duplicate condition
- ☐ Service Department's schedule too full
- ☐ Work performed did not correct condition
- ☐ Other *(Please specify.)* _____

11. Compared to other automotive service providers, please tell us how much you agree that this dealership's . . .	Strongly Agree				Strongly Disagree
a. Overall service process is convenient	☐	☐	☐	☐	☐
b. Value of services performed is competitive	☐	☐	☐	☐	☐

Communicating With You . . .

	Doesn't Apply	Yes	No
12. During the service process, did the dealer keep you informed of the progress of your service or repair?	☐	☐	☐
13. a. Did you contact Mid Valley Chrysler Dodge Jeep Inc by phone to inquire about the progress of your service work?	☐	☐	☐
b. If you were put on hold, did you consider the length of time acceptable?	☐	☐	☐
c. Did you feel that the person handling your call was:			
1. Professional and courteous?	☐	☐	☐
2. Responsive?	☐	☐	☐
3. Knowledgeable?	☐	☐	☐

	Yes	No
14. Have you been contacted by the dealership regarding your satisfaction with the service received?	☐	☐
15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership?	☐	☐

	Very Satisfied				Very Dissatisfied
b. If YES, how satisfied are you with the dealership's resolution of your concerns?	☐	☐	☐	☐	☐

Future Service Intentions . . .

	Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
16. Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for?	☐	☐	☐	☐	☐

	Strongly Agree				Strongly Disagree
17. I would recommend Mid Valley Chrysler Dodge Jeep Inc to my family and friends	☐	☐	☐	☐	☐

Comments about your service experience: _____

_____

_____

_____

Address Change . . .

Please complete this section only to correct any name, address, or telephone number information. *(Please print.)*

Name: _____

Street: _____

City/State/ZIP: _____

Phone: ( ) _____

Thank you for your cooperation. Please return this survey in the enclosed postage-paid envelope to:
DaimlerChrysler, P. O. Box 10072, Toledo, OH 43682-4121

WILD GOOSE DESIGN
FAX COVER SHEET

11 Am.

To Chrysler - ATTN: DON **REF#** 14646783

FROM [redacted]

DATE 3-16-06

NUMBER OF PAGES 2

[redacted]
RICHLAND, WA [redacted]

OR

[redacted]
Hermiston, OR [redacted]

[redacted]

thank you------

Chrysler
FAX TO: 248-512-8085
Phone # 800-992-1997 EXT: 7088

[redacted]

RENTAL AGREEMENT NO. D

RENTAL TYPE
RENTER
LINE LNE** FNM*

ORIGINAL VEHICLE

1427
104 +67

NO DAMAGE

BILL TO COMPANY
ATTN PHONE EXT
RETURN NUMBER

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL
LENDER'S PERMISSION TO ALLOW NO OTHER

[redacted]

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPONSIBLE FOR THEIR ACTS AND FOR FOLLOWING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. I AGREE TO MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.
RENTER [redacted]

PERMITTED FOR USE TO OPERATE VEHICLE IN THE FOLLOWING STATES:
ONLY
DRIVING IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT

RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2 PARAGRAPH 5 RENTER X	RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT DAILY FEE SHOWN IN COLUMN TO THE RIGHT. SEE NOTICE TO LEFT AND PAGE 1 PARAGRAPH 19. CDW IS NOT INSURANCE RENTER X
RENTER DECLINED OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) RENTER X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF WRITTEN MATERIALS ON PAGE 1 PARAGRAPH 17 RENTER X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP). SEE PAGE 2 PARAGRAPH 6 RENTER X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF WRITTEN MATERIALS ON PAGE 1 PARAGRAPH 18 RENTER X

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS (ARE) VALID, UNEXPIRED, UNREVOKED, CANCELLED OR SURRENDERED.

RENTER [redacted] DATE

OWNER REP X EMPL.

I WILL RETURN CAR BY: DATE	TIME	DEPOSIT(S): AMOUNT	PAID BY	DATE PAID

ADDITIONAL INFORMATION

NOTICE:
OR CONTRACT OFFERS, FOR AN DITIONAL CHARGE A COLLISION MAGE WAIVER TO COVER YOUR SPONSIBILITY FOR DAMAGE TO E VEHICLE. BEFORE DECIDING NOT TO E COLLISION DAMAGE WAIVER, OU MAY WISH TO DETERMINE HETHER YOUR OWN VEHICLE SURANCE AFFORDS YOU COVER- GE FOR DAMAGE TO THE RENTAL EHICLE AND THE AMOUNT OF THE EDUCTIBLE UNDER YOUR OWN SURANCE COVERAGE. THE PUR- HASE OF COLLISION DAMAGE AIVER IS NOT MANDATORY AND AY BE WAIVED.

REPLACEMENT VEHICLE
5:35P 1-13-06
BLUE 561 UF2
STRATUS LWE434
6940
6767

NO DAMAGE

300 00
5 x 25 00 125 00
11 x 175 89
531 25 00
575 89

TOTAL CHARGES	[redacted]
DEPOSITS	575 89
REFUNDS	0
AMOUNT DUE	0

CLOSED BY
PAID BY CASH CHECK CHARGE
RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY
WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS
© ENTERPRISE LEASING COMPANY (A WASHINGTON CORPORATION), 20

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Sat Feb 25 14:17:25 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

I want Carlton/Massy Ford to replace my headlight switch free now.

Comments:

I bought a 2005 Dodge Grand Caravan at Carlton Massy Ford in Pocomoke City Md in Oct. 2004,two (2)months after I had to have the Headlight switch replaced,two months latter I had another one,two months latter another one and had to go back and have the whole assy. re-installed after it fell out.Now at the milage they say they do not have to replace it again because of the milage. this after all maintainance being done at their dealership and only at their dealership.Please remind them of the lemon law so I wont have to.Please respond A S A P

Thank You,

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Fri Mar 03 09:10:38 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Carlton:

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized DaimlerChrysler dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign #F01 REAR A/C AND HEATER TUBE CORROSION

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14647265
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3641038C0KM&

Sincerely,

Tony
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

I want Carlton/Massy Ford to replace my headlight switch free now.
Comments:

I bought a 2005 Dodge Grand Caravan at Carlton Massy Ford in Pocomoke City Md in Oct. 2004,two (2)months after I had to have the Headlight switch

replaced,two months latter I had another one,two months latter another one and had to go back and have the whole assy. re-installed after it fell out.Now at the milage they say they do not have to replace it again because of the milage. this after all maintainance being done at their dealership and only at their dealership.Please remind them of the lemon law so I wont have to.Please respond A S A P

Thank You,

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Mar 08 00:58:51 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

multiple problems with a new 2006 Town and Country

Comments:

I have had this bought new Town and Country in for multiple repairs. First it was in twice for the A/C. It was in several times d because the side doors would not shut and they kept popping back open. I had it in once because the headlights would just go out while you were driving at night. I have had it in because the passenger side window would not operate. Now when I have been driving and go to shut off the lights they go out but the dash lights remain on and they won't shut off. I have to restart the van put it in reverse drive forward put it in park and then sometimes they will go out or I have to do the whole process again. I have a broken key ring loop that they tell me will cost me over $100 to replace and that doesn't include the reprogramming of the key. For a "top of the line" van I have been very disappointed with this purchase. I have talked with the dealer and they say "Chrysler won't do anything unless it is the same problem over and over" "it is all covered under warranty". Well if you are depending on repeat customers I hope you make things right and work on resolving the headaches this has caused me. I am happy I purchased the extended warranty because this van is determined to be in the shop.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Mar 15 09:46:09 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Thomas:

Thank you for your recent email to DaimlerChrysler Motors Corporation regarding your Town and Country.

We regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept our apology for the problems you have experienced.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized DaimlerChrysler dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign #F01 REAR A/C AND HEATER TUBE CORROSION

Thank you for sharing your concerns.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14685277
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3670199C0KM&

Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:
---
multiple problems with a new 2006 Town and Country
Comments:

I have had this bought new Town and Country in for multiple repairs. First it was in twice for the A/C. It was in several times d because the side doors would not shut and they kept popping back open. I had it in once because the headlights would just go out while you were driving at night. I have had it in because the passenger side window would not operate. Now when I have been driving and go to shut off the lights they go out but the dash lights remain on and they won't shut off. I have to restart the van put it in reverse drive forward put it in park and then sometimes they will go out or I have to do the whole process again. I have a broken key ring loop that they tell me will cost me over $100 to replace and that doesn't include the reprogramming of the key. For a "top of the line" van I have been very disappointed with this purchase. I have talked with the dealer and they say "Chrysler won't do anything unless it is the same problem over and over" "it is all covered under warranty". Well if you are depending on repeat customers I hope you make things right and work on resolving the headaches this has caused me. I am happy I purchased the extended warranty because this van is determined to be in the shop.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

February 27, 2006

RECEIVED
MAR 07 2006
OWNER RELATIONS

Daimler Chrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Daimler Chrysler Motors Company:

We purchased a brand new 2005 Town and Country Touring Stow and Go from IRA Chrysler, Jeep, Dodge at 731 Rogers Street, in Lowell, Massachusetts. The VIN number for this vehicle is:**2C8GP54L15R** [redacted] The delivery date to us was October 14, 2004. This is the second Town and Country we have purchased from IRA. We traded in a 2002 Town and Country to purchase the 2005. We really like the Town and Country and the people at IRA Chrysler, Jeep, Dodge in Lowell, Massachusetts.

We would like to inform you that the 2005 Town and Country Touring Stow and Go that we purchased is a dangerous Chrysler min van and if something isn't done about it someone is going to get hurt or even killed.

We will start at the beginning. We purchased a 2005 Chrysler Town and Country van in October 2004. The van was having to go to the shop for numerous times for the same problem. The van was covered under the Lemon Law in Massachusetts so we did the proper procedures to get rid of the vehicle. You have all the records on the problem.

We will update you on the circumstances. The engine light kept coming on. No one could fix the problem. They kept trying. The last thing that happened before we were going to arbitration was I had a meeting with your representative from Chrysler around that time they found and repaired the occurring problem.

The computer program had to be updated. At the time the representative agreed I was entitled to arbitration, but said since the problem is not dangerous at this time and it was repaired and we love the vehicle he gave me the option for a Chrysler warrantee for free and the dealer will change the oil for free for the life of the vehicle. So we decided to keep the vehicle and accept his offer since the vehicle was repaired and not dangerous. Your representative agreed that if the vehicle was in any way dangerous we would have to go a different route than just the offer he gave to us.

Within two months of this offer we now are starting our major problems and dangerous problems. This vehicle has been in for service over 18 times (enclosed are copies of all the service reports). When the last couple of dangerous problems occurred we realized that this vehicle has to go.

Here are the situations we encountered and feel our lives were in danger. We were driving down the highway and the van dies in the second lane on the highway. We could have been seriously injured or even killed. That incident was on February 17, 2006. Another time we were driving our steering was lost, again this was a major and dangerous problem for us. Another situation we were driving at night and our headlights went out because of a faulty switch, again another dangerous problem for us. All of these dangerous problems were encountered on your vehicle which is barely over a year old.

Put these dangerous situations together with all the other annoying incidents with this vehicle and take a good look at the history of this vehicle.

With this letter we are notifying you of this dangerous vehicle so if anyone gets killed or seriously injured you are aware of this and you will be responsible. We would like you to do something about this problem without having to go to court. You need to take care of your loyal customer.

I am requesting a meeting with your representative once again. Please contact me immediately.

[redacted]
Tewksbury, MA [redacted]

[redacted]

NOTICE DATE
1 YEAR TILL NEXT LETTER

FIRST LETTER

February 16, 2005

Daimler Chrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Daimler Chrysler Motors Company:

We purchased a brand new 2005 Town and Country Touring Stow and Go from IRA Chrysler, Jeep, Dodge 731 Rogers Street, Lowell, MA. The VIN number for this vehicle is: **2C8GP54L15R** [redacted] The delivery date to us was October 12, 2004. This is the second Town and Country we have purchased from IRA. We traded in a 2002 Town and Country to purchase the 2005. We really like the Town and Country and the people at IRA Chrysler Jeep Dodge in Lowell, MA.

We have had numerous emission problems (among other things). A cumulative total of our vehicle out of service as of February 16, 2005 is **18** days. The Lemon Law states that under the Massachusetts Lemon Law we have the right to a refund or replacement of the vehicle if the defect(s) has recurred after three or more repair attempts for the same defect, or being out of service by reason of repair for any combination of defects for a cumulative total of **15** or more business days, within one year or 15,000 miles (whichever comes first) after original delivery. We have met the requirements of the Lemon Law in Massachusetts.

TIMES OF SERVICES FOR OUR 2005 TOWN AND COUNTRY TOURING

10/21 IN FOR SERVICE – ENGINE LIGHT – LEAKS IN SYSTEM, SMOG CHECK TESTED FOR LARGE LEAK IN SYSTEM NO CONDITION FOUND AT THAT TIME

11/5 IN FOR SERVICE AIR BAG LIGHT ON CHECKED AIR BAG SYSTEM NO CODES STORED

11/8 (IN), 9, 10,11, 12, 15, 16, 17, 18, 19(OUT) – IN FOR SERVICE ENGINE LIGHT ON. REPLACED OXYGEN SENSOR, REPLACED MODULE POWER TRAIN CONTROL, REPLACED ANOTHER SENSOR

LATE JANUARY 2005 – IN FOR SERVICE. WHEEL SENSOR LIGHT ON.
1-DAY IN TO SERVICE TO CHECK OUT THE PROBLEM,
1 DAY TO PUT IN THE PART

2/7/05 IN FOR SERVICE ENGINE LIGHT ON – CHECKED THE PROBLEM AND NEEDS A SENSOR

2/9/05 IN THE FOR SERVICE – PUT IN THE SENSOR FOR PROBLEM ON 2/7/05

2/9/05 IN THE FOR SERVICE – PUT IN THE SENSOR FOR PROBLEM ON 2/7/05
2/15/05 IN FOR SERVICE – ENGINE LIGHT ON. IT HAS NOT BEEN RETURNED TO US AS OF TODAY 2/16/05 NOR IS THEIR A SOLUTION TO THE ENGINE LIGHT ON THIS TIME. THEY ARE NOT SURE WHAT IS WRONG THIS TIME.

IT IS ALSO NOTED THAT PROLONGED DRIVING WITH THE ENGINE LIGHT ON COULD CAUSE FURTHER DAMAGE TO THE EMISSION CONTROL SYSTEM ALSO AFFECTS FUEL ECONOMY AND DRIVABILITY. THIS IS FROM OUR OWNERS MANUAL.

SO ON THE DAYS THAT WE BROUGHT THE VEHICLE IN AND WAS TOLD THAT THEY HAVE TO ORDER A PART WE WERE GIVEN OUR VEHICLE BACK AND DROVE IT AROUND UNTIL THEY CALLED US TO COME BACK TO PUT IN THE PART NEEDED. WE WERE DRIVING AROUND THE ENGINE LIGHT ON DURING THESE TIMES, WHICH STATED IN THE ABOVE PARAGRAPH FROM THE OWNERS MANUAL IS POSSIBLY DAMAGING TO THE VEHICLE. THEY LET US DRIVE AROUND WITH THE ENGINE LIGHT ON.

We would like to hear from you as soon as possible. Our vehicle as of this date, February 16, 2005 is still in the service department at IRA Chrysler, Jeep, Dodge in Lowell.

We only had the brand new vehicle 9 days when we had our first engine light came on and service problem. What a heartbreaker. We were so excited about this vehicle. We have made too many trips back and forth for these problems. We do not want to go around with a vehicle that has a problem with the engine light coming on. It is just not safe for our family or us. We do not want to have to keep dealing with these problems nor do we want to have to keep going back and forth to the dealer for constant servicing. We should not have to.

It is very frustrating for us. We love the Town and Country very much. We are heartbroken that we are experiencing trouble with it and it saddens us very much to not have our vehicle running perfectly as it should.

[redacted]
Tewksbury, MA [redacted]
[redacted]

8510045 172127

UNIT# C5141

[redacted]

TEWKSBURY, MA

HOME [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15[redacted]		808/808	T765

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 05NOV04		79.00	CASH	28MAR05

R.O. OPENED	READY	OPTIONS:
05NOV04	08NOV04	STK:C5141 1)ESSENTIAL-20934466

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S INSTALL CENTER CONSOLE PIECE-MIKE SAVASTANO WAS SALESMAN						
	23			INSTALLED CENTER CONSOL IN VEHICLE			
				5427 OLDRO, STEPHEN P. LIC#: 5427			
				IS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00							
	**********						
B	C/S AIR BAG LIGHT WAS ON, NOW OFF						
	08	CKD		AIR BAG SYSTEM, DID NOT STORE ANY CODES			
				5427 OLDRO, STEPHEN P. LIC#: 5427			
				IS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00							
	**********						

NOTE LOCK THAT CAME W/ CONSOLE DOESN'T FIT, O RDERED NEW LOCK

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x _____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045 188433

UNIT# C5141

[redacted]

TEWKSBURY, MA

HOME [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6733 CARL J HAMMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		15843/15844	T7973

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 17NOV05		85.00	CASH	19NOV05

R.O. OPENED	READY	OPTIONS: STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818
17NOV05	19NOV05	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S GRINDING NOISE FROM ENGINE FIRST THING IN MORNING			
CAUSE: NOISEY			
19000194 Gear assembly, power steering - Replace			
Tube/Cooler, Power Steering Return-Replace,			
Test Drive, and Gear, Power Steering-Replace			
(A)			
6469 TRAINITO,RICHARD A LIC#: 6469			
WD			(N/C)
1 4743473AE LINE-POWER STEERING RETUR			(N/C)
1 4766270AC GEAR-POWER STEERING			(N/C)
29803			
1 5013457AA OIL-AUTOMATIC TRANSMISSIO			(N/C)
FC: 68 PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
SUBL [redacted]			
WD			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B C/S WE OWE LEFT FRONT WINDOW DUE TO SCRATCH			
CAUSE: SCRATCHED			
23301005 Glass, door/liftgate - Replace 4D			
sedan-Van-Wagon-Front door-Left (B)			
6469 TRAINITO,RICHARD A LIC#: 6469			
WD			(N/C)
1 4894659AA GLASS-FRONT DOOR			(N/C)
FC: 89 PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Dodge Chrysler Jeep also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

x _____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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8510045

190503

INVOICE

PAGE 1

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6733 CARL J HAMMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		17793/17795	T8327

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 10JAN06		85.00	CASH	10JAN06

R.O. OPENED	READY	OPTIONS:
10JAN06	10JAN06	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S CHECK ENGINE LIGHT ON. LEFT FRONT WHEEL SPEED SENSOR							
	CAUSE: OPEN CIRCUIT							
	08141803 Sensor, wheel speed-Anti-lock brakes - Replace Front-Left (B)							
	5261 WALBURN, BRANDON LIC#: 5261							
			WD					(N/C)
	1 4683471AD SENSOR-ANTI-LOCK BRAKES							(N/C)
	FC: PART#: COUNT:							
	CLAIM TYPE: W							
	AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE LEFT FRONT SENSOR

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
B	C/S NOISE FROM LEFT HAND SIDE							
	02 SEE LINE A							
	5261 WALBURN, BRANDON LIC#: 5261							
			CP				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
C	LUBE OIL FILTER COUPON							
	CAUSE: LOF							
	01 LUBE OIL FILTER COUPON							
	5261 WALBURN, BRANDON LIC#: 5261							
			WSC					(N/C)
	1 5281090 FILTER-ENGINE OIL							(N/C)
	6 OIL BULK OIL							(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Dodge Chrysler Jeep also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

x_____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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UNIT# C[redacted] 8510045 177764

INVOICE

PAGE 1

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5475 JAMES J MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		6217/6222	T7789

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 23MAR05		79.00	CASH	23MAR2005

R.O. OPENED	READY	OPTIONS:
21MAR05	23MAR05	STK:C5141 1)ESSENTIAL-20934466

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S THERE IS A LOUD CRUNCHIBNG NOISE COMING FROM THE RIGHT FRONT OF THE VEHICLE WHEN TURNING NOTE STEVE ROADTESTED VEHICLE WITH THE CUSTOMER						
	CAUSE: RIGTH FRONT STRUT IS NOISY						
	02053302 REPLACED RIGHT FRONT STRUT						
	5261 WALBURN, BRANDON LIC#: 5261						
	WD						(N/C)
	1 4743669AA LINK-SWAY ELIMINATOR						(N/C)
	2 6508274AA NUT						(N/C)
	1 4743024AD BUSHING-SWAY ELIMINATOR						(N/C)
	1 5103320AA TIE ROD						(N/C)
	1 5135538AA STRUT						(N/C)
	1 4766116AB MOUNT						(N/C)
	1 4743044AA BEARING-STRUT MOUNT						(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						
	19630102 REPLACE RIGHT OUTER TIEROD END						
	5261 WALBURN, BRANDON LIC#: 5261						
	WD						(N/C)
	02200502 CUSHION, FRONT SWAY BAR-Replace (C)						
	5261 WALBURN, BRANDON LIC#: 5261						
	WD						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTED / ORDERED / AND REPLACED THE RIGHT FR ONT STRUT ASSEMBLY

****

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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8510045 172189

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

[redacted]
TEWKSBURY MA
HOME: [redacted]

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		894/924	T626

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 08NOV04		78.00	CASH	19NOV2004

R.O. OPENED	READY	OPTIONS: STK:C5141
08NOV04	19NOV04	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUST STATES CHECK ENGINE LITE ON CK AND ADVISE			
CAUSE: OPEN			
85410000 TEST / ORDERED / AND REPLACED THE OXYGEN			
SENSOR AND NGC			
5427 OLDRO, STEPHEN P. LIC#: 5427			
WD			(N/C)
1 56029052AA SENSOR			(N/C)
1 5161324AA MODULE-POWERTRAIN CONTROL			(N/C)
1 56029085AA SENSOR			(N/C)
FC: X PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

DIAG AND ORDER O 2 SENSOR , WILL NEED CAR FOR T HE HOLD DAT TO TEST

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

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x_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045

1 7 5 9 7 1

INVOICE

DUPLICATE 1
PAGE 1

[redacted]
TEWKSBURY, MA
HOME: [redacted]

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		4845/4847	T9296

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 08FEB05		78.00	CASH	09FEB2005

R.O. OPENED	READY	OPTIONS:
07FEB05	09FEB05	STK:C5141

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S CHECK ENGINE LITE ON CK AND ADVISE						
	CAUSE: OPEN						
	25017008			SENSOR, OXYGEN-Replace (A)			
		5427		OLDRO, STEPHEN P. LIC#: 5427			
			WD				(N/C)
	1 56029085AA			SENSOR			(N/C)
	85410000			DIAGNOSIS			
		5427		OLDRO, STEPHEN P. LIC#: 5427			
			WD				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

RETREIVED CODE P0135 OXYGEN SENSOR HEATER PERFO RMANCE 4 GOOD TRIPS,TESTED OXYGEN SENSOR WORKIN G TODAY ORDERED AND REPLACED SENSOR PER STAR HO TLINE AND RETESTED SYSTEM ALL WORKING OK

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

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x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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8510045 178454

UNIT# C5141
[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

INVOICE

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LOWELL, MA 01852
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SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		7538/7538	T7242

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 04APR05		79.00	CASH	04APR05

R.O. OPENED	READY	OPTIONS:
04APR05	04APR05	STK:C5141 1)ESSENTIAL-20934466

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A C/S C/E LIGHT IS ON FOR 1/1 O2 SENSOR HEATER FAILURE, UPDATE PCM W/ NEW SOFTWARE
CAUSE: TSB
08194296 REPROGRAM PCM W/ NEW SOFTWARE
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)
FC: WD PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B SUPPLY RENTAL
CAUSE: RENTAL
RENTAL SUPPLY RENTAL
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

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NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x _____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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8510045 176326

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

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732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		5121/5425	T677

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			WAIT 02MAR05		79.00	CASH	28MAR05

R.O. OPENED	READY	OPTIONS:
15FEB05	02MAR05	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S CHECK ENGINE LITE ON SEE HISTORY AND ADVISE			
CAUSE: REPROGRAM			
08194296 REPROGRAM			
5585 DIMINO, MICHAEL LIC#: 5585			
WD			(N/C)
1 4669020 LABEL-AUTHORIZED SOFTWARE			(N/C)
1 4275086AB LABEL-GENERAL INFORMATION			(N/C)
FC: 15 PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B SUPPLY RENTAL			
CAUSE: GOODWILL RENTAL			
RENTAL SUPPLY RENTAL			
4250 WD			(N/C)
FC: 99 PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
SUBL GOODWILL RENTAL			
WD			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C** PERFORM LUBE OIL AND FILTER			
LOF PERFORM LUBE OIL AND FILTER			
5427 OLDRO, STEPHEN P. LIC#: 5427			

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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8510045 171356

INVOICE

PAGE 1

[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
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SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		357/357	T8135

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 21OCT04		78.00	CASH	21OCT2004

R.O. OPENED	READY	OPTIONS: STK:C5141
21OCT04	21OCT04	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S C/E LIGHT IS ON						
	CAUSE: LEAKS IN SYSTEM						
	85412500 SMOG CHECK						
	5427 OLDRO, STEPHEN P. LIC#: 5427						
	WD						(N/C)
	FC: ML PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						
	25011000 DIAG						
	5427 OLDRO, STEPHEN P. LIC#: 5427						
	WD						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

DRB TEST CODES FOR LARGE LEAK IN SYSTEM TEST SY STEM NO CONDITION FOUND AT THIS TIME PASS ALL T EAT . ML CODE

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	PLEASE SEE IF SOP CENTER CONSOLE PIECE HAS ARRIVED YET						
	23 PART IS NOT IN YET, WILL CALL CUSTOMER UPON ARRIVAL						
	5427 OLDRO, STEPHEN P. LIC#: 5427						
	IS						(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045 175309

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME [redacted]

INVOICE

PAGE 1

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732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		4220/4220	T9528

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 21JAN05		79.00	CASH	28MAR05

R.O. OPENED	READY	OPTIONS:
21JAN05	26JAN05	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S VALVE STEM ON RIGHT REAR TIRE IS BROKEN, SEE RAY			
CAUSE: INOP			
22140102 SENSOR, LOW TIRE PRESSURE-Replace (C)			
6286 WD			(N/C)
1 5127335AD SENSOR-TIRE PRESSURE			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

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x_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045 187197

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dod
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BU
www.iramotorgroup.com

SERVICE ADVISOR: 5609 PATRICK A KEEGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		14804/1480

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	IN
09OCT04 IS			18:00 19OCT05		85.00	CASH	19OCT

R.O. OPENED	READY	OPTIONS: STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818
19OCT05	19OCT05	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TO
A	PERFORM STATE INSPECTION						
	STICK PERFORM STATE INSPECTION						
	4250		CSTK		20.50		2
	MISC STICKER						
			CSTK		8.50		

PARTS: 0.00 LABOR: 20.50 OTHER: 8.50 TOTAL LINE A: 2

****

B CUSTOMER STATES NO HEADLIGHTS

CAUSE: OPEN

08803601 SWITCH, HEADLAMP AND INSTRUMENT PANEL-Test and replace (B)

6469 TRAINITO,RICHARD A LIC#: 6469

WD

1 ZL671DVAB SWITCH-LIGHTING CONTROL

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:

REPLACE SWITCH

****

IRA CHRYSLER JEEP DODGE
PAID 10/19/05
CK# 1260 CASH
CR. CARD INT.

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT YOU COULD COMPLETE THIS SURVEY AND RETURN PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x _____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	T
LABOR AMOUNT	2
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	2
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	2

CUSTOMER COPY

8510045 191938

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

DUPLICATE 1
PAGE 1

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6230 DENISE BREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		18941/18950	T2345

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 19FEB06		85.00	CASH	17FEB06

R.O. OPENED	READY	OPTIONS:
16FEB06	17FEB06	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S CHECK ENGINE LIGHT IS ON $85.00 DIAGNOSTIC CHARGE						
	CAUSE: .						
	14302307 Motor, idle air control - Test and replace 3.3-3.8 liter engine (A)						
		5600 WILMOT,STEPHEN A LIC#: 5600					
			WD				(N/C)
	1 4861325AD SOLENOID-LINEAR IACV						(N/C)
	85410000 DIAGNOSIS						
		5600 WILMOT,STEPHEN A LIC#: 5600					
			WD				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

C	SUPPLY RENTAL						
	CAUSE: RENTAL						
	RENTAL SUPPLY RENTAL						
		4250 LOONEY,ERIC LIC#: 4250					
			WSC				(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						
	SUBL THRIFTY RENTAL						
			WSC				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D**	C/S THE LEFT DIRECTIONAL WILL NOT CANCEL						
	CAUSE: .						
	08808701 Switch, multifunction - Test and replace						

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Dodge Chrysler Jeep also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

x_____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

8510045 191938

UNIT# C5141

[redacted]

TEWKSBURY, MA

HOME: [redacted]

INVOICE

DUPLICATE 1
PAGE 2

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6230 DENISE BREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		18941/18950	T2345

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 19FEB06		85.00	CASH	17FEB06

R.O. OPENED	READY	OPTIONS:
16FEB06	17FEB06	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
All other applications (B)							
5600 WILMOT,STEPHEN A LIC#: 5600							
		WD					(N/C)
1	4685711AA		SWITCH-MULTIFUNCTION				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E** A/C HEATER TUBE ASSEMBLY-RECALL F01

CAUSE: .

24F01182 A/C HEATER TUBE ASSEMBLY

5600 WILMOT,STEPHEN A LIC#: 5600

		WD					(N/C)
1	CEU1E150		LINE-A/C & HEATER UNDERBO				(N/C)
1	5015779AA		134A PAG OIL				(N/C)
1	5066386AA		*COOLANT				(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

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x _____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGE	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045 187245

UNIT# C5141

[redacted]

TEWKSBURY, MA

HOME: [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5475 JAMES J MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		14860/14860	T5448

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 20OCT05		85.00	CASH	20OCT05

R.O. OPENED	READY	OPTIONS:
20OCT05	20OCT05	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	C/S L/F POWER WINDOW INOP						
	CAUSE: BINDING						
	23341009			REGULATOR, FRONT DOOR GLASS-Replace (B)			
		5261		WALBURN, BRANDON LIC#: 5261			
			WD				(N/C)
	1 4894527AA			REGULATOR-FRONT DOOR WIND			(N/C)
	FC: PART#: COUNT:						
	CLAIM TYPE: W						
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACWE LEFT FRONT WINDOW REGLATOR

****

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x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045 173962

INVOICE

PAGE 1

[redacted]
TEWKSBURY MA [redacted]
HOME: [redacted]

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		2010/2010	T132

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 20DEC04		78.00	CASH	20DEC2004

R.O. OPENED	READY	OPTIONS: STK:C5141
20DEC04	20DEC04	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S LOCK MISSING FROM CONSOLE			
INTERIOR REPLACE LOCK FOR CONSOLE MISSING UPON DELIVERY			
5275 MARK WOLFENDALE LIC#: 5275			
ISTX			(N/C)
1 82209333AB COSOLE			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
PARTS AND LABOR TO BE PAID BY SALES DEPT DUE TO LOCK CYLINDER MISSING ON DELIVERY OF VEHICLE			
**********			
B LUBE OIL FILTER COUPON			
01 LUBE OIL FILTER COUPON			
5275 MARK WOLFENDALE LIC#: 5275			
ISTX			(N/C)
1 5281090 FILTER-ENGINE OIL			(N/C)
1 5OIL MOTOR OIL			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
FREE LOF PER MIKE BROWN FOR CONTIUED WAIT ON LO CK CYLINDER NOT ARRIVING IN TIME			
**********			
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.			

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x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

Tewksbury MA. [redacted]

CERTIFIED MAIL™

7005 2570 0001 7440 1933

UNITED STATES POSTAL SERVICE

9261 48321

U.S. POSTAGE PAID TEWKSBURY.MA 01876 MAR 02, '06 AMOUNT

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LLC

DAIMler CHrysler MoTors CompANY

CUSTomer CenTer

PO BoX 21-8004

AUBurN Hills, mi 48321-8004

[redacted]

[redacted]

March 1, 2006

[redacted]

Centerville, OH [redacted]

RECEIVED
MAR 0 8 2006
Y. Moore

Dr. Dieter Zetsche
President and CEO
Chrysler Group
DaimlerChrysler AG
Auburn Hills, MI 48326-2766

RECEIVED
MAR 0 7 2006
T.W. LASORDA

Dear Dr. Zetsche,

The purpose of this letter is to request your help in getting a problem resolved. After talking to Customer Service at corporate office and in the end being told ***"That's the way it is with hi amp seats, deal with it"*** I need some more help to get the job done.

Back in June 2005 I promised my wife an anniversary present she had been dreaming of. Her request was to get a van so that we could carry our three grand children without having to use two cars since the children are still in car seats. We looked at the Chrysler Town and Country Van she had seen at a local dealer showroom. She wanted it because of the Stow and Go seat feature. Another feature that was a requirement for us was a heated seat option which is only available with the leather seats. Since the "Limited Edition" included both of these and more, we decided to go with that model. No mention or warnings from salesman about that model were given to us at time of sale.

We purchased the T & C Van in July 2005 and all was fine till the cold weather started in November. We noticed when driving to work at night the dash and headlights would flicker or pulse bright then dim. After further watching the problem it was only when the heated seats were on. Turn the seats off and all was well. The longer we drove with the heated seats on the more the dash and headlights flickered. We stopped at a rest area on the Interstate and a State trooper stopped to see if anything was wrong since the headlights were pulsing. We checked the alternator belt and it was OK.

We took the van to the selling dealer for service. They saw the problem immediately. They kept the van for service and replaced the heated seat module on one side first. I had to return for the second one when it was received from Chrysler parts. The second side was installed and problem was still there so they replaced the battery since it tested and showed low cranking amps. They indicated at this time that they contacted the "Star Hotline" electrical unit and was told "There is nothing that can be done since seats are hi amp".

I took the car home and to see if the problem would clear up after battery was fully charged over the next week or two. When problem did not clear itself I called Customer Service at Chrysler myself. They looked up the file and told me nothing could be done. They suggested I turn off ALL other equipment when using the heated seat

option. To quote the person at STAR I was told ***"That's the way it is with hi amp seats, deal with it".*** If that didn't help he suggested that I should take van to another dealer for a second opinion. At that point the conversation ended non to soon!

Since our drive to work at night was about 55 miles at a temperature of 12 degrees that week we had the regular heaters on, the radio on, the seat heaters on, and the headlights on. Still same problem as we started with.

I again contacted the Mr. Dennis owner of the dealership, and told him of my talk with Customer Service at Chrysler and their suggestion to go to another dealer. He too was not happy with the answer I got from the Star Hotline. He had me bring the van in again for another electrical diagnosis. The customer copy of my service ticket for that visit shows as follows: **"inspected and DRB tested and confirmed condition as described by customer. Checked electrical connections and functions of all components. Contacted Star for possible resolutions. 12 volt system of vehicle is working within specs but does show strain with heated seat due to amp draw of elements. This is a normal sign of full draw on 12 volt system. No repair is necessary and vehicle is operating within specs as given by Chrysler."**

This problem still exists and is considered a hazard when driving at night on the Interstate highway. People have motioned to me to checkout engine because of a possible light problem.

During the buying process nobody told me you could not use the heated seat option when using any other equipment installed on the vehicle. I have checked the manual for possible warnings....none exist. I cannot believe that Chrysler would build a vehicle where the electrical system would not supply enough power to handle equipment installed on that vehicle. Since the visit for the electrical diagnosis, I had to have the van towed in to the dealer because of a broken wire in the starter wire harness which would not allow us to start the engine. That visit took another three days to diagnosis and get a new harness from factory parts.

We are very unhappy with our $30,000 + purchase from Chrysler. Where else can I turn to, to get this safety problem solved? I am now going to look into the Ohio Lemon Law since from what I've read so far I qualify for. Can any one in your organization help us? We would really like to keep the vehicle but not if this is the way it is operates.

Thank You

[redacted]

Vehicle ID # 2C4GP64L15R[redacted]
2005 Chrysler Town & Country Limited Edition

DAVE DENNIS CHRYSLER JEEP DODGE

CHRYSLER Jeep.

4232 Col. Glenn Hwy. - I 675 @ Exit 15
BEAVERCREEK, OHIO 45431
Telephone (937) 429-5566
www.davedennis.com

MOPAR.

CUSTOMER NO. 14127	ADVISOR MATT 7599		TAG NO 906	INVOICE DATE 12/09/05	INVOICE NO. CHCS34946
[redacted]	LABOR RATE 84.95	LICENSE NO	MILEAGE 8,151	COLOR BUTANE BLUE	STOCK NO. 51950
CENTERVILLE, OH [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/LIMITED F			DELIVERY DATE 07/11/05	DELIVERY MILES 25
	VEHICLE I.D. NO 2 C 4 G P 6 4 L 1 5 R [redacted]			ELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O NO.		P.O DATE 12/08/05	
[redacted]	OMMENTS				MO: 8151

LABOR & PARTS
J# 1 08CHZ001 *ELECTRICAL DIAGNOSI HOURS: 0:30 TECH(S):15629 WARRANTY
CUST STATES THAT WHEN THE HEATED SEATS ARE TURNED ON ALL OF DASH LIGHTS AS WELL AS THE HEAD LAMPS PULSEATE... THE HEAD LAMPS PULSED SO BAD THAT THE CUST WAS STOPPED BY A POLICE OFFICER BECAUSE THEY THOUGHT HE WAS FLASHING THEIR LIGHTS AT HIM
THE PROBLEM GETS WORSE THE LONGER YOU DRIVE
REPLACED PASSENGER SIDE MODULE & ORDERED DRIVERSIDE HEATED SEAT MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	5139537-AA	MODULE HE 8052328		
				JOB # 1 TOTAL PARTS	0.00
				~~JOB # 1 TOTAL LABOR & PARTS~~	~~0.00~~

COMMENTS
DROP

TOTALS

CASH [] CHECK# M/C VISA DISCOVER []

CHARGE [] NO CHARGE [] ACCEPTED BY [ ]
DATE [ ]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Thank you for your patronage. You may get a survey from us regarding your visit. If for any reason you can't give us a 100%, PLEASE CALL US. Our goal is to make you CUSTOMER ONE with us!

CUSTOMER SIGNATURE

Jeep

LIMITED WARRANTY
This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MON. - WED. - FRI.
7:00 A.M. - 6:00 P.M.
TUES. - THURS.
7:00 A.M. - 8:00 P.M.

FIVE STAR

Thank You

Copyright © 1996 The Reynolds and Reynolds Company ERAINTS14E CO6S214 Q (10/04)

 CUSTOMER COPY [END OF INVOICE] 12:24pm

DAVE DENNIS CHRYSLER JEEP DODGE

4232 Col. Glenn Hwy. - I 675 @ Exit 15
BEAVERCREEK, OHIO 45431
Telephone (937) 429-5566
www.davedennis.com

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
14127	MATT 7599	859	12/13/05	CHCS35078
[redacted] CENTERVILLE, OH [redacted]	LABOR RATE 84.95 / LICENSE NO. / MILEAGE 8,257		COLOR BUTANE BLUE	STOCK NO. 51950
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/LIMITED F		DELIVERY DATE 07/11/05	DELIVERY MILES 25
	VEHICLE I.D. NO. 2 C 4 G P 6 4 L 1 5 R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO / P.O. NO		R.O. DATE 12/13/05	
[redacted]	COMMENTS			MO: 8257

LABOR & PARTS----------
J# 1 08CHZ001 *ELECTRICAL DIAGNOSI HOURS: 0.80 TECH(S):15629 WARRANTY
CUST STATES THAT LIGHTS FLASH WHEN HEATED SEATS ARE ON...SOP
REPLACED DRIVERS IDE HEATED SETA MODULE AND MEMMORY SEAT
MODULE ALSO BATTERY DUE TO LOW CRANKING AMPS
CALEED STAR HOTLINE AND STEVE IN ELECTRICAL SAID THAT
'THERE IS NOTHING TO BE DONE HEAT SEATS ARE HI AMP

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		5139537-AA	MODULE HE 8052328		WARRANTY
JOB # 1	1		5082044-AB	RELAY SEA 8052328		WARRANTY
JOB # 1	1		BA034600-EX	BATTERY N 1083001		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS----------
DROP

TOTALS----------

CASH [] CHECK# M/C VISA DISCOVER []

CHARGE [] NO CHARGE [] ACCEPTED BY [ ]
DATE [ ]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Thank you for your patronage. You may get a survey from us regarding your visit. If for any reason you can't give us a 100%, PLEASE CALL US. Our goal is to make you CUSTOMER ONE with us!

CUSTOMER SIGNATURE

LIMITED WARRANTY
This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MON. - WED. - FRI.
7:00 A.M. - 6:00 P.M.
TUES. - THURS.
7:00 A.M. - 8:00 P.M.

FIVE STAR

Thank You

Copyright © 1998 The Reynolds and Reynolds Company ERAINTSI14E CCDS2214 O (100K)

DAVE DENNIS CHRYSLER JEEP DODGE

4232 Col. Glenn Hwy. - I 675 @ Exit 15
BEAVERCREEK, OHIO 45431
Telephone (937) 429-5566
www.davedennis.com

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
14127	BRYAN 29687	318	01/19/06	CHCS36764
[redacted] CENTERVILLE, OH [redacted]	LABOR RATE 84.95 / LICENSE NO / MILEAGE 9,514		COLOR BUTANE BLUE	STOCK NO. 51950
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/LIMITED F		DELIVERY DATE 07/11/05	DELIVERY MILES 25
	VEHICLE I.D. NO 2 C 4 G P 6 4 L 1 5 R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO / P.O. NO.		R.O. DATE 01/18/06	
R [redacted]	COMMENTS			MO: 9514

LABOR & PARTS

J#/T	OPCODE	DESCRIPTION	WARRANTY
1	08CHZ002	ELECTRICAL DIAGNOSIS HOURS: TECH(S):15629	

CUSTOMER STATES ANYTIME TIME HEATED SEAT FUNCTION IS USED VEHICLES LIGHTS (INTERIOR EXTERIOR DASH ETC) FLICKER INSPECTED AND DRB TESTED AND CONFIRMED CONDITION AS DESCRIBE BY CUSTOMER, CHECKED ELEC CONNECTIONS AND FUNCTIONS OF ALL COMPONENTS, CONTACTED START FOR POSSIBLE RESOLUTIONS. 12VOLT SYSTEM OF VEHICLE IS WORKING WITHIN SPECS BUT DOES SHOW# STARIN WITH HEATED SEAT DUE TO AMP DRAW OF ELEMENTS, THIS IS A NORMAL SIGN OF FULL DRAW ON 12VOLT SYSTEM, NO REPAIR IS NECESSARY AND VEHICLE IS OPERATING WITHIN SPECS AS GIVEN BY CHRYSLER

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	MPE	DAVE DENNIS RENTAL		
			TOTAL - MISC	0.00

TOTALS

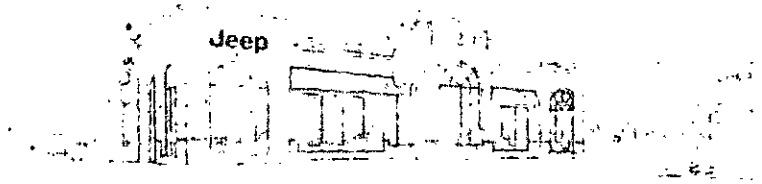
CASH [] CHECK# M/C VISA DISCOVER []

CHARGE [] NO CHARGE [] ACCEPTED BY [ ] DATE [ ]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Thank you for your patronage. You may get a survey from us regarding your visit. If for any reason you can't give us a 100%, PLEASE CALL US. Our goal is to make you CUSTOMER ONE with us!

CUSTOMER SIGNATURE



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MON. - WED. - FRI.
7:00 A.M. - 6:00 P.M.

TUES. - THURS.
7:00 A.M. - 8:00 P.M.

FIVE STAR

Thank You

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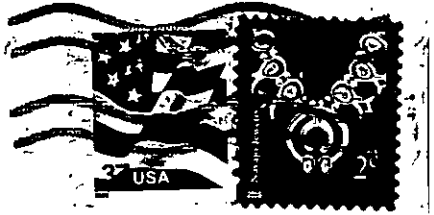
[redacted]
Centerville, OH [redacted]

DAYTON OH 454
02 MAR 2006 PM 3 T



Dr. Dieter Zetsche
President and CEO Chrysler Group
DaimlerChrysler AG
Auburn Hills, MI 48326-2766

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Mar 09 21:36:17 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied with vehicle and service on vehicle.

Comments:

Our Dodge Caravan has had several problems over the last six months. Been to two dealers and only one problem has been remedied. Sliding door still not closing correctly, headlights accasionaly will not operate, doors not locking electronicly, door chimes when door is closed and keys not in ignition,overhead light repaired, air bag indicator repaired.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Mar 16 09:30:07 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Bobby:

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Dodge Caravan.

I regret your dissatisfaction in the quality of your vehicle and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you again for your email.

Sincerely,

Wayne
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14695066
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3672883C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Unsatisfied with vehicle and service on vehicle.
Comments:

Our Dodge Caravan has had several problems over the last six months. Been to two dealers and only one problem has been remedied. Sliding door still not closing correctly, headlights accasionaly will not operate, doors not locking electronicly, door chimes when door is closed and keys not in ignition,overhead light repaired, air bag indicator repaired.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Mar 14 16:50:30 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

concern of dealership handling

Comments:

Due to check engine light and vehicle lights malfunctioning at times my wife dropped our town and country van off at the dealers. After their Diagnostic tests, they stated problem with gas recirculation value and gasket and also a bad head lamp switch and throttle body service needed as well as brakes. This servicing was done and upon picking the vehicle up, my wife noticed the driver side unlock and lock button no longer worked properly and the door chimed like the lights are on, when opening the driver door. The service advisor David Lust 1744 informed me on calling him that it was just bad luck that it went out while in the care of Ingram Park Center. He also stated it was a park that would be covered by Chrysler except for the $100 deductible. Upon asking if this part also controlled the light problem or the check engine light, the advisor stated no, these parts are from two different computers on the vehicle. Please help me make sense of what appears to be a dealership trying to make a few more bucks. That way I will know if it is the vehicle or the dealership.

Sincerely,

[redacted]

Sender Information:

Title: Mr.

First Name: [redacted]

Middle Initial:

Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Mar 22 08:40:41 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Mark,

Thank you for your recent email to DaimlerChrysler Motors regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14711025
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3687578C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:
---
concern of dealership handling
Comments:

Due to check engine light and vehicle lights malfunctioning at times my wife dropped our town and country van off at the dealers. After their Diagnostic tests, they stated problem with gas recirculation value and gasket and also a bad head lamp switch and throttle body service needed as well as brakes. This servicing was done and upon picking the vehicle up, my wife noticed the driver side unlock and lock button no longer worked properly and the door chimed like the lights are on, when opening the driver door. The

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Sincerely,

[redacted]

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14730832

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 11, 2006

Refer to AG No.: 200604908
Web No.: cp90ic1350e

RECEIVED
APR 18 REC'D
SPECIAL INVESTIGATIONS

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 21-8004
3851 HAMLIN RD
AUBURN HILLS MI 48321

Dear Sir/Madam:

Re: [redacted]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

The action we do take will be based in part on our experience, information and knowledge of and about the person complained against. Therefore, we appreciate your prompt reply within the next ten days, in writing, giving your position on this matter. If we do not hear from you within the next 30 calendar days, we will be recontacting you regarding this matter.

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

Enc.
136

CP INTERNET WEB COMPLAINT

Date Received: 03/30/2006

CP No. 200604908

Internet ID No. cp90ic1350e

Present Status: Open

Consumer Information

Name [redacted]

Address

City, State, Zip TRAVERSE CITY MI [redacted]

County GRAND TRAVERSE

Home Phone No. Work Phone No.

Primary Company Complained Against

Name DAIMLER-CHRYSLER

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. Company Fax No.

Company Email

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No. Company Fax No.

Company Email

Complaint Information

Did you sign a contract? y Y = Yes N = No

Where did you sign this contract? BILL MARSH CHRYSLER - TRAVERSE CITY, MI

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: CHRYSLER TOWN & COUNTRY 2005

VIN No.: 1C4GP45R95B[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

The 2005 Chrysler Town & Country mini-van that we singed a lease for on March 22, 2005 has been in to Bill Marsh Chrysler Service four times in the last 10 months due to a faulty Body Control Module.

The first time, May 8, 2005, mileage 2421, we were driving and we lost all of our gauges, our error indicator lights were all on, lost windshield wipers, headlight and the heating and cooling system. Occupants of the vehicle were my husband and I and o two daughters. Bill Marsh Chrysler Service replaced the Body Control Module and felt that the problem was resolved. Two da after picking the vehicle up from Bill Marsh Chrysler Service it happened again while I was picking our oldest daughter up from school. I returned to Bill Marsh Chrysler with the complaint. They told me they would check into what else could be done and call me back. They felt that maybe the gauge cluster was defective and would need to be replaced. No return call was ever received.

The second time, July 14, 2005, mileage 5891, my husband and I were on the way to a funeral home 40 miles away from hom the morning after my father-in-law passed away and once again, we lost all gauges
our error indicator lights were all on, we lost windshield wipers, headlight and the heating and cooling system. We had to turn back and bring the vehicle back home before going on to deal with funeral arrangements. This was a tremendous inconvenie as we had family from all over the United States waiting on us during this episode. We brought the vehicle back in to Bill Mars Chrysler Service where they replaced the Body Control Module for the second time. We picked the vehicle up and everything seemed fine.

The third time, August 17, 2005, mileage 7870, my husband, me, a family friend and our two daughters were on our way out t dinner when we lost all of our gauges, our error indicator lights were all on, we lost windshield wipers, headlight and the heatin and cooling system. The big difference this time was that when it happened, we were driving down a four lane highway in the rain. This placed the five occupants of the vehicle in serious danger, in addition to others on the road. We brought the vehicle back home and made arrangements with Bill Marsh Chrysler Service the following morning to once again, have it "fixed." This time, the repair shop had the vehicle for 12 days. They communicated back and forth with service technicians at Daimler-Chrysler and were unable to come up with any answers. The Bill Marsh service manager, Thomas Miller, advised the Chrysler technician that this was their last chance to get it right, after this it would fall under Lemon Law. They decided to, onc again, replace the Body Control Module and also this time they replaced the gauge cluster. We picked the vehicle up and everything seemed to be fine.

Approximately seven months later, March 14, 2006, mileage 19735, we began having problems with the van once again. Whi driving my two daughters to school in the morning rush hour traffic, during a wet, heavy snow, I once again lost all of our gaug our error indicator lights were all on, we lost windshield wipers, headlight and the heating and cooling system. I immediately t the vehicle back to Bill Marsh Chrysler Service department. They felt that maybe there was a wire shorting out somewhere bu they weren't sure and felt they would have to once again tear everything apart and try to figure something out. They came acr a Technical Service Bulliten that talked about how some Body Control Modules were sent out from the factory without properly updated software installed. They went ahead and downloaded the updated software and are crossing their fingers that this do the trick. We have had the vehicle back for ten days and have not yet experienced any problems this time, but do not feel confident that the problem is fixed.

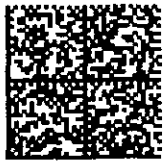
We do not trust this vehicle. It is our primary vehicle and yet we cannot take it on long trips because we never know when the Body Control Module will lose communication with the computer again. We have had two instances where not only ourselves, but our children have been put in harm's way because of this problem. We have tried to resolve this issue with Daimler-Chrys they stated that our vehicle is disqualified from Michigan State Lemon Law because of the mileage. We have read through th words of the Lemon Law for the State of Michigan on the Michigan.gov web site and there is nothing that put a limit on the mileage of a vehicle for qualification.

We have spoken on several occasions with Daimler-Chrysler's Customer Assistance Center (800-992-1997 Reference # 14730832) regarding our concerns and wishes for pursuing a Lemon Law claim and have gotten no where with it. We are ask for assistance in this matter.

Thank you for your time.

MIKE COX
ATTORNEY GENERAL
Lansing, Michigan 48913

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE
PITNEY BOWES
02 1A
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APR 13 2006
MAILED FROM ZIP CODE 48912

8-LHSMS 48326

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14730832

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 11, 2006

Refer to AG No.: 200604908
Web No.: cp90ic1350e

RECEIVED
APR 18 REC'D
SPECIAL INVESTIGATIONS

DAIMLER CHRYSLER CUSTOMER ASSISTANCE CENTER
PO BOX 21-8004
3851 HAMLIN RD
AUBURN HILLS MI 48321

Dear Sir/Madam:

Re: [redacted]

Enclosed is a copy of the consumer complaint recently filed with this office by the above. Kindly review this information and advise us of your position in this matter so that we may have all the facts.

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

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Sincerely yours,

MIKE COX
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(517) 241-3771 - Fax

Enc.
136

CP INTERNET WEB COMPLAINT

Date Received: 03/30/2006

CP No. 200604908

Internet ID No. cp90ic1350e

Present Status: Open

Consumer Information

Name	[redacted]		
Address			
City, State, Zip	TRAVERSE CITY	MI	[redacted]
County	GRAND TRAVERSE		
Home Phone No.		Work Phone No.	

Primary Company Complained Against

Name	DAIMLER-CHRYSLER		
Address	P.O. BOX 21-8004		
City, State, Zip	AUBURN HILLS	MI	48321
County	OAKLAND		
Company Ph No.		Company Fax No.	
Company Email			
Company Website			

Secondary Company Complained Against

Name			
Address			
City, State, Zip			
Company Ph No.		Company Fax No.	
Company Email			

Complaint Information

Did you sign a contract? y Y = Yes N = No

Where did you sign this contract? BILL MARSH CHRYSLER - TRAVERSE CITY, MI

Is there a court action pending? n Y = Yes N = No

Motor Vehicle Warranty Complaint Information

Vehicle Make, Model and Year: CHRYSLER TOWN & COUNTRY 2005

VIN No.: 1C4GP45R95E[redacted]

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How?

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We have spoken on several occasions with Daimler-Chrysler's Customer Assistance Center (800-992-1997 Reference # 14730832) regarding our concerns and wishes for pursuing a Lemon Law claim and have gotten no where with it. We are ask for assistance in this matter.

Thank you for your time.

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name [redacted]

Address [redacted] Bemidji MN [redacted]
(Street) (City) (State) (Zip)

Daytime Telephone [redacted]

VIN Number 2C4GP54LX5R [redacted]

Date of Purchase 2/28/05 Mileage 11,091

Servicing Dealer Bemidji Chrysler Center

Number of days vehicle has been Out-of-Service 7

Number of repair attempts to repair same condition 4

Description of Concern: Oscillating headlights + dashboard lights. Not safely driven at night.

[redacted]

Bemidji, MN

United States Postal Service
REGISTERED MAIL

RR 375 630 207 US

Label 200, July 1999 (102595) 99-M-1904

UNITED STATES POSTAL SERVICE

0000

48321

U.S. POSTAGE
PAID
BEMIDJI, MN
56601
MAR 16, '06
AMOUNT
$10.14
00030177-12

OWNER RELATIONS

MAR 2 7 2006

RECEIVED

Daimler Chrysler Motors Co. LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RETURN RECEIPT REQUESTED

RETURN RECEIPT REQUESTED

[redacted]
Murfreesboro, TN [redacted]
[redacted]

January 18, 2006

RECEIVED
JAN 24 2006

DaimlerChrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Certified Mail - Return Receipt Requested

To Whom It May Concern:

On August 27, 2005, I purchased a 2005 Dodge Grand Caravan, VIN Number 1D4GP24R55B[redacted]. The purchase was made at Beaman Dodge, 1705 S. Church Street, Murfreesboro, Tennessee 37130. The vehicle had 22,646 miles at the time of purchase.

Unfortunately, I am complaining due to an on-going problem that began within a month after purchase and has yet to be fixed. The vehicle has been in the service department a total of seven times within a three-month period for a "severe and continuous pulsation" in the electrical system that continues even when no accessories are on. The initial visit to a shop over this problem was on October 25, 2005. The vehicle had 25,646 miles at the time of the visit. Three adjustments have been made but the problem still remains the same. DaimlerChrysler Customer Assistance was addressed by Beaman Dodge regarding the situation. In response, Beaman Dodge was advised by a Chrysler Representative that no other work is to be performed.

This is a directive that is in no way acceptable. The sales representative has been very nice, professional throughout all of the services. Both he and the several mechanics have stated and it is noted on the service sheets that the problem is "Not Normal". I have contacted (www.chrysler.com) stating the problem in an attempt to resolve the problem. Their response was that the "situation written about is a function of your vehicle's design and is not a defect". There is a factory warranty on the vehicle in addition to an extended warranty purchased at the time of sale which is an additional cost and service contract for a promise to perform or pay for repairs or services.

Therefore, to resolve the problem, I would appreciate your response in writing explaining your company's position and what you will do about my complaint. Up to this point, all we have asked is for the vehicle to be fixed.

I look forward to your reply and a resolution to my problem and will wait 10 days before seeking third-party assistance. Please contact me at the address listed above or one of the phone numbers [redacted] ded.

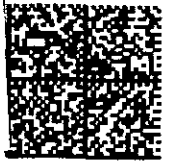
[redacted]

Murfreesboro, TN

CERTIFIED MAIL



7000 0520 0018 2670 4095





02 1A $ 04.64⁰
0004375581 JAN 18 2006
MAILED FROM ZIPCODE 37129

Daimler Chrysler Customer Assistance Center
P O Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 B198

10018747766

February 6, 2006

To Yonkers Avenue Dodge

Please note that I mailed the enclosed letter to you sometime ago, and have not gotten any response from you, please let me hear from you.

My next scheduled appointment for car service at Yonkers Avenue Dodge is March 6, 2006.

Thank you,

[redacted]

cc: Daimler Chrysler Corp.

RECEIVED

FEB 28 2006

January 2, 2006

To Whom It May Concern,

I am writing this letter to your organization because having been a loyal customer for over 10 years, I have several major complaints about my last few trip to Yonkers Avenue Dodge. First of all I brought my 2005 Dodge Caravan in for a 6,000 mile checkup on 12/5/05. It was noted that my head light switch was bad and needed to be replaced. Well that was not able to be done because they did not have the part in stock and after repeated calls I was finally able to have the switch replaced on 12/27/05 (almost 3 weeks later). This kept me from being able to turn my head lights off properly causing drainage to my battery. Also during the 12/5/05 visit I assumed my brakes would be checked however shortly after my brakes began making noise which I informed the technician who helped me on 12/27/05 and I was told in a very nasty manner that I am riding the brakes too hard. I drove 600 miles between my 12/5/05 visit and 12/27/05 visit. As I stated the noise began shortly after the 12/5/05 visit so it would seem like the problem should have been visible during that visit and fixed. Now the front brake was supposed to have been repaired during the 12/27/05 visit yet I still hear noise coming from the rear of the car. Also I was told should I come in with another brake problem no matter how soon it would not be covered under warranty and I feel as if I am being set up to be charged an arm and leg for future brake repair. Please tell me what the warranty is on all parts of the 2005 Caravan including brakes. I have never had to have brakes repaired on my previous cars in less than 13,000 miles, so why should this time be any different. Just like the light switch went bad and it was not my fault the same could be said for the brakes.

Next I want to address the issue on the rude service tech. who I encountered on 12/27/05. First of all if my car had been serviced correctly and completely on 12/5/05, there would have been no need for my visit on 12/27/05, which was totally inconvenient for me because I had to take time off from work for a second day. If anyone had a reason to be rude that day it was me, and even though I was frustrated with Yonkers Avenue Dodge Service Dept's incompetence, I still was not rude. No customer should be treated in such a manner, especially one with such a long standing history with your company.

I look forward to receiving an immediate response to my letter by phone from the Service Dept. Supervisor or the owner of Yonkers Avenue Dodge.

[redacted]

cc:Daimler Chrysler Corp.

YONKERS AVENUE DODGE, Inc.
YONKERS AVENUE AUTO EXPO
KIA OF WESTCHESTER

500 Yonkers Ave.
YONKERS, NEW YORK 10704

2002

Service
(914) 964-0099

Parts
(914) 964-9533
Fax (914) 964-9423

Sales
(914) 964-0700

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	79333	6743	03995	3797	I	08DOZ	ELECTRICAL
				3797	C	28DOZ116K	6000 MILE SERVICE
07/15/05	74920	3324	04430	04195	I	28DOZ113K	3000 MILE SERVICE
				04195	W	24DOZZ	A/C
03/21/05	70889	2	04078	3696	I	40DOZ	NEW CAR NYS INSP
02/01/05	69011	3	3460	3696	W	01DOZ	ADJUSTMENTS

SALESPERSON NO. YONKERS AVENUE DODGE, Inc. YONKERS AVENUE AUTO EXPO KIA OF WESTCHESTER YONKERS NEW YORK 10704 DODGE DEALER 704 KIA DEALER 706 STATE CODE NY 004

SERVICE

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R. O. NO.
CASH ☐	2D4GP44L35R [redacted]	05/DODGE TRUCK/CARAVAN/GRAND SE		530378		79791
CREDIT CARD ☐	[redacted]	CUSTOMER NO. 85716 / SERVICE CONTRACT	DELIVERY DATE 03/25/05	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE 12/27/05
CHECK ☐	BRONX, NY [redacted]	COLOR / CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO. 528
(PRIOR APPROVAL)		TURBO / MMC / A/R COND. / P. S. / TRANS	MILEAGE 7,344	ADVISOR NO. 04446	ADVISOR SIGFREDO	
OTHER ☐						

CALL WHEN READY ☐ YES ☐ NO — RE [redacted]

TIME RECEIVED 07:00am | DATE/TIME PROMISED 12/27/05 10:00pm | PRIORITY 3

APPOINTMENT ☐ Yes ☒ No | LABOR RATE* 93.50

VISIT OUR WEB SITES FOR DISCOUNTS ON NEW & USED VEHICLES, DISCOUNTS ON ORIGINAL PARTS AND MONEY SAVING COUPONS FOR SERVICING YOUR VEHICLE.

Mopar PERFORMANCE | SERVICE DEPT. E-MAIL 5StarService@Zcars.org | PARTS DEPT. E-MAIL FiveStarParts@Zcars.org | WEB PAGE www.Zcarsdirect.com

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 C * 08DOZ ***ELECTRICAL***
C/S HEAD LIGHT SWITCH WAS ORDER IS HERE NOW

2 C 05DOZ ***BRAKES***
C/S RIGHT REAR BRAKE IS GRINDING NOISE

PRE-INSPECTION ESTIMATE PARTS & LABOR	DELAYED OR REVISED ESTIMATE APPROVAL	TEAR DOWN FOR ESTIMATE ONLY
$	$	X ____ LABOR $ ____ PARTS

CONTACTED ☐ VIA PHONE ☐ IN PERSON — DATE / AM PM — OK'D BY — PHONE WHEN READY ☐YES ☐NO
PHONE CALLED — CALLED BY

CUSTOMER LABOR RATE IS $ _____ PER HR. AND/OR PER FLAT RATE MANUAL.

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.
STORAGE CHARGE IS $25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.
TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK ONLY.

X _____ CUSTOMER'S SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.
SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS
DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS
TYPE:
NYS-MV R/S REG. NO. 704 3506 79791

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CUSTOMER COPY

[redacted]

YONKERS AV DODGE, Inc.
YONKERS AVENUE AUTO EXPO
KIA OF WESTCHESTER
500 Yonkers Ave.
YONKERS, NEW YORK 10704

2002

Service
(914) 964-0099
SERVICE DEPT. E-MAIL
5StarService@Zcars.org

Parts
(914) 964-9533
Fax (914) 964-9423
PARTS DEPT. E-MAIL
FiveStarParts@Zcars.org

Sales
(914) 964-0700
WEB PAGE
www.Zcarsdirect.com

YONKERS AVENUE
DODGE, Inc.
DODGE DEALER
CODE 32-43691
NYS MV R/S REG NO. 704 3506

YONKERS AVENUE
AUTO EXPO
KIA OF WESTCHESTER
KIA DEALER
CODE NY004

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
85716	SIGFREDO 04446	528	12/27/05	DOCS79791
[redacted] BRONX, NY [redacted]	LABOR RATE: 93.50 / LICENSE NO. / MILEAGE: 7,344 / COLOR: / STOCK NO.: 530378			
	YEAR / MAKE / MODEL: 05/DODGE TRUCK/CARAVAN/GRAND SE		DELIVERY DATE: 03/25/05	DELIVERY MILES
	VEHICLE I.D. NO.: 2D4GP44L35R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO. / P. O. NO.		R. O. DATE: 12/27/05	
[redacted]	COMMENTS			MO: 7345

LABOR & PARTS

J# 1 08DOZ ELECTRICAL HOURS: 0.20 TECH(S):3710 — WARRANTY

C/S HEAD LIGHT SWITCH WAS ORDER IS HERE NOW
SWITCH SHORTED OUT
REPLACE HEAD LAMP SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	ZL651DV-AF	SWITCH LIGHTING CON		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 05OOZ BRAKES HOURS: 0.60 TECH(S):3710 — WARRANTY

C/S RIGHT REAR BRAKE IS GRINDING, NOISE
BRAKES COMPLETLY WORN OUT TO THE METAL
REPLACE BRAKE PADS IN THE FRONT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	V1013803-AB	PAD KIT FRONT DISC		WARRANTY
JOB # 2	2	5019981-AB	ROTOR BRAKE		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1 FREIGHT (PARTS) — WARRANTY

TOTAL - GOG 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

VEH BRAKES WORN OUT PREMATURE. IT IS RECOMENDED TO BE EASY ON THE BRAKES ..THEY DO NOT WEAR AT THIS LOW MILEAGE.
TOO HARD ON THE BRAKES .NEXT TIME IT WILL NOT BE WARRANTY.

Please chuck your head Sir
how many Cars I have bought from
you and never before had brakes
go bad before 13,000 miles
also never had head light Switch
To go bad at only 6,000 miles

ALL PARTS NEW EXCEPT AS NOTED

WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

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AND
KIA OF WESTCHESTER

WE WANT TO INSURE YOUR SATISFACTION

1. How were you satisfied with the treatment you received from our service staff? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
2. Did the service staff listen and understand your needs? ☑ Yes ☐ No
3. How satisfied were you with the quality of the work performed on your vehicle? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
4. How satisfied are you with the service staffs ability to have your vehicle ready when promised? ☐ Very Satisfied ☑ Satisfied ☐ Dissatisfied

DO YOU HAVE ANY SUGGESTIONS TO IMPROVE OUR SERVICE? Yes See letter

[redacted]

NAM[redacted] PHON[redacted]

HELP US IMPROVE OUR SERVICE - PLEASE FILL IN AND MAIL THIS CARD

PLEASE FILL OUT ABOVE CARD WHICH QUALIFIES YOU FOR CUSTOMER OF THE MONTH DRAWING. WIN A $100.00 GIFT CERTIFICATE FOR ANY SALES, SERVICE OR PARTS ITEMS AT YONKERS AVENUE AUTOMOTIVE EXPO.

THANK YOU!

Dodge
Dodge Trucks

YONKERS AVENUE
▪ AUTOMOTIVE EXPO ▪
"THE NEW DODGE EXPERIENCE"
500 YONKERS AVENUE • YONKERS, N.Y. 10704

CHRYSLER

FORM RL-790 TG300041 Q (6/05)

Please present this stub to cashier when calling for your vehicle

OWNER'S NAME

Thank You!

Reynolds+Reynolds®

PRINTED IN USA

DETACH POSTCARD FOR MAILING

NO POSTAGE REQUIRED



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

528

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 4555 YONKERS, NY

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN CONSUMER RELATIONS DEPT
YONKERS AVENUE DODGE INC
500 YONKERS AVE
YONKERS NY 10704-9971



REPAIR ORDER NUMBER

528

KEY TAG
528

CLAIM CHECK
528

Yonkers Ave. Dodge

6,000 MILE SERVICE

- ☐ REPLACE MOTOR OIL & FILTER
- ☐ CHECK FLUID LEVELS, TOP OFF TO PROPER LEVEL
- ☐ INSPECT BRAKE LININGS AND ADJUST
- ☐ ADJUST PARKING BRAKE
- ☐ INSPECT ALL HOSES, DRIVE BELTS & ADJUST AS NECESSARY
- ☐ ROTATE AND BALANCE TIRES
- ☐ CHECK ALL VEHICLE LIGHTS
- ☐ CLEAN BATTERY AND TEST
- ☐ INSPECT STEERING & SUSPENSION POINTS
- ☐ INSPECT EXHAUST SYSTEM

mopar PARTS www.mopar.com

Dodge Trucks | CHRYSL Plymouth | Jeep

DATE	R.O. NUMBER	MILEAGE
[illegible]	[illegible]	[illegible]

[illegible] YONKERS, N.Y. 10704

9,000 MILE SERVICE

- ☐ REPLACE MOTOR OIL & FILTER
- ☐ CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID, TRANS. FLUID & DIFFERENTIAL, AND 4 WD OILS.
- ☐ LUBRICATE DOORS, HOOD & TRUNK HINGES
- ☐ INSPECT FOR OIL OR COOLANT LEAKS
- ☐ INSPECT BRAKE LININGS AND ADJUST
- ☐ INSPECT FRONT END FOR WEAR LOOSENESS
- ☐ INSPECT CVJ BOOTS
- ☐ CLEAN BATTERY TERMINALS

mopar PARTS www.mopar.com

Dodge Trucks | CHRYSL Plymouth | Jeep

DATE	R.O. NUMBER	MILEAGE

12,000 MILE

- ☐ REPLACE MOTOR OIL & FILTER
- ■ REPLACE FUEL FILTER (WHEN APPLICABLE)
- ☐ AIR FILTER, CANNISTER FILTER
- ☐ CLEAN BATTERY TERMINALS & LOAD TEST
- ☐ REPLACE OIL BREATHER ELEMENT
- ☐ CHECK ALL FLUID LEVELS, TOP OFF TO PROPE
- ☐ CHECK MINIMUM AIR FLOW SETTING & ADJU
- ☐ INSPECT SHOCKS AND STRUTS
- ☐ INSPECT BRAKE HOSES
- ☐ INSPECT FUEL HOSES
- ☐ INSPECT BRAKE LININGS
- ☐ LUBRICATE DOOR, HOOD & TRUNK HINGES
- ☐ LUBRICATE STEERING & PIVOT POINTS
- ☐ ROTATE & BALANCE TIRES

PERFORM JB EMISSION SYSTEM CLEANING SERVICE

Dodge Trucks | CHRYSL Plymouth | Jeep

15,000 MILE

- ☐ REPLACE MOTOR OIL AND FILTER
- ☐ INSPECT FOR OIL OR COOLANT LEAKS
- ☐ CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID, TRANS. FLUID & DIFFERENTIAL, AND 4W
- ☐ INSPECT BRAKE LININGS (4 WHEELS) ANI
- ☐ LUBRICATE DOORS, HOOD & TRUNK HIN

FREE!

For Yonkers Ave. New Vehicle Owners

Dodge Trucks | CHRYSL Plymouth | Jeep

5-21-06

Jerry R. Jernigan
P.O.Box 1226
Whiteville NC 28472
910-642-4941 or
work 910-207-3438

RECEIVED
APR 0 8 2006
OWNER RELATIONS

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name [redacted]

Address [redacted] (Street) Whiteville (City) NC (State) [redacted] (Zip)

Daytime Telephone [redacted]

VIN Number 1D4-GP45R95B-[redacted]

Date of Purchase Sept 20-04 Mileage

Servicing Dealer Underwood + Millard Chrysler Jeep Dodge

Number of days vehicle has been Out-of-Service 20 or more days

Number of repair attempts to repair same condition 12

Description of Concern: Lot of electrical problems - Door locks would not work, head lights would not come on, tail lights kept blowing, headlights going out & the would not come on, tail lights off lock would not work lock not work, air condition not working properly, lights would not come on (And more!

I am writing this to let you know I am not pleased with my Van! It is the worst lemon I would go and tell them I have a problem with the head lights; while I am there they work so they tell me they can not find the probl so I the next time I am while they were not there is a bad electrical problem. The headlights, tail lights, locks, windows back got wet; Trans slipping! Air condition was not working properly. Here is a copy of work schedule! Please help us! We want a new Van or our money back! We had it in the shop so many times for a new Van! Now it is in my back yard because the lights goes not and in. Too dangerous to drive!

Thank you

[redacted]

Vin ID#: 5B184958 Repair Order#: 79980 Status Cd: C

Line#: B OperNo: 02 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A26
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
DIAGNOSIS
CUST THINKS THE TRANS IS SLIPPING SOMETIMES WHEN PULLING IN GEAR
AS PER CUSTOMER
TEST DROVE AND VEHICLE IS ENGAGING FROM GEAR TO GEAR AS TO SPECS

Vin ID#: 5B[redacted] Repair Order#: 79336 Status Cd: C
RO Date: 11/16/04 Inv Date: 11/16/04 Mileage: 5085 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 01CEC3K FailCode: Hours: 0.30 Rate: 4 Amount$: 15.03 Tech: A03
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 12.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
AS PER CUST REQUEST
PERFORMED ESSENTIAL CARE3

Line#: B OperNo: 00ROTATE FailCode: Hours: 0.30 Rate: 1 Amount$: 15.95 Tech: A03
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ROTATE 4 TIRES
ROTATE 4 TIRES
AS PER CUST REQUEST
ROTATED 4 TIRES

Vin ID#: 5B[redacted] Repair Order#: 77464 Status Cd: C
RO Date: 07/16/04 Inv Date: 07/20/04 Mileage: 5 Act/Est: A Serv Adv: 51
Control#: Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 50 FailCode: Hours: 1.10 Rate: 2 Amount$: 53.46 Tech: A62
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ALL PDI
ALL PDI
PERFORMED PDI

Line#: B OperNo: 00CNCSI FailCode: Hours: 0.30 Rate: 3 Amount$: 8.25 Tech: A62
PayType: I Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
NC STATE INSPECTION
NORTH CAROLINA STATE INSPECTION
PERFORMED NCSI

Vin ID#: 5B[redacted] Repair Order#: 82647 Status Cd: C
RO Date: 06/15/05 Inv Date: 06/22/05 Mileage: 18591 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 26860303 FailCode: Hours: 0.30 Rate: 4 Amount$: 3.00 Tech: A67
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
AS PER CUST REQUEST
PERFORMED ESSENTIAL CARE OIL CHANGE

Line#: B OperNo: 03 FailCode: Hours: 0.00 Rate: 1 Amount$: 0.00 Tech: A26
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ ELECTRICAL CUST STATES WHEN UNLOCKING DOORS THE LIGHTS DO
NOT FLASH
OPTICAL HORN CHIRP WAS DISABLED
USED DRBIII TO ACCESS TO BCM AND ENABLED OPTICAL HORN CHIRP

Vin ID#: 5B[redacted] Repair Order#: 81002 Status Cd: C
RO Date: 03/03/05 Inv Date: 03/03/05 Mileage: 12357 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 01CEC3K FailCode: Hours: 0.30 Rate: 4 Amount$: 15.03 Tech: A03
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 12.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
MAINTENCE
PERFORMED SERVICE

Vin ID#: 5B[redacted] Repair Order#: 79980 Status Cd: C
RO Date: 12/29/04 Inv Date: 01/28/05 Mileage: 8443 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 72 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A26
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ INTERIOR TRIM WATER IS COMING IN THE REAR FROM SOMEWHERE, BACK
IS WET
AS PER CUSTOMER
NO LEAK WAS DETECTED, POSSIBILTY SOME WATER GOT IN FROM THE ICE
OR SNOW, RECOMMEND LET CARPET DRY AND RECHECK

Vin ID#: 5B[redacted] Repair Order#: 83573 Status Cd: C
RO Date: 08/15/05 Inv Date: 08/15/05 Mileage: 23661 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 1.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 8.25 Type: C

Line#: A OperNo: 00CNCSI FailCode: Hours: 0.30 Rate: 1 Amount$: 8.25 Tech: A50
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
NC STATE INSPECTION
NORTH CAROLINA STATE INSPECTION
PERFORMED NCSI

Vin ID#: 5B[redacted] Repair Order#: 83436 Status Cd: C
RO Date: 08/05/05 Inv Date: 08/11/05 Mileage: 22272 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 26860303 FailCode: Hours: 0.30 Rate: 4 Amount$: 3.00 Tech: A99
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
MAINTENCE
PERFORMED ESSENTAIL CARE

Line#: B OperNo: 00ROTATE FailCode: Hours: 0.30 Rate: 1 Amount$: 15.95 Tech: A99
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ROTATE 4 TIRES
ROTATE 4 TIRES
MAINTENCE
ROTATED TIRES

Vin ID#: 5B[redacted] Repair Order#: 83169 Status Cd: C
RO Date: 07/21/05 Inv Date: 07/28/05 Mileage: 21163 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 24010101 FailCode: 53 Hours: 0.40 Rate: 2 Amount$: 20.04 Tech: A50
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
DIAGNOSIS
CUSTOMER STATES AC IS NOT COOLING
AC LOW IN FERONE
CHARGED SYSTEM AND ADDED DYE

Vin ID#: 5B[redacted] Repair Order#: 85641 Status Cd: C
PROGRAM LIGHTS TO FLASH WITH KEYLESS ACTIVATION
AS PER CUSTOMER REQUEST
PROGRAMMED PARK LAMPS TO FLASH WHEN KEYLESS ACTIVATED

Vin ID#: 5B[redacted] Repair Order#: 84895 Status Cd: C
RO Date: 11/16/05 Inv Date: 11/16/05 Mileage: 28052 Act/Est: A Serv Adv: 20
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 01C3750K FailCode: Hours: 0.30 Rate: 1 Amount$: 10.00 Tech: A17
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
3K CHRYSLER
3000 MILE SERVICE NOT 23.95 BASIC SERVICE VEHICLES
MAINTENCE
PERFORMED 3000 MILE SERVICE

Vin ID#: 5B[redacted] Repair Order#: 84190 Status Cd: C
RO Date: 09/30/05 Inv Date: 10/13/05 Mileage: 26032 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 0891PCE3 FailCode: 1C Hours: 0.50 Rate: 2 Amount$: 25.85 Tech: A05
PayType: W Sp G/L#: FP: CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ ELECTRICAL
NONE OF THE LOCKS WORK WITH REMOTE OR SWITCH
BAD CONNECTION ON C3 PLUG ATBCM LOOSE
FIXED CONNECTOR

Vin ID#: 5B[redacted] Repair Order#: 83576 Status Cd: C
RO Date: 08/15/05 Inv Date: 08/15/05 Mileage: 23661 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 11 FailCode: Hours: 1.00 Rate: 1 Amount$: 50.00 Tech: A26
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ACCESSORIES CUT AND PROGRAM NEW KEY
ACCESSORIES
AS PER CUST REQUEST
CUT AND REPROGRAMED KEY

Vin ID#: 5B[redacted] Repair Order#: 85686 Status Cd: C
RO Date: 01/12/06 Inv Date: 01/19/06 Mileage: 32382 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
MISC(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
MISC(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
MISC(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 08505208 FailCode: Hours: 0.20 Rate: 2 Amount$: 10.34 Tech: A26
PayType: W Sp G/L#: FP: L0003057 CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ELECTRICAL
RIGHT REAR TAILLAMP BULB KEEPS BLOWING
RESISTANCE
CHECK FOPR RESISTANCE, NONE FOUND, CHECKED FOR TSBS, NO FOUND
SWITCHED SOCKETS ON BRAKE ASSEMBLY, REPLACED BULB

Vin ID#: 5B[redacted] Repair Order#: 85641 Status Cd: C
RO Date: 01/10/06 Inv Date: 01/27/06 Mileage: 32202 Act/Est: A Serv Adv: 20
Control#: 6424941 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
MISC(1) 0.00 WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
MISC(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
MISC(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 03 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A99
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ELECTRICAL CUSOTMER COMPLAINS THAT THE HEADLAMPS SOMETIMES
DO NOT WORK CORRECTLY, WILL NOT COME ON.
AS PER CUSTOMER
CONDITION NOT PRESENT, RAN TSB SEARCH, NO TSB, NO STORED CODES
FOR CONDITION IN COMPUTER

Line#: B OperNo: 01C3750K FailCode: Hours: 0.30 Rate: 1 Amount$: 10.00 Tech: A17
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
3K CHRYSLER
3000 MILE SERVICE NOT 23.95 BASIC SERVICE VEHICLES
MAINTENCE
PERFORMED 3000 MILE SERVICE

Line#: C OperNo: 03M195 FailCode: Hours: 0.20 Rate: 1 Amount$: 5.50 Tech: A17
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓STOP OR TAIL LAMP BULB REPLACEMENT
ONE OF REAR BULBS NOT BURNING. CHECK OPERATION OF REAR BULBS
BULB BLOWN
R&R TAILLAMP ASSSEMBLY AND REPLACED BULB

Line#: D OperNo: 00 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A99
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ROUTINE MAINTENANCE
ROUTINE MAINTENANCE

AUTO/MATE, INC.
HISTPRNT
PAGE 1

COMPANY: 01 Underwood & [illegible]
SERVICE MERCHANDISING
HISTORY PRINT

RUN TIME: 10:01

V.I.N..... [redacted]
Owner Name..... [redacted]
Street Address. [redacted] State NC Zip [redacted]
City..... WHITEVILLE 1 Work... [redacted]
Telephone..... Home.. [redacted] Send Mail... Y(Y/N)
Other Phone No...
E-mail Address...
Cust. Control No. [redacted] (Only Needed for Charge Sales)
Salesperson..... SU3 Delivery Date... 09/20/04 Delivery Miles.. 8

Activity	
No.R.O.'s	14
Total$s	294
Lstsr	02/22/06
Miles	33107

- - - - - Vehicle Information - - - - -

Year..... 05
Model..... CARAVAN
Plate No.....
Key No. Ign..... M2271
InServiceDate.... 09/20/04
Warranty Type....
ENGINE/TRANS.....
COMMENT 3 .....
ServAdvisor.....

Make..... DODGE
Color..... RED PEL
Stock No.... 6203
Key No.Trk.. RSKH52
Prod. Date.. 00/00/00
Warr.Expires. 00/00/00 Miles 0
SERV CONT # .....
SERV CON ded.....
Tech/Team Cd.

Vin ID#: 5B[redacted] Repair Order#: 86220 Status Cd: C
RO Date: 02/16/06 Inv Date: 02/22/06 Mileage: 33107 Act/Est: A Serv Adv: 20
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 08190296 FailCode: FM Hours: 0.50 Rate: 2 Amount$: 25.85 Tech: A26
PayType: W Sp G/L#: FP: CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
MOPAR DIAGNOSTIC SYSTEM TEST
√ DOOR LOCKS INOPERATIVE
TSB 08-040-04
FLASHED BCM FOR INTERMITTENED DOOR LOCKS INOPERATIVE

Vin ID#: 5B[redacted] Repair Order#: 85710 Status Cd: C
RO Date: 01/13/06 Inv Date: 01/25/06 Mileage: 32432 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 08803601 FailCode: Hours: 0.30 Rate: 2 Amount$: 15.51 Tech: A26
PayType: W Sp G/L#: FP: ZL671DVAC CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
√ ELECTRICAL
HEADLAMPS WILL NOT COME ON
HEADLAMP SWITCH SENDING INCORRECT VALVE TO THE FCM
VERIFIED CONCERN, CONDITION DID NOT LAST LONG. RAN SYMPTON
SEARCHON STAR ON LINE, FOUNDED RELATED SOLUTION K17859264
tory: Version: 1 Created: 01/13/2006 12:04
REMOVED AND REPLACED HEADLAMP SWITCH WITH NEW VEHICLE ON LOT,PASSED

UNDERWOOD & MILLARD CHRYSLER JEEP DODGE

501 SOUTH MADISON STREET
WHITEVILLE, N.C. 28472
910-642-2000 or 800-682-6835 or fax 642-2462
service@underwoodandmillard.com

86617JER

[redacted]
WHITEVILLE NC [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
1D4GP45R95B[redacted]	35499	03/16/06	86617 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO
05	DODGE	CARAVAN	RED	00530

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
6424941		[redacted]		6203	00/00/00	44 2798RP	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	09/20/04	8	35499	03/16/06	09/20/04

NOTICE: Any & all non Damiler-Chrysler parts used in the repair process are NOT warranted by this dealer//Chrysler Therefore we strongly discourage use of non-factory parts

SERVICE HOURS: MON-FRI 7:30-6:00
shop supplies: incorperate supplies used in servicing vehicles (6% of labor-$10.oo max) towels;lubes;cleaners

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	3K CHRYSLER					
	3000 MILE SERVICE NOT 23.95 BASIC SERVICE VEHICLES					
	MAINTENCE					
	PE4RFORMED 3000 MILE SERVICE					
	01C3750K	A17 0252			C	10.00
	5281090 FILTER ENGIN			1	C	6.60
	5W30 5W30 OIL			5	C	7.50
			Line Total.....			24.10
B	ELECTRICAL					
	CUSTOMER STATES RIGHT REAR WINDOW INOP					
	AS PER CUSTOMER					
	WINDOW IS WORKING AT THIS TIME, NOTE THAT IF WINDOW IS OPEN AND CLOSED OFTEN, IT HAS CIRCIUT BREAKER TO TRIP TO COOL MOTOR					
	03	A17 0252				
			Line Total.....			
C	ELECTRICAL					
	CUSTOMER STATED THAT RIGHT HEADLAMP WOUL NOT WORK AT TIMES					
	AS PER CUSTOMER					
	LIGHTS ARE WORKING TO SPECS , NO TSBS					
	03	A17 0252				
			Line Total.....			

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either expresse or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

[redacted]

Whiteville NC

[redacted]

CERTIFIED MAIL™

7006 0100 0006 1309 8038

UNITED STATES POSTAL SERVICE

0000

48321

U.S. POSTAGE
PAID
WHITEVILLE, NC
28472
MAR 28, '06
AMOUNT

$4.88

00077131-04

DaimlerChrysler Motors Co. LLC
Customer Center
P.O Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04-B158

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Apr 04 23:43:12 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I have had my 2005 Grand Caravan in the shop 5 times (tomorrow will be 6) for the same electrical problem.

Comments:

Lights flickering (both headlights) and on the dash. Headlights have gone out completely while driving at night. The first time I experienced a problem I lost all gauges, wipers, etc. & brought it to Sam Dell Dodge. Since that first visit I have been back to Fayetteville Dodge, but no resolution on this problem. I have a 5 year old with disabilities and am very concerned for our safety at this point. This is my second Grand Caravan - I love them - but this one has serious problems and I would like to explore my options on resolving this.

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Apr 05 13:51:10 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Nancy,

Thank you for your recent email to DaimlerChrysler Motors Corporation.

I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the concerns you have experienced.

We regret that you are still experiencing problems with your vehicle. It is our suggestion that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you may want to seek a second opinion from another authorized DaimlerChrysler dealership.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Agents.

Thank you again for your email.

Sincerely,

Dawn
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14790589
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3723777C0KM&
Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

I have had my 2005 Grand Caravan in the shop 5 times (tomorrow will be 6) for the same electrical problem.
Comments:

Lights flickering (both headlights) and on the dash. Headlights have gone

out completely while driving at night. The first time I experienced a problem I lost all gauges, wipers, etc. & brought it to Sam Dell Dodge. Since that first visit I have been back to Fayetteville Dodge, but no resolution on this problem. I have a 5 year old with disabilities and am very concerned for our safety at this point. This is my second Grand Caravan - I love them - but this one has serious problems and I would like to explore my options on resolving this.

Sender Information:

Title:	Ms.
First Name:	[redacted]
Middle Initial:	[redacted]
Last Name:	[redacted]

CCRG

RECEIVED
APR 13 REC'D
SPECIAL INVESTIGATIONS

April 3, 2006

Chrysler Headquarters
Legal Division
Chrysler Drive
Auburn Hills, Michigan 48326-2766

The following is a copy of the letter that I was advised to send – I have also been advised to send this copy to you by Asheville Dodge. This letter is meant to inform you that we are still experiencing engine problems and would appreciate it if this matter could be resolved immediately. You may contact me @ 828-488-5795(PM) or @ 497-9163 ext. 6407(AM).

2006 APR 11 PM 2:07
OFFICE OF THE GENERAL COUNSEL
DAIMLERCHRYSLER CORPORATION

Asheville Dodge
860 Tunnel Rd.
Asheville, N.C. 28805

February 2[illegible], 2006

To Whom It May Concern:

It has been advised that I inform you that I am giving written notice of a last attempt to have my vehicle repaired. Your service department now has 15 calendar days to make the final repair attempt before the law allows the 'Lemon Law' to be invoked. I have consulted with an attorney and we are prepared to proceed in this matter.

As you can see from the attached service copies we began to experience problems with the engine in September 2005-well within the 12 month period that the express warranty of a new vehicle allows. The second service copy will reflect a date of February 6, 2006. At this point the vehicle condition was worsening to the point that the headlights had begun to go out and the check engine light had come on.

After a couple of days we began to experience the same problems and I then made arrangements to have the vehicle serviced at a closer Dodge dealership not wanting to return to Asheville after previous failed attempts at repair. We took the vehicle to Jim Brown Chrysler in Franklin. A copy of that service request has also been attached. The plug wires and vacuum hose were found to be the source of the problem so they were switched out.

The same evening that we retrieved our vehicle the headlights went out twice while driving on a busy interstate. Luckily we weren't in an accident The next day we had to run a short errand and the engine bogged down to the point that we didn't know if we would make it home. **Since these are serious safety issues - I have been instructed to ask for an IMMEDIATE resolution in this matter.**.

My sole purpose in purchasing a van was that we were expecting a new baby & there would be room for everyone. We have five children under the age of 15 years so we felt that it would be the perfect vehicle for our family in that it would suit all of our needs. Now we find ourselves afraid to go anywhere for fear that we will break down or have an accident. It is my hope that this can be handled in an amicable manner best suited to everyone.

Thank You,

[redacted]

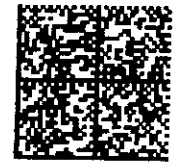
MY HOME ADDRESS IS

[redacted]

CHEROKEE, NC

[redacted]

CHEROKEE INDIAN HOSPITAL
OUTPATIENT DEPT.
CHEROKEE NC 28719
828-497-9163
PO Box 33
CHEROKEE NC
28719



UNITED STATES POSTAGE
PITNEY BOWES
02 1A $ 00.39⁰
0004396783 APR 07 2006
MAILED FROM ZIP CODE 28719

CHRYSLER HEADQUARTERS
LEGAL DIVISION
CHRYSLER DRIVE
AUBURN HILLS, MICHIGAN
48326-2766

48326/2766

April 24, 2006
Rossford, Ohio

Attention: Director of Daimler-Chrysler Customer Assistance Center

From: [redacted]
Rossford, Ohio [redacted]
Phone: [redacted]

I purchased my Chrysler Town & Country Van on May 13, 2004 at Southfield Chrysler/Jeep in Southfield, MI. . (Vin Number R[redacted])

I had my car serviced on 8-16-04 with a mileage reading of 3,201 by Rouen Chrysler/Dodge/Jeep (Customer Number: 20483 Rouen) in Woodville, Ohio for an oil change. On my second oil change servicing on 10-18-04, with 6762 miles, I had the tires rotated. I went for a third visit for an oil change.

On my fourth visit, on 4-25-05, with 13,897 miles, I had an oil change, tires rotated, and was told a new hub stud and wheel nut was installed under warranty. Their explanation note said that I reported stripped wheel studs on the left rear wheel hub. I did not give this explanation as I did not know this problem existed. The note said that more than one stud was stripped, yet only 1 was replaced. As this was the only place that had worked on the tires, the problem had to start at this service center.

On 7-25-05, with 17,411 miles, my 5th visit was a routine oil change. On my 6th visit on 9-12-05 with 20,325 miles, I had the tires rotated and 32# of air put in for a trip out west as I was leaving early on 9-13-05. I was told by the service manager that the air throttle valve was fluttering and dirty. He would clean it and the fuel injectors if necessary. Otherwise, I could have a genuine problem on my trip. The fuel injectors were not cleaned and I was charged for new replacement parts. I honestly believe new parts were never installed because of the short amount of time it took to supposedly replace them. I was mad but paid for the work. While on my trip, I thought that this was an unnecessary repair and wondered why they did not offer me the old parts. Shouldn't this be covered under warranty? Was this an act of deceit? Shouldn't they have offered to give me the old parts?

I had my next oil change and tire rotation done at an independent dealer, AAA Car Care Plus, on 10-14-05 with 24,935 miles. On the left rear wheel, one of the wheel nuts would only come part way off. I told the mechanic to break it off. He pointed out several more bad hub studs on the left rear wheel. He said the hub studs were cross threaded during remounting. This happened during my first tire rotation at Rouen. Why didn't they correct this problem instead of trying to cover it up?

I understand my windshield wiper motor will have to be replaced. I will not go back to this dealer for any work on my vehicle as I don't trust them at all!

Items that need to be taken care of on my 2005 Vehicle:

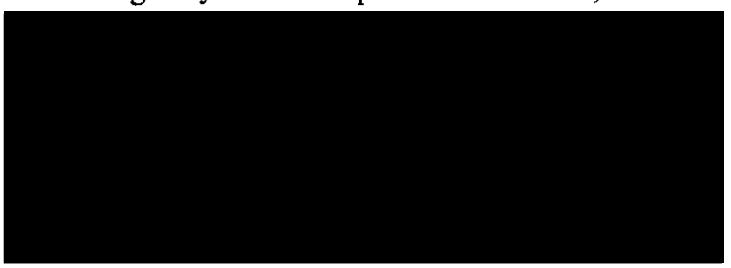
1). Replacement of hub studs and wheel nuts on left rear hub. Currently, only 4 are holding the wheel and tire on.

2). Return of money for labor and parts on fuel injectors.

3). Wind shield wiper motor replacement.

4). Headlight ON/ OFF switch has failed 8 times so far. Dashlights come on but headlights don't. This is very dangerous and I have to turn them off and on several times before they function correctly.

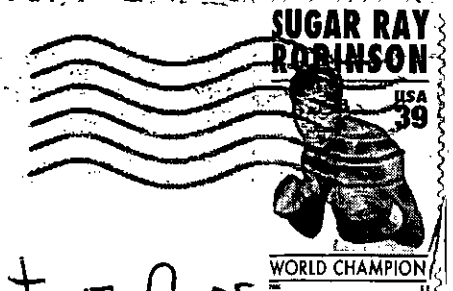
Waiting for your fast response to this letter,



[redacted]
Rossford, OH [redacted]

TOLEDO OH 436

25 APR 2006 PM 2 L



REC'D APR 2 8 2006

Daimler Chrysler Motor Corp
Chrysler Customer Center
Attention: William E. Moore or Present Director
P.O. Box 21-8004
Auburn Hills, MI.
48321-8004

48321+8004

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu May 04 17:15:00 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Repeted vehicle service failures that repairs have been made but continue to reoccurr.

Comments:

The van has been in for service 10 times for electrical and mechanical related issues that continue to fail. The radio has shorted out this week for the second time in less than 2 months . The following electrical items have failed: air bag lamp(impact sensor shorted internal failure), headlamp switch (shorting out),power locks unlock and lock on their own(two seperate service instances), ABS and Traction light(speed signal sensor failure, failed twice), radio(internal short). Non electrical items are: Leaking red fluid(coolant line leaked after recall replacement), rear stow away seat legs would not retract, replace front sway bushings, accelerator sticks and car surged forward(induction service required), third brake light lens cracked(Possibly lamp was too hot and cracked lens). I also had to replace (myself) a tail lamp that burned out(the inside of the bulb was melted)

The dealership has done it's best to correct the various problems but they keep on reoccuring and the vehicle is not reliable nor safe with headlamp failures, ABS & traction failures, radio giving off a burnt smell and shorting out along with the other problems. The dealership kept the van March 13th, 14th, 15th and 16th to find the source of the numerous problems but as of today my radio has shorted out again, the accelerator is sticking, and the door locks are locking and unlocking themselves. Less than two months later the problems are reoccurring. Ohio's Lemon law requires that I notify you by mail of the problem. I want to resolve this issue either through Ohio's Lemon Law or arbitration. Please advise who I need to contact further.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name: [redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon May 08 15:25:52 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Lynn:

Thank you for your email to DaimlerChrysler Motors Corporation.

Our records show that we are currently working with your dealer to resolve your concerns. We have updated your file to reflect the latest information you provided in the email message.

If your concerns are not resolved to your satisfaction, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thank you again for your email.

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14901881
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3799221I23430L0KM&

Sincerely,

Amelia
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:
Repeted vehicle service failures that repairs have been made but continue to reoccurr.
Comments:
The van has been in for service 10 times for electrical and mechanical related issues that continue to fail. The radio has shorted out this week for the second time in less than 2 months . The following electrical items have failed: air bag lamp(impact sensor shorted internal failure), headlamp switch (shorting out),power locks unlock and lock on their own(two seperate service instances), ABS and Traction light(speed signal sensor failure, failed twice), radio(internal short). Non electrical items are: Leaking red fluid(coolant line leaked after recall replacement), rear stow away seat legs would not retract, replace front sway bushings, accelerator sticks and car surged forward(induction service required), third brake light lens cracked(Possibly lamp was too hot and cracked lens). I also had to replace (myself) a tail lamp that burned out(the

inside of the bulb was melted) The dealership has done it's best to correct the various problems but they keep on reoccuring and the vehicle is not reliable nor safe with headlamp failures, ABS & traction failures, radio giving off a burnt smell and shorting out along with the other problems. The dealership kept the van March 13th, 14th, 15th and 16th to find the source of the numerous problems but as of today my radio has shorted out again, the accelerator is sticking, and the door locks are locking and unlocking themselves. Less than two months later the problems are reoccurring. Ohio's Lemon law requires that I notify you by mail of the problem. I want to resolve this issue either through Ohio's Lemon Law or arbitration. Please advise who I need to contact further.

VIN:
5R[redacted]
Mileage:
38140
Servicing Dealer:
Brunswick Auto
Title:
Mr.
First N[redacted]
Middle
Last Na
Address
Address
City:
North Royalton
State:
OH
Zip:
Email:
Work Ph

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Wed May 10 12:11:42 EDT 2006
Subject: Reply to DaimlerChrysler (KMM3799221I23430L0KM)
Reply Comments:

Amelia, Please arrange an appointment with your regional representative so that we are able to meet in person as this solution is not resolvement of ongoing issues. The dealership has been unable to resolve these issues for over a year and have been given plenty of opportunity to correct the situation. Please provide the name, phone number, email address of Chrysler's regional representative so that I or my attorney can get this issue resolved.

CHRYSLER/PLYMOUTH/JEEP

CARL GREGORY

3000 Northlake Pkwy.
Bldg. #100
COLUMBUS, GA 31909
(706) 568-4900

CHRYSLER Plymouth | Jeep

61 : 68002
ZONE : DEALER CODE

REFERENCE # 14869503

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
58409	DONALD TYLER 61545	8694	04/17/06	CHCS237314

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] FORTSON, GA [redacted]			39,128	MAGNESIUM/	530027

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/LX FWD	08/31/04	98

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1C4GP45R75B[redacted]		

F. T. E. NO.	P. O. NO.	R.O. DATE	
		04/17/06	

R[redacted] COMMENTS MO: 39128

LABOR & PARTS

J# 1 08CHZ ELECTRICAL TECH(S):60526 139.28
CUST STATES HEADLIGHTS CUT OFF BY THEMSELVES AT TIMES
---------- (INSTALL SOP) ----------
REPLACED HEADLIGHT SWITCH AND TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	ZL671DV-AC	SWITCH LI 8053003	58.40	58.40	58.40
				JOB # 1 TOTAL PARTS		58.40
				JOB # 1 TOTAL LABOR & PARTS		197.68

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ECC	ENVIRONMENTAL CHARGE		2.50
JOB # A	SS	SHOP SUPPLIES		6.96
			TOTAL - MISC	9.46

TOTALS

TOTAL LABOR....	139.28
TOTAL PARTS....	58.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.46
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.09
TOTAL INVOICE $	**211.23**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

ORIGINAL

PAID
APR 17 2006
CK# 38161

Ref# 14869503

-50.00

Copyright © 1998 The Reynolds and Reynolds Company ERAINTSI14E CC803567 (5/01)

CUSTOMER COPY

[END OF INVOICE] 12:25pm

SF801907 (05/01)

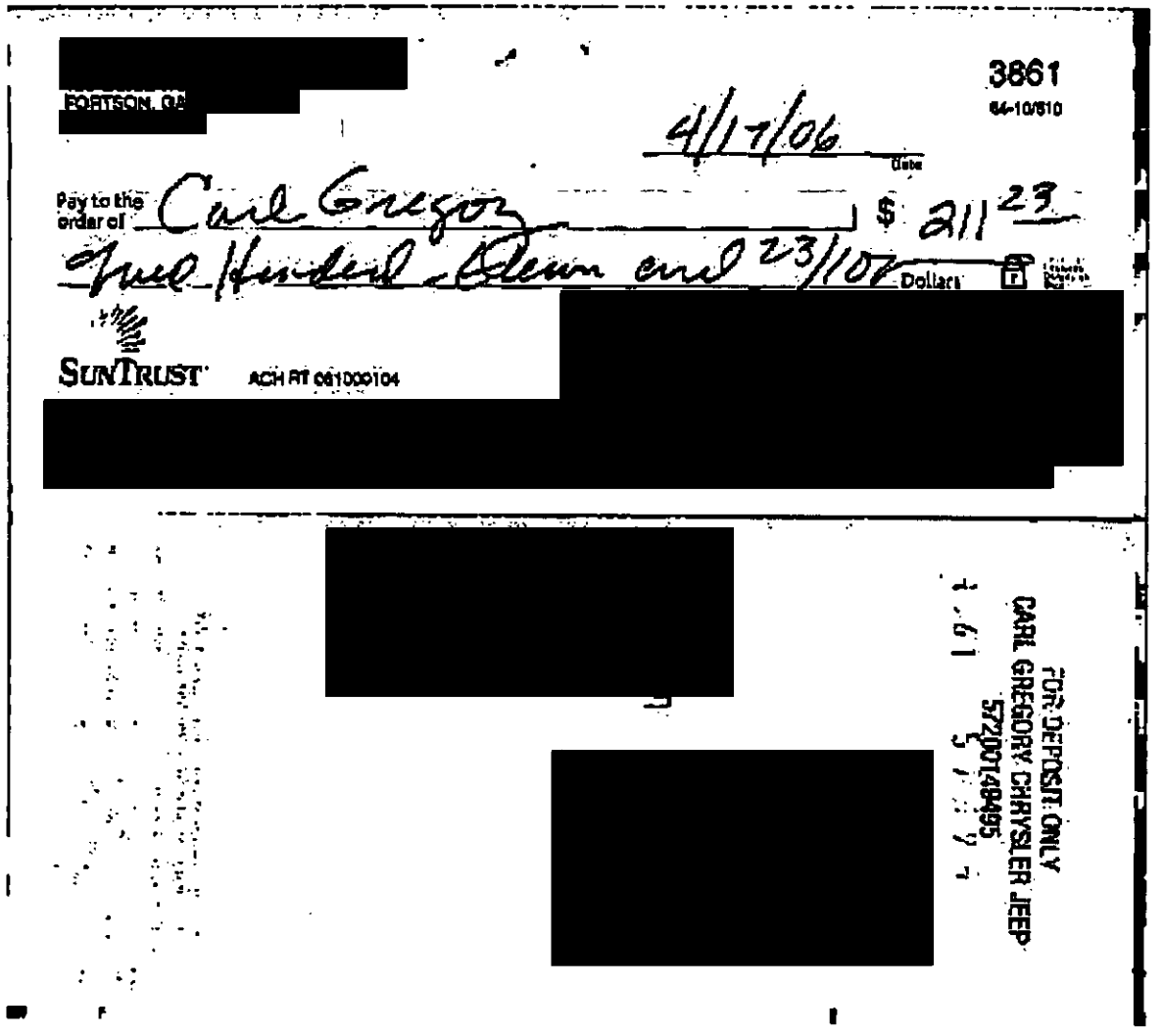
Checking - 4826

Transaction Details Get Help

If you have any additional questions about this transaction, select the ask a question button below.

Post Date:	4/19/2006
Description:	CHECK
Debit:	$211.23
Check Number:	3861

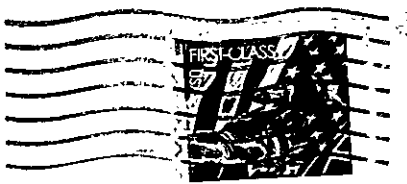
PRINT | ASK A QUESTION



<< return to account transactions ASK A QUESTION

[redacted]
FORTSON, GA [redacted]

COLUMBUS, GA 315
PM
27 APR
2006



DAIMLER CHRYSLER
P.O. BOX 21-8004
AUBURN HILLS, MI. 48321-8004

RECEIVED
MAY 05 2006

48321#8004

May 11, 2006

RECEIVED
MAY 16 2006
OWNER RELATIONS

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

Reference #14854242

To Whom It May Concern:

As per Mike Pawlowski your customer service representative, I am writing this letter to confirm the fact that our 2005 Chrysler Town & Country Van, Limited Edition meets and exceeds the criteria set forth under the Iowa Lemon Law.

We began having this problem immediately after purchase and took it into our dealership, Jim Baier Ford & Chrysler, at **only 551 miles**. The main problem is that **the headlights sporadically go off by themselves**. I work the night shift therefore this happens often at 65 miles per hour on the highway in a major construction zone. Needless to say, it is **extremely unsafe.**

We have taken the van into the dealership four (4) times to have this problem fixed and although they have tried to repair it, they have now decided **they have exhausted all resources to repair it.** In fact, they have the van at the dealership now and Jamie Baier, owner of Jim Baier Ford & Chrysler, stated that **they would rather we leave it at the dealership because he, too, is fearful that this problem will result in a horrible accident if we would continue to drive it.**

The problem still continues and has even happened to their service manager while driving my van.

I am requesting that Chrysler allows us to obtain a safe vehicle and also that they consider that this problem started a 551 miles. We do not believe that we should be charged for the miles that we had to drive the unsafe vehicle.

We are not safe in this van!

We have been told on four (4) occasions that this problem has been fixed. Our patience is exhausted and our lives have been put in jeopardy enough.

Please rush any paperwork necessary to Lemon Law this vehicle as we do need to replace it as soon as possible.

Thank You,

[redacted]

Donnellson, IA [redacted]

[redacted] home
cell

[redacted]
Donnellson, IA [redacted]

CERTIFIED MAIL™

7005 3110 0001 5093 6212

UNITED STATES POSTAL SERVICE

0000

48321

U.S. POSTAGE
PAID
FORT MADISON, IA
52627
MAY 12, '06
AMOUNT

$4.64

00019829-04

RETURN RECEIPT
REQUESTED

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

RETURN RECEIPT
REQUESTED

48321+8004-04 B198

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu May 18 09:01:44 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I could not be more unhappy with my minivan

Comments:

Hi, a few months ago my minivan was towed in by roadside assist because it stalled and would not start again. Come to find out the gas gauge was not reading right and I ran out of gas. They replaced the fuel pump. A month later it happened again. Nothing was fixed or replaced this time, because after a week at the dealer they said they could not make it run out of gas. Each time both gas gauges said I had over 1/4 of a tank left with gas. The digital the last time said I had 57 miles to go. Now the car is going back in for service because the headlights don't always come on. If turn the switch on and off about 4 times the headlights eventually come on. There are times when my auto doors don't work, I can only open them if I do it manually. Some things I can live with, but honestly as a mother of 3 I drive around worrying if I will run out of gas and be involved in an accident or if I will get stuck out at night with no headlights. I wish I never bought this car and I cannot say a good thing about it to any mom looking for a minivan to drive her children around in. Thank you.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu May 18 15:13:31 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Jennifer,

Thank you for your recent email to DaimlerChrysler Motors Corporation.

I regret your dissatisfaction in your DaimlerChrysler product, (or quality of your product,) and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

Thank you again for your email.

Sincerely,

William
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14949185
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM382997 2I23430L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

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Comments:
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at the dealer they said they could not make it run out of gas. Each time both gas gauges said I had over 1/4 of a tank left with gas. The digital the last time said I had 57 miles to go. Now the car is going back in for service because the headlights don't always come on. If turn the switch on and off about 4 times the headlights eventually come on. There are times when my auto doors don't work, I can only open them if I do it manually. Some things I can live with, but honestly as a mother of 3 I drive around worrying if I will run out of gas and be involved in an accident or if I will get stuck out at night with no headlights. I wish I never bought this car and I cannot say a good thing about it to any mom looking for a minivan to drive her children around in. Thank you.

VIN:
5R[redacted]
Mileage:
10000
Servicing Dealer:
Seaview Chrylser and Jeep
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
oakhurst
State:
NJ
Zip:
[redacted]
Email:
Work Ph

[redacted]
Southgate, MI [redacted]
[redacted]

Dear Chrysler Corporation:

In November of 2004 I purchased a 2005 Chrysler Town and Country Touring edition (VIN 2C4GP54L35F[redacted] in a brand new condition (with a brand new vehicle loan) with 3700 miles. The previous owner had only kept the van for a short amount of time. Unknown to us it had a 50,000 mile extended warranty when we had purchased it, however, we did not find out about this fact until it was too late to be transferred. The vehicle therefore is currently only under the standard three year or 36,000 mile warranty. All the problems we have encountered occurred before 20,000 miles. The van is extremely low mileage averaging about 10,000-12,000 miles a year.

To date we have had the following problems with the van. I hold all Chrysler vehicles in high regard and do not believe that the problems we have experienced are typical for one of your vehicles. As an engineer for another major auto manufacturer I know that some of the issues do pose a significant safety threat. I have marked the most concerning safety issues with a ★.

	Problem	**Status**
	Water pump leaking	Replaced by dealer
★	Large amounts of power steering fluid leaking from rack and pinion.	Rack and pinion replaced by dealer.
	Noise from serpentine belt	Belt replaced by dealer.
★	ABS not working.	Rear ABS sensor replaced by dealer.
	Left sliding door not opening	Track and motor replaced by dealer.
★	Loud knocking noise when turning steering wheel combined with vibration on brake pedal.	Dealer claimed the problem was resolved however dealer failed to check for the problem. The problem reoccurred in the parking lot of the dealership. The service manger agreed they had not properly resolved the problem. The issue remains unresolved.
★	Headlamps turn off while driving at night / will not turn on at all / flicker on and off at night.	Dealer has been unable to replicate problem. Problem is becoming increasingly frequent now making the van extremely dangerous to drive at night.
	Rear vent windows will intermittently not open.	Dealer has been unable to replicate problem, and will not fix the issue.
★	Driver air bag warning light would intermittently come previously.	Dealer could not find a problem as they could not replicate it at the time.
	Some doors will not always lock / unlock when using the power locking system.	Not reported to the dealer yet.
★	Drivers air bag warning light is permanently illuminated indicating an airbag system failure.	Not reported to the dealer yet.

As a father of two young infants I am becoming increasingly concerned regarding the safety of this vehicle. The frequent trips to our local dealership are also becoming a major inconvenience as repairs often take almost a week to complete, and do not let us have a rental car without causing a fuss.

It is becoming more and more like this vehicle is a lemon. The previous owner obviously knew this when he traded it in with 3,700 miles on it. We do not know what problems he had with the vehicle prior to us buying it.

Currently we are paying $465.00 per month on this vehicle with 5 years remaining. We have 22,000 miles on it currently, which means we have 14,000 miles remaining, or just about 1 year, which we will time out on our warranty most likely. What is going to happen is we are going to be stuck with a vehicle that is inoperable after the warranty is up. Chrysler is going to leave us stranded because we have an inadequately made vehicle, which somehow slipped through the assembly line.

The problem is simply this: Chrysler dealers will temporarily fix the symptoms but will not cure the illness. That means that there is an underlying problem for most of the electrical problems we are having. A lot of them coincide with a heavy rain event. Of course, when the dealer tried to replicate that by taking it in their carwash, they couldn't. Just because they can't replicate it doesn't mean they shouldn't dig deeper. Do they think I am lying? Although, nowadays these problems are occurring more and more often without a significant rain event. We simply cannot get half of the problems to replicate for the dealer. We do not want to get stuck with a vehicle that is dead after the warranty.

I would love to have this issue resolved. I would much rather avoid a legal situation by resolving this matter peacefully. I want this to be dealt with promptly with or without going through a customer arbitration board. The van currently needs to go into the shop for many issues again. I am hesitant because they will have it for so long, and it makes life really difficult. I'm so tired of this.

If we can't get a resolution we will be forced to file a lemon law complaint. We have not had a good experience with our very 1st Chrysler vehicle, and unless they can show us otherwise what kind of company they are, we will not purchase another one.

Thank You,

[redacted]

[redacted]
Southgate, Michigan [redacted]

RECD MAY 8 6 2006

DaimlerChrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 B198

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat May 27 09:12:08 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Transmission

Comments:

My van dropped the bearings from the transmission while we were all (wife plus four kids) in the van. The rental is going to cost us $40.00 per day and as the problem occurred on Friday before Memorial Day we can anticipate having the rental until Tuesday when Enterprise reopens and the transmission specialist comes back, plus any days beyond that until our vehicle is fixed. This is not the first problem that we have had with our van but it is the worst.

Previously the main fuse had to be replaced
and the AC has not been the same since (July 2005). The automatic door locks have stopped working and the headlights shut off while driving down the highway (April/May 2006). The locks and headlights are apparently caused by the same problem which is awating a part to be fully resolved. Needless to say I am not impressed with the quality of our vehicle.

It
seems that rentals are not covered by my warranty but I CANNOT be with out a vehicle because my daughter is being scheduled for surgery shortly. I will not have an estimated time for the repair until Tuesday at the earliest, so I am expecting to have this rental for no less than a week. At $40 a day, this will add up quickly. In light of all of this, I would like to know if there is any way for Dodge to re-imburse me, in whole or in part, for the cost of renting this vehicle.

Thank you,
[redacted]

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue May 30 12:25:29 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear David:

Thank you for contacting DaimlerChrysler regarding your request for a rental assistance.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

· Vehicle owner name
· Vehicle owner address
· Day and evening phone numbers
· Vehicle Identification Number (VIN)
· Name of dealership where vehicle was purchased
· Date of purchase
· Dealership where service was performed
· Date of last service
· Current vehicle mileage
· An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Thank you again for your email.

Sincerely,

Annelle
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14983056
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3851026I23430L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:
Transmission
Comments:
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VIN:
5B[redacted]
Mileage:
16500
Servicing Dealer:
Currently Tate Dodge Glen Burnie
Title:

First Name:

Middle [redacted]

Last Na

Address

Address 2:

City:
Bolling AFB
State:
DC
Zip:

Email:

Home Ph

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Mon May 29 20:20:10 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

unhappy customer

Comments:

I own a 05 grand caravan and am very unhappy. Since I have owned it I have had the instrument cluster replaced the a/c fixed twice the lt slider door motor replaced both outer tie rods replaced and the gate and qtr are rusting and the door needs to be repainted. For what these vehicles cost there is no way this should have all this wrong already. When I bought this van I had plans of keeping it for a long time now I am not so sure. This van is no what I was hoping for. The headlights are not working now which makes it impossible to drive at night. I just spent three days back and forth to the dealer in the last couple weeks which was tough with a busy schedule. Now I will be making additional trips back. Needless to say I am not very happy with the product that you have sold me. I have had it 2 years now and it has been babied with 20,000 miles on it. The way this van has been it is become more and more obvious that you are not concerned with my concerns. I am sure that I am just another number but at this point I would never buy a Dodge again. Thanks

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Wed May 31 13:31:24 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Julie,

Thank you for your recent email to DaimlerChrysler Customer Assistance.

I regret your dissatisfaction in your DaimlerChrysler product, and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way to learn of problems that may develop and improvements desired by customers. The information received is used in product development and quality analysis.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality. Apparently, your expectations have not been met. Please accept my apology for the problems you have experienced.

Thank you for sharing your concerns.

Thank you again for your email.

Sincerely,

Dawn
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

NOTE: Please do not use the 'Reply' function of your email system. If you have a need to respond to this message, please visit us at our reply form (link provided below). Our system is NOT able to accept any emails at this address.

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14983881
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3854047I23430L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:
unhappy customer
Comments:
I own a 05 grand caravan and am very unhappy. Since I have owned it I have had the instrument cluster replaced the a/c fixed twice the lt slider door motor replaced both outer tie rods replaced and the gate and qtr are rusting and the door needs to be repainted. For what these vehicles cost there is no way this should have all this wrong already. When I bought this van I had plans of keeping it for a long time now I am not so sure. This van is no what I was hoping for. The headlights are not working now which makes it impossible to drive at night. I just spent three days back and forth to the dealer in the last couple weeks which was tough with a busy schedule. Now I will be making additional trips back. Needless to say I am not very happy with the product that

you have sold me. I have had it 2 years now and it has been babied with 20,000 miles on it. The way this van has been it is become more and more obvious that you are not concerned with my concerns. I am sure that I am just another number but at this point I would never buy a Dodge again. Thanks

VIN:
5R[redacted]
Mileage:
20565
Servicing Dealer:
Dodge of Burnsville
Title:
Mrs.
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Farmington
State:
MN
Zip:
Email
Home

[redacted]
Southgate, MI [redacted]

Dear Chrysler Corporation:

In November of 2004 I purchased a 2005 Chrysler Town and Country Touring edition (VIN 2C4GP54L35R[redacted]) in a brand new condition (with a brand new vehicle loan) with 3700 miles. The previous owner had only kept the van for a short amount of time. Unknown to us it had a 50,000 mile extended warranty when we had purchased it, however, we did not find out about this fact until it was too late to be transferred. The vehicle therefore is currently only under the standard three year or 36,000 mile warranty. All the problems we have encountered occurred before 20,000 miles. The van is extremely low mileage averaging about 10,000-12,000 miles a year.

To date we have had the following problems with the van. I hold all Chrysler vehicles in high regard and do not believe that the problems we have experienced are typical for one of your vehicles. As an engineer for another major auto manufacturer I know that some of the issues do pose a significant safety threat. I have marked the most concerning safety issues with a ★.

	Problem	**Status**
	Water pump leaking	Replaced by dealer
★	Large amounts of power steering fluid leaking from rack and pinion.	Rack and pinion replaced by dealer.
	Noise from serpentine belt	Belt replaced by dealer.
★	ABS not working.	Rear ABS sensor replaced by dealer.
	Left sliding door not opening	Track and motor replaced by dealer.
★	Loud knocking noise when turning steering wheel combined with vibration on brake pedal.	Dealer claimed the problem was resolved however dealer failed to check for the problem. The problem reoccurred in the parking lot of the dealership. The service manger agreed they had not properly resolved the problem. The issue remains unresolved.
★	Headlamps turn off while driving at night / will not turn on at all / flicker on and off at night.	Dealer has been unable to replicate problem. Problem is becoming increasingly frequent now making the van extremely dangerous to drive at night.
	Rear vent windows will intermittently not open.	Dealer has been unable to replicate problem, and will not fix the issue.
★	Driver air bag warning light would intermittently come previously.	Dealer could not find a problem as they could not replicate it at the time.
	Some doors will not always lock / unlock when using the power locking system.	Not reported to the dealer yet.
★	Drivers air bag warning light is permanently illuminated indicating an airbag system failure.	Not reported to the dealer yet.

As a father of two young infants I am becoming increasingly concerned regarding the safety of this vehicle. The frequent trips to our local dealership are also becoming a major inconvenience as repairs often take almost a week to complete, and do not let us have a rental car without causing a fuss.

It is becoming more and more like this vehicle is a lemon. The previous owner obviously knew this when he traded it in with 3,700 miles on it. We do not know what problems he had with the vehicle prior to us buying it.

Currently we are paying $465.00 per month on this vehicle with 5 years remaining. We have 22,000 miles on it currently, which means we have 14,000 miles remaining, or just about 1 year, which we will time out on our warranty most likely. What is going to happen is we are going to be stuck with a vehicle that is inoperable after the warranty is up. Chrysler is going to leave us stranded because we have an inadequately made vehicle, which somehow slipped through the assembly line.

The problem is simply this: Chrysler dealers will temporarily fix the symptoms but will not cure the illness. That means that there is an underlying problem for most of the electrical problems we are having. A lot of them coincide with a heavy rain event. Of course, when the dealer tried to replicate that by taking it in their carwash, they couldn't. Just because they can't replicate it doesn't mean they shouldn't dig deeper. Do they think I am lying? Although, nowadays these problems are occurring more and more often without a significant rain event. We simply cannot get half of the problems to replicate for the dealer. We do not want to get stuck with a vehicle that is dead after the warranty.

I would love to have this issue resolved. I would much rather avoid a legal situation by resolving this matter peacefully. I want this to be dealt with promptly with or without going through a customer arbitration board. The van currently needs to go into the shop for many issues again. I am hesitant because they will have it for so long, and it makes life really difficult. I'm so tired of this.

If we can't get a resolution we will be forced to file a lemon law complaint. We have not had a good experience with our very 1st Chrysler vehicle, and unless they can show us otherwise what kind of company they are, we will not purchase another one.

Thank You,

[redacted]

[redacted]
Southgate, Michiga[redacted]

DETROIT MI 482
25 MAY 2006 PM 2 1



REC'D JUN 0 1 200[illegible]

DaimlerChrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004

15060168

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Erie Regional Office
1001 State Street, Suite 1009
Erie, PA 16501
(814) 871-4371
July 10, 2006

RECEIVED
JUL 17 REC'D
SPECIAL INVESTIGATIONS

Daimler Chrysler
Daimler Customer Center
Customer Service Manager
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Ref: [redacted]

Dear Customer Service Manager:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within fifteen (15) days from the above date.

Very truly yours,

Karla Smith
Agent Supervisor

vaw
Enclosure
21

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

TOM CORBETT
ATTORNEY GENERAL

CONSUMER COMPLAINT FORM

www.attorneygeneral.gov

Bureau of Consumer Protection
[illegible] State Street, Suite 1009
Erie, PA 16501
(814) 871-4371

Office Use Only Investigator: KS Code 1 684 Code 2 820
Complaint # D&L-1389

RECEIVED
JUN 23 2006
Office of Attorney General

[redacted]

ADDRESS HERMITAGE PA [redacted] MERCER COUNTY

[redacted]

HOME PHONE NUMBER BEST NUMBER TO CALL DURING THE DAY

DAIMLER CHRYSLER MOTORS CO.
NAME OF BUSINESS COMPLAINT IS AGAINST

DC CONSUMER AFFAIRS
NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

ADDRESS

CITY STATE ZIP CODE COUNTY

1-800-992-1997
PHONE

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASED PRICE
2005 CHRYSLER SW (T&C)	09-10-2004	$19343.76

To what other agencies have you complained? TOO LATE FOR LEMON LAW

What action was taken? _____

Have you retained an attorney? ☐ Yes ☒ No
If yes, please provide your attorney's name, address and telephone number

Have you filed a court action? ☐ Yes ☒ No
If yes, please state **WHEN**, **WHERE** and **WHAT** decision was made?

Your Age:
☐ 18-29
☐ 30-44
☐ 45-59
☒ 60 or older

How did you find out about us:
☐ Visited Office
☐ Attended County/Senior Fair or Speaking Engagement
☐ State Legislator/Agency
☐ News Story
☐ Internet
☒ Other - Please Specify: BLUE PAGES OF PHONE BOOK

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

PLEASE COMPLETE THE REVERSE SIDE OF THE COMPLAINT FORM

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. 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. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

TOO MANY REPAIRS; HEATING PROBLEM WAS INTO 2ND SEASON BEFORE REPAIRED; DIMMER SWITCH STILL NOT FUNCTIONING PROPERLY; INTERMITTENT ENGINE NOISE STILL NOT DISCOVERED; THINGS CONTINU TO FAIL AND LEAVE ME WITHOUT USE OF VEHICLE. IT IS MY FEELING THAT THESE FAILURES ARE UNCOMMON AND WILL CONTINUE LONG PAST WARRANTY.

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

BUY BACK VEHICLE; OPTION I, EXTENDED $0 DEDUCTIBLE WARRANTY 100,000MI.; OPEN TO OTHER OPTIONS.

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 fraudulent or deceptive trade practices.

The information you provide will be used in an attempt to resolve your complaint and will be shared with the party complained against.

Through the Bureau of Consumer Protection, the Attorney General does provide as a service to consumers the Consumer Mediation Unit, where an attempt may be made to mediate individual consumer complaints. Your complaint will remain on file with our office and the information contained in it may be used to establish violations of Pennsylvania Law.

I certify that the information provided is true and correct to the best of my knowledge, information and belief.

[redacted]

YOUR SIGNATURE

06-19-06

DATE

RETAIL BUYER'S CAR ORDER

GRIFFIN MOTORS COMPANY
11031 SUITE 101 PERRY HIGHWAY
MEADVILLE, PA 16335
814-336-2161
(800) 331-1113

GRIFFIN OF TITUSVILLE, INC.
1185 HYDETOWN ROAD
TITUSVILLE, PA 16354
814-827-3694
(800) 227-4886

SOLD TO [redacted]

DATE 9/10/2004

STOCK NO. 8223

HERMITAGE, PA [redacted]

BUS. PHONE ___ - ___ - ____

SALESMAN ~~JIM GREENFIELD~~

NEW OR USED	YEAR	MAKE	BODY	MODEL	CYLS.	COLOR	SERIAL NO.
~~NEW~~ TRADE-IN	2005	CHRYSLER	SW	T & C	6	~~LINEN~~	[redacted]

FACTORY OPTIONAL EQUIPMENT AND DEALER EXTRAS

~~CASH PRICE~~	~~21,621.00~~
CHRYSLER SERVICE CONTRACTS	0.00
~~LESS REBATES~~	~~3,500.00~~
TOTAL	18,121.00

NEW CAR WARRANTY ☐ GUARANTEED WARRANTY ☐ SPECIAL (SPECIFY) ☐

SALE PRICE	18,121.00
LESS USED CAR ALLOWANCE	0.00
NEW TRADE DIFFERENCE	18,121.00
DOCUMENTARY FEE	55.00
TOTAL PRICE	18,176.00
SALES TAX	1,087.26
PUBLIC TRANSPORTATION ASSISTANCE TAX	5.00
TITLE, REG., LIEN	~~60.50~~
NEW PLATE	10.00
MESSENGER FEE	2.00
NOTARY FEE → $2.00 PER SEAL	0.00
BALANCE DUE	19,343.76
DEPOSIT	0.00
BALANCE DUE ON TRADE	0.00
TOTAL	
AMOUNT TO BE FINANCED	19,343.76
NAME OF FINANCE CO. DAIMLERCHRYSLER SERVS NA	19,343.76
LIFE INSURANCE	0.00
A & H INSURANCE	0.00
CAR INSURANCE	0.00
FINANCE CHARGE	3,143.64
TIME BALANCE	22,487.40

N/C

CONTRACT TO BE PAID IN 59 INSTALLMENTS OF $ 374.79 EACH

AND ONE INSTALLMENT OF $ 374.79 FIRST INSTALLMENT DUE 10/25/2004

18 MILEAGE APPEARING ON ODOMETER ☐ MILEAGE IS ACCURATE ☐ MILEAGE IS NOT ACCURATE

X _____ CUSTOMER INITIAL

☐ **DISCLAIMER OF WARRANTIES**

I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.

☐ **USED CAR WARRANTY** -Used car is covered by a limited warranty detailed in a separate document.

☐ **AS IS** – This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

PURCHASER'S SIGNATURE X [redacted]

Purchaser has read and agrees with this order and all the terms and conditions on both the face and reverse side hereof. This order constitutes the entire Agreement between the parties and may not be varied. I certify that I am Eighteen (18) years [redacted] copy of this Agreement and order.

X [redacted] 9/10/04

DATE WRITTEN

THIS CONTRACT IS NOT BINDING U[redacted] REPRESENTATIVE. YOU, THE BUYER [redacted] COPY OF THIS CONTRACT SIGNED B[redacted] THE DEALER.

[redacted] SIGNED BY AN AUTHORIZED DEALER [redacted] AND ANY TIME BEFORE RECEIPT OF A [redacted] WRITTEN NOTICE OF CANCELLATION TO

ACCEPTE[redacted] BY _____

[redacted] HORIZED REPRESENTATIVE

THE INFORMATION YOU SEE O[redacted] MENT. INFORMATION ON THE [redacted] SALE.

[redacted] FORM IS PART OF THIS AGREE- [redacted] VISIONS IN THE CONTRACT OF

OBLIGOR

Griffin Motors Company

CHRYSLER

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

DODGE Jeep

VIN					DATE IN
54527 1C4GP45R05B[redacted]				[redacted]	02/14/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD		TIME IN 09:15
MILES IN 5240	MILES OUT 5241	FIRST USE 09/10/04	LISC.	HERMITAGE PA [redacted]	CLOSED 02/14/05
SEE ALSO				[redacted]) ___-____	WRITER 9971 BONNIE

(1) CUST FEELS HEATER DOES NOT GET HOT ENOUGH - NEEDLE FLUCTUATES ROAD TEST VEHICLE TO TEST ENGINE WARM-UP AND HEATER FUNCTION. UNABLE TO VERIFY LACK OF HEAT OR GAUGE FLUCTUATION. SCANNED HVAC SYSTEM FOR FAULTS. NONE PRESENT. VERIFIED PROPER MODE & BLED DOOR OPERATION. FLOOR VENT OUTLET TEMP 149 DEG. NO TECHNICAL SERVICE BULLETINS APPLY.
(02-7574 PCRIDER-)

Warranty Claim
Labor A

Total Repair (Warranty)..... .00

(2) CUST STATES BRAKE PULSATION IN FRONT VERIFIED SLIGHT BRAKE PULSATION FROM FRT OF VEHICLE. INSPECTED FRONT BRAKE ROTOR RUNOUT. REPLACED BOTH FRONT DISC ROTORS PER TECHNICAL SERVICE BULLETIN #05-002-05. ROAD TEST VEH.
(02-7574 PCRIDER-)

Warranty Claim
Labor A
(F)5019981AA ROTOR 2 127.40

Total Repair (Warranty)..... 127.40

2-22- air bag Cute (Pass) between 8 & 9 9 & 10 -

Next Service MAY '05 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

W/C	INT.		CUSTOMER
.00	.00	Labor	.00
127.40	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Hazardous Wa	.00
.00	.00	Oil/Grease	.00
127.40	.00	Total	.00
.00	.00	Tax	.00
127.40	.00	Total	.00

54527 Customer Copy

AUTOSOFT FORMS 1-877-427-4367

Griffin Motors Company

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

VIN					DATE IN
54526	1C4GP45R05B[redacted]			Called 2/14 @ 12:10pm	02/14/05
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHRYSLER	T & C	LINEN GOLD		09:01
MILES IN	MILES OUT	FIRST USE	LISC.		CLOSED
5240	5241	09/10/04		HERMITAGE PA [redacted]	02/14/05
SEE ALSO				RES. (0[redacted]) ___-____	WRITER 9971 BONNIE

(1) 2688 LUBE OIL FILTER CHECK FLUID LEVELS,BELTS,HOSES & TIRES. PERFORMED OIL & FILTER SERVICE NO CHARGE PER COUPON. (02-7574 PCRIDER-)	26860303	MC	A	5	4.50
	5281090BA	FILTER		1	4.53
	Engine Oil			5	8.65
	Total Repair (Internal).....				17.68

Next Service MAR '05 Lube-Oil-Filter

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

	W/C	INT.		CUSTOMER
	.00	4.50	Labor	.00
	.00	4.53	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Hazardous Wa	.00
	.00	8.65	Oil/Grease	.00
	.00	17.68	Total	.00
	.00	.00	Tax	.00
	.00	17.68	Total	.00

54526 Customer Copy

Griffin Motors Company

CHRYSLER

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

DODGE Jeep

VIN 61803 1C4GP45R05B [redacted]				[redacted]	DATE IN 10/11/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD	HERMITAGE PA [redacted]	TIME IN 08:14
MILES IN 14044	MILES OUT 14045	FIRST USE 09/10/04	LISC. FLK4939		CLOSED 10/11/05
SEE ALSO				RO [redacted]	WRITER MCRAWFOR 7450

(1) CUST STATES HEADLAMPS WILL NOT COME ON AT TIMES WHEN SWITCHED ON. HAS OCCURRED ABOUT TWICE SINCE SWITCH WAS REPLACED. TESTED HEADLAMP OPERATION. SCANNED BODY CONTROL MODULE FOR FAULTS. NONE PRESENT. ALL LAMPS FUNTIONING AS DESIGNED AT THIS TIME (05-7648 GKELTZ-)

Warranty Claim
Labor A (Was not a current complaint)
Total Repair (Warranty)..... .00

(2) CUST STATES HEAT DOES NOT SEEM SUFFICIENT ON VARIOUS SETTINGS. RAN VEHICLE TO OPERATING TEMP. NORMAL ENGINE WARM-UP TIMES NOTED. CALIBRATED HVAC DOORS. NO FAULTS PRESENT IN SYSTEM. MEASURED TEMP AT HVAC OUTLETS. 150-160 DEGREES. READINGS WITHIN NORMAL RANGES. UNABLE TO VERIFY CUSTOMER CONCERN. HEATING/A-C SYSTEM FUNCTIONING AS DESIGNED. (05-7648 GKELTZ-)

Warranty Claim
Labor A
Total Repair (Warranty)..... .00

(3) CUST STATES HEADLAMPS OPERATE ERRATIC WHEN DIMMER SWITCH IS USED. ALL 4 FILAMENTS IN BULBS STAY ON WHEN SWITCHED. SEE NOTE VERIFIED HEADLAMP DIMMER OPERATION. CONDITION EXPERIEMCED IS NORMAL FUNCTION OF OPTICAL HORN/FLASH-TO-PASS FEATURE OF DIMMER. SEE ENCLOSED DISCRIPTION OF FEATURE FUNCTION. (05-7648 GKELTZ-)

Warranty Claim
Labor A
Total Repair (Warranty)..... .00

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	.00		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	.00		Total	.00
	.00		Tax	.00
	.00		Total	.00

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

61803 Customer Copy

2-R

Griffin Motors Company

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

VIN 61802 1C4GP45R05B[redacted]				[redacted]	DATE IN 10/11/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD	HERMITAGE PA [redacted]	TIME IN 08:13
MILES IN 14044	MILES OUT 14048	FIRST USE 09/10/04	LISC. FLK4939		CLOSED 10/11/05 7450
SEE ALSO				RES H:[redacted]) ___-____	WRITER MCRAWFOR

(1) CUST STATES BRAKES PULSATE WHEN SLOWING VERIFIED PULSATION UNDER BRAKING. FRT BRAKE PADS WORN & BEGINNING TO DETERIORATE. REPLACED FRT DISC PADS & RESURFACED ROTORS AS NECESSARY. CLEANED & LUBED CALIPER SLIDES. ROAD TEST VEHICLE. REPAIR COVERED AS ONE-TIME CUSTOMER GOODWILL ADJUSTMENT BY NEW CAR DEPT. FUTURE BRAKE SYSTEM REPAIRS WILL BE RESPONSIBLITY OF CUSTOMER. (05-7648 GKELTZ-)	Labor	A	23
	V1013984AB (PAD KIT)		1
	.....(Internal).....		

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	.00		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	.00		Total	.00
	.00		Tax	.00
	.00		Total	.00

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

61802 Customer Copy

2-B

OPTICAL HORN/HIGH BEAMS

When the multi-function switch is pulled to the first detent (optical horn) signal. the headlamps are ON. key-in the ignition the BCM shall send a message via PCI bus to the FCM to turn on the headlamps drivers to illuminate all four filaments (Low and High beams). When the multi-function switch is pulled to the second detent (high beam) signal and the headlamps are ON, the BCM shall send a message via PCI bus to the FCM to turn on the headlamps drivers. The High Beams are illuminated and the Low Beams and Fog Lamps (if ON) are extinguished. If the headlamps were in the high beam configuration when power was removed from the headlamps, the headlamps will be configured as low beam the next time they are activated.

NOTE: For RG - Export vehicles, the low beams and front fog lamps will remain ON when high beams are activated.

Milan John Chlpka
Van Almond Row 1

1-800-331-1113

[redacted]

FRONT BRAKES—AGAIN

HEADLITES WOULD NOT COME ON ON ATLEAST TWO OCCASIONS
HEADLIGHT SWITCH PER LAST SERVICE

HIGH BEAM / DIMMER OPERATION
WHEN DIMMER SWITCH IS MOVED TO HI-BEAM, ALL 4 FILAMENTS ARE LIT, BUT 2 GO OUT. HIT SWITCH QUICKLY AGAIN & ALL 4 STAY ON.

JOHN CELL: 724-866-4666
724 962-2465

2-C

Griffin Motors Company

CHRYSLER

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

DODGE Jeep

VIN					DATE IN
54829 1C4GP45R05B [redacted]				[redacted]	02/23/05
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHRYSLER	T & C	LINEN GOLD		10:05
MILES IN	MILES OUT	FIRST USE	LISC.	HERMITAGE PA [redacted]	CLOSED
5586	5587	09/10/04	FLK4939		02/23/05 7450
SEE ALSO				[redacted] (0) ___-____	WRITER MCRAWFOR

(1) CUST STATES AIR BAG LAMP ON WHILE DRIVING PERFORMED TESTS FOR AIR BAG SYSTEM WITH SCAN TOOL. CHECK SYSTEM FOR FAULT CODES. RIGHT FRONT IMPACT SENSOR INTERNAL. TEST CIRCUITS AND CONNECTION. O.K. NO TECHNICAL SERVICE BULLETINS APPLY. REPLACED RIGHT FRONT SENSOR WITH REVISED PART. TORQUE FASTENERS TO 55 IN/LB. PER STAR INFO. ERASED STORED FAULT.
(02-7574 PCRIDER-)

Warranty Claim
Labor A
(F)4896023AA SENSOR 1 12.81

Total Repair (Warranty)..... 12.81

(2) CUST STATES HEATER OUTPUT IS INSUFFICIENT ON VERY COLD DAYS. TEMP GAUGE FLUCTUATES. RE-CHECK COOLING SYSTEM/HEATER OPERATION. NORMAL ENGINE WARM-UP TIME & PROPER T-STAT OPERATION. 182 DEG FLOOR AIR VENT TEMP WITH ENGINE COOLANT READING 190 DEG. BOTH TEMP DOORS FUNCTIONING PROPERLY. NORMAL GAUGE FLUCTUATION WHEN T-STAT OPENS OR RAD FANS CYCLE. NO TECHNCIAL SERVICE BULLETINS APPLY TO CONCERN. VEHICLE OPERATING AS DESIGNED AT THIS TIME.
(02-7574 PCRIDER-)

Warranty Claim
Labor A

Total Repair (Warranty)..... .00

DISCLAIMER OF WARRANTIES
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TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	12.81		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	12.81		Total	.00
	.00		Tax	.00
	12.81		Total	.00

54829 Customer Copy

AUTOMOTIVE FORMS 1-877-437-4367

Griffin Motors Company

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161. Toll Free 800-331-1113 Fax 814-337-0199

VIN					DATE IN
60394 1C4GP45R05B[redacted]				[redacted]	08/23/05
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHRYSLER	T & C	LINEN GOLD		07:56
MILES IN	MILES OUT	FIRST USE	LISC.	HERMITAGE PA [redacted]	CLOSED
12138	12140	09/10/04	FLK4939		08/23/05
SEE ALSO				RES. BUS. H:[redacted] -	WRITER 9971 BONNIE

(1) CUST STATES BRAKE PULSATION AGAIN REPLACED FRONT ROTORS PER SERVICE BULLETINE IN FEBRUARY OF 05 - MAY BE WARRANTY CONCERN ROAD TESTED VEHICLE BUT, COULD NOT DUPLICATE CUSTOMER CONCERN. (03-3670 DBAKER-20706167)	Labor	A	0
	.....(Internal).....		
(2) REPLACE HEADLIGHT SWITCH WAS ORDERED ON LAST VISIT IN JUNE 05 REPLACED HEADLAMP SWITCH AS PER PREVIOUS R.O. 54527. (03-3670 DBAKER-20706167)	Warranty Claim Labor (F)ZL671J8AB (SWITCH)	A 1	 46.27
	Total Repair (Warranty).....		46.27

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TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	46.27		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	46.27		Total	.00
	.00		Tax	.00
	46.27		Total	.00

60394 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN		DATE IN
19346	1C4GP45R05B[redacted]3	[redacted]	10/26/05
YEAR	MAKE	MODEL	TIME IN
2005	CHRYSLER	VAN	07:18
MILES IN / MILES OUT	FIRST USE	LISC.	CLOSED
14829 / 14831	/ /	HERMITAGE PA [redacted]	10/26/05
SEE ALSO	RES. / BUS.		WRITER
	H:( ) - W:( ) -		8085 JOHN

(1) REPLACE POWER STEERING COOLER
NOISE TURNING WHEEL GROWLS
REPAIR PER BULLETIN 19 006 05

(04-7661 ROSS-)

Warranty Claim
19501692 68 A 9
Labor A
(F)4743473AE (LINE) 1
5013457AA (OIL) 1
.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

	W/C	INT.		CUSTOMER
Next Service FEB '06 Lube-Oil-Filter			Labor	.00
			Parts	.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Total	.00
			Tax	.00
			Total	.00

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X CUSTOMER SIGNATURE

19346 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN			DATE IN
20142	1C4GP45R05B[redacted]	[redacted]		12/29/05
YEAR	MAKE	MODEL	COLOR	TIME IN
2005	CHRYSLER	VAN		11:55
MILES IN / MILES OUT		FIRST USE	LISC.	CLOSED
20061	20061	00/00/00		12/29/05
SEE ALSO		RES. / BUS.		WRITER
		H:(724) - W:( ) -	HERMITAGE PA [redacted]	4711 VINCE

(1) REPLACE LEFT FRONT AIR BAG IMPACT SENSOR
AIR BAG LAMP ON CODE PRESENT
LEFT FRONT IMPACT SENSOR INTERNAL FAILURE

(03-2841 TERRY-)

Warranty Claim
08142503 18 A 3
Labor A
(F)5175978AA (SENSOR) 1
.....(Warranty).....

(2) REPLACE MULTI FUNCTION SWITCH
WONT KICK UP ON HIGH BEAMS

(03-2841 TERRY-)

Warranty Claim
08808701 D7 A 2
Labor A
(F)4685711AA (SWITCH) 1
.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service JAN '06 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES
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X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

20142 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN		DATE IN
20217	1C4GP45R05B[redacted]	[redacted]	01/05/06
YEAR / MAKE / MODEL / COLOR			TIME IN
2005 CHRYSLER VAN			06:36
MILES IN / MILES OUT / FIRST USE / LISC.		HERMITAGE PA [redacted]	CLOSED
20184 20186 00/00/00			01/05/06
SEE ALSO		RES. / BUS. H[redacted] -	WRITER 4711 VINCE

(1) REPLACE THERMOSTAT
LACK OF HEAT ENGINE RUNS COLD
DEFECTIVE THERMOSTAT

(03-2841 TERRY-)

Warranty Claim

07400105	8R	A	5
Labor		A	
4781674AA	(GASKET)		1
(F)4573560AC	(THRMOSTAT)		1
5066386AA	(COOLANT)		1
.....	(Warranty)	.....	

(2) REPLACE RADIATOR FAN MODULE
RELAY SHORTED FAN RUNS ALL THE TIME
EFFECTS HEAT

(03-2841 TERRY-)

Warranty Claim

08651201	18	A	3
Labor		A	
6036306AA	(RIVET)		1
(F)4868332AE	(RELAY)		1
.....	(Warranty)	.....	

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service APR '06 Lube-Oil-Filter

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

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X CUSTOMER SIGNATURE

20217 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN		DATE IN
21089	1C4GP45R05B [redacted]	[redacted]	03/17/06
YEAR / MAKE / MODEL	C		TIME IN
2005 CHRYSLER VAN			08:07
MILES IN / MILES OUT / FIRST USE / LISC.		HERMITAGE PA [redacted]	CLOSED
23567 23567 00/00/00			03/17/06
SEE ALSO		RES. H:(724) - BUS. W:(724) -	WRITER 4711 VINCE

(1) REPLACE ALTERNATOR
NOISE UNDER HOOD GENERATOR WHINES NOISY

(03-2841 TERRY-) A

Warranty Claim

08050121	E1	T03	8
Labor		T03	
(F)4868431AG	(ALTERNATR)		1
6030441	(PIN)		1
.....(Warranty).....			

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service APR '06 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

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X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

21089 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN		DATE IN
21297	1C4GP45R05B[redacted]	[redacted]	04/04/06
YEAR / MAKE / MODEL / COLOR			TIME IN
2005 CHRYSLER VAN			08:13
MILES IN / MILES OUT / FIRST USE / LISC.		HERMITAGE PA [redacted]	CLOSED
24449 24449 00/00/00			04/04/06
SEE ALSO		RES. H:(724) - BUS. W:(724) -	WRITER 4711 VINCE

(1) REPLACE WASHER PUMP
NO WASHER DEFECTIVE PUMP
INTERNAL PROBLEM

(04-7661 ROSS-) A

Warranty Claim
23432501 58 T04 4
Labor T04
(F)5143581AA (PUMP KIT) 1
.....(Warranty).....

(2) REPLACE CRUISE CONTROL TO THROTTLE CABLE
CABLE BINDING STICKING
ERATIC CRUISE CONTROL
(04-7661 ROSS-) A

Warranty Claim
14200501 07 T04 3
(F)4861457AA (CABLE) 1
.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service JUL '06 Lube-Oil-Filter

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X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

21297 Customer Copy

Lakeland
FIVE STAR
Chrysler · Dodge

31 Hadley Road
Greenville, PA 16125
Phone 724-588-8100
or 724-622-3911
or Toll Free 1-800-422-8913
Fax 724-588-1701

R/O	VIN			DATE IN
24451	1C4GP45R05B[redacted]			06/05/06
YEAR	MAKE	MODEL	COLOR	TIME IN
2005	CHRYSLER	T&C	GOLD	07:43
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED
27681	27685	00/00/00		06/12/06
SEE ALSO		RES.	BUS.	WRITER 4146
		[redacted] HERMITAGE PA [redacted]		SAM

(1) CHECK ENGINE TICKING AND CHECK ENGINE LIGHT I
REPLACE LIFTERS FRONT AND REAR HEADS

Warranty Claim

09850119	68	T25	57	312.36
4781034AB	(GASKET)		1	24.50
4781580AA	(SEAL)		6	26.46
(F)4621938	(TAPPET)		6	151.20
4621938	(TAPPET)		6	151.20
4891068AB	(GASKET)		1	5.39
5277723	(GASKET)		1	2.17
5066386AA	(COOLANT)		1	13.30
4761851AD	(OIL)		1	14.21
4781017AA	(GASKET)		1	30.87
4781018AA	(GASKET)		1	30.87
4881012AB	(GASKET)		1	8.33
4883971	(ADHESIVE)		1	6.16
5013457AA	(OIL)		1	6.30
5066386AA	(COOLANT)		1	13.30
Total Labor				312.36
Total Parts				484.26
Total Repair (Warranty)				796.62

(25-8523 DENNY ROCHE-) FIVE STAR A

(2) CHECK ENGINE LIGHT ON
CODE P0406 AND P0404 REPLACE EGR VALVE

Warranty Claim

25014509	ML	T25	2	10.96
(F)4861662AC	(VALVE)		1	63.21
Total Labor				10.96
Total Parts				63.21
Total Repair (Warranty)				74.17

(25-8523 DENNY ROCHE-) FIVE STAR A

Ref # 150601 68 06-19-06

STILL HAS ENGINE COMPARTMENT NOISE

Next Service JUL '06 Lube-Oil-Filter

	W/C	INT.		CUSTOMER
	323.32	.00	Labor	.00
	547.47	.00	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Lubricates/s	.00
	.00	.00	Oil/Grease	.00
	870.79	.00	Sub Total	.00
	.00	.00	Tax	.00
	870.79	.00	Total	.00

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X _____
CUSTOMER SIGNATURE

24451 Customer Copy

Reynolds and Reynolds OC01403A (07/02)

Chrysler 1-800-992-1997 —

Ref 139 959 25
144-305-12

W John @ Thor Ch... 12-29-05 — John unavailable talked to S.M. — didn't want to go over Griffin's work

Christian? KRISTIN? 12-29-05, 2:55 pm,

|||| Heater ~~||||~~ ~~||||~~
||| Brakes |||| ||| one when S-C-P verified improper braking as courtesy
|| Air Bag || ||
Headlight Switch ||| ||| 84 mo 70,000
| dimmer switch || ||
| Power steering || ||

|| One Inv from 06-05-05 missing — probably dimmer sw.

ONO

3-09-06 MWH 9:05 AM dimmer switch problem
Tom Sheehan
said I was unreasonable, live w/

02-16-06 Chrysler 1:45 pm

[redacted]

2005 T&C VAN

FRONT BRAKES AGAIN

HEADLITES WOULD NOT COME ON ON AT LEAST TWO OCCASIONS HEADLIGHT SWITCH PER LAST SERVICE

HIGH BEAM / DIMMER OPERATION WHEN DIMMER SWITCH IS MOVED TO HI-BEAM, ALL 4 FILAMENTS ARE LIT, BUT 2 GO OUT. HIT SWITC QUICKLY AGAIN & ALL 4 STAY ON.

JOHN CELL: [redacted]

squeak, accel pedal, live w/switch
unreasonable, didn't bug/go elsewhere
alienate not mediate, bite tongue
add driving lites

[redacted] RBITRATOR

BBB

[redacted]

Chrys cust relations says arb thru selling dealer
called Griffin 03-09-06 10:38 AM talked to Tom Goodlin
(1-800-331-1113)

3-31-06 147-780-95 memo pd #. (NEW REF #)

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Custom[redacted]

Address[redacted]ITAGE, PA. [redacted]

(Stree[redacted])

Daytime Telephon[redacted]

VIN Number 1C4GP45R05 B[redacted]

Date of Purchase 09-10-04 Mileage 20,110

Servicing Dealer GRIFFIN MOTORS / SHARON CHRYSLER; PLY

Number of days vehicle has been Out-of-Service 8 (EIGHT)

Number of repair attempts to repair same condition 5, 3, 2, 3, 2+, 1

Description of Concern: TOO MANY PROBLEMS; PROBLEMS NOT SOLVED; PROBABLY TOO MANY PROBLEMS IN NEAR FUTURE;

16

03-17-06 - Sharon Chrysler - alt - tell about throttle, rear washer / replaced alt - ordered " cable & washer motor

3-31-06 - no goodbin, no owner - to call back 10? PM

(1) #3 somewhat dis-satisfied (2) #3 (3-31-06)
Tuesday - morn

04-30-06 Alex
engine lite
rear wiper lite

no help - call dealer

18
(18)

04-19-06
11 44 Am

D/C Consumer affairs
Mike

248 944-7219 Mike EC #

1% under
INVOICE

Jim Hoag 15

Dam / Chrys rep

(offered ext warranty $100.00 DED)

Mon 5th

8.00

Mon

13575.00

3

HERMITAGE, PA [redacted]

HERMITAGE, PA [redacted]

ATTORNEY GENERAL
COMMONWEALTH OF PENNSYLVANIA
BUREAU OF CONSUMER PROTECTION
STATE STREET, ROOM 1009
PA 16501

PLEASE OPEN IMMEDIATELY



UNITED STATES POSTAGE
PITNEY BOWES
02 1A
0004396328
$ 00.87⁰
JUL 12 2006
MAILED FROM ZIP CODE 16501

15060168

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Erie Regional Office
1001 State Street, Suite 1009
Erie, PA 16501
(814) 871-4371
July 27, 2006

Daimler Chrysler
Daimler Customer Center
Customer Service Manager
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Ref: [redacted]

Dear Customer Service Manager:

Recently, a copy of a consumer complaint, referenced above, was sent to you by this office. A reply was requested within fifteen (15) days. As of this date, we have not received a response to our previous letter.

We are still hopeful that this matter can be resolved amicably. However, if a response is not received within the next fifteen (15) days, an investigation into this matter may be commenced. As part of such an investigation and pursuant to Section 919 of the Administrative Code of 1929 (71 P.S. §307-3), a subpoena may be issued to compel your appearance at the Bureau of Consumer Protection and/or the production of relevant documents and records.

Again, we request that you provide a response within fifteen (15) days from the above date.

Very truly yours,

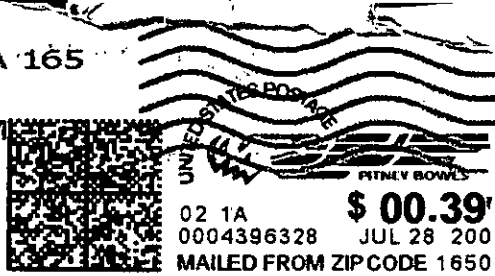
Karla Smith
Agent Supervisor

mlj
21A

of Attorney General
nonwealth of Pennsylvania
u of Consumer Protection
State Street, Suite 1009
PA 16501

ERIE PA 165

PLEASE OPEN IMMEDIATELY



UNITED STATES POSTAGE
PITNEY BOWES
02 1A $ 00.39
0004396328 JUL 28 200
MAILED FROM ZIP CODE 1650

48321+8004-04 8198

Forward To:

ATTN: Typist / Transcribers
DaimlerChrysler
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

DaimlerChrysler Customer Assistance Center

Attention: Typist / Transcriber

Image Document Request

Customer Name: [redacted]

Requestor Profs ID: T4049MW / MPW

CAIR Number: 15060168

Business Center: 35 – Mid Atlantic

District Number Q

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA ■ OFFICE OF ATTORNEY GENERAL ■ BUREAU OF CONSUMER PROTECTION
1001 STATE STREET ■ 10TH FLOOR ■ ERIE, PENNSYLVANIA 16501
TELEPHONE: (814) 871-4371 ■ FACSIMILE: (814) 871-4848

October 23, 2006

DaimlerChrysler Motors Company, LLC
Attn: Mark Wittholz
Customer Relations Manager
6085 Marshaleé Drive, Suite 200
Elkridge, MD 21075-5926

Re: [redacted]
Our File No. D06-1389

Dear Mr. Wittholz,

Thank you for your faxed response to the above referenced complaint filed with our office. A copy of your response was forwarded to Mr. [redacted] for his review. I am enclosing a copy of his most recent correspondence.

At this time, I am wondering if Mr. [redacted] complaint can be forwarded to DaimlerChrysler's Dispute Resolution or an arbitration board? He is still very dissatisfied with the 2005 Town & Country.

Please advise what the next step is for Mr. [redacted] complaint in your process at DaimlerChrysler. I would also appreciate it if you would respond to the most recent correspondence from Mr. [redacted] about his ongoing problems with the vehicle.

Thank you for your consideration in this matter.

Sincerely,

Karla Smith
Agent Supervisor

Enclosure

[redacted]
Hermitage, PA [redacted]

10-14-2006

Karla Smith
Commonwealth of PA
Office of Attorney General
Erie Regional Office
Ref: DaimlerChrysler D-001389-2006

In reply to a fax from Mark P. Wittholz, Customer Relations Manager with DaimlerChrysler, please review repair order # 25784 (08-21-06). Note item #1-no problem, yet Mark in his comments said a valve was replaced to address the noise. What valve? What noise?

Note item #2-the headlight switch is probably operating as designed. The dimmer switch is not operating as stated in my owners manual, and has been replaced once already-see Sharon Chrysler Repair Order #20142. The replacement functioned as per owners manual for two days. If the dimmer switch, as it is now functioning, is according to DaimlerChrysler design, they should warn purchasers of poor visibility when using high beams.

To readdress item #1 in Mark's fax, on August 29th I personally took the vehicle to Lakeland Chrysler Dodge where service personnel heard the noise and the noise was tentatively identified as a power steering pump, or a belt tensioner, or a timing chain. Lakeland's service department said they would order a belt tensioner and call me when it came in. Instead they called back and said they didn't want to work on the vehicle anymore.

And now since the last round of problems and commencing on or about September 15, 2006, a frontal noise is evident, probably in the suspension system. And now, commencing on or about September 20, 2006, the throttle control is again acting erratically. See Sharon Chrysler repair order #21297.

And now, since the vehicle is financed with DaimlerChrysler, do I have the repairs made at an independent service agency and deduct the cost from my monthly payment?

Or is DaimlerChrysler going to recognize their shortcomings and try to satisfy me as a customer?

Sincerely,

[redacted]

Lakeland FIVE STAR
Chrysler • Dodge

31 Hadley Road
Greenville, PA 16125
Phone 724-588-8100
or 724-622-3911
or Toll Free 1-800-422-8913
Fax 724-588-1701

R/O	VIN		DATE IN
25784	1 C 4 G P 4 5 R 0 5 E [redacted]	[redacted]	08/21/06
YEAR 2005	MAKE CHRYSLER	MODEL T&C	COLOR GOLD
MILES IN 30264	MILES OUT 30264	FIRST USE 00/00/00	LISC.
SEE ALSO		RES. H [redacted]	WRITER DAVE

HERMITAGE PA [redacted]

TIME IN 00:00
CLOSED 08/21/06

(1) CHECK NOISE NO PROBLEM EXHIBITED AT THIS TIME (22-0836 RAY-)	A	Labor T22 Total Repair (Customer)	.00
(2) CHECK HEADLIGHT OPERATION SEE CUSTOMERS LETTER HEADLIGHTS OPERATING ACCORDING TO SERVICE MAN. (22-0836 RAY-)	A	Labor T22 Total Repair (Customer)	.00

Next Service SEP '06 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

X _____
CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor	.00	.00	.00
Parts	.00	.00	.00
Sublet	.00	.00	.00
Lubricates/$	.00	.00	.00
Oil/Grease	.00	.00	.00
Sub Total	.00	.00	.00
Tax	.00	.00	.00
Total	.00	.00	.00

25784 Customer Copy

[redacted]
Chesterfield, VA [redacted]
June 23, 2006

To Whom It May Concern:

On November 21st of 2005 my wife and I purchased a 2005 Dodge Grand Caravan SXT (vin #: 2D4GP44L15R[redacted] from Pearson Dodge of 11701 Midlothian Pk, Midlothian, VA 23113.

In the 7 months we have owned the vehicle it has been in the repair shop 5 times for service of faulty mechanical problems. The car has been serviced for the issues listed below (please note that some issues were serviced at the same time):

3 separate occasions for **Airbag not functioning properly**
3 separate occasions for **Windows not functioning properly**
2 separate occasions for **Headlights not turning on**
1 occasion for **Water Pump leaking**
1 occasion for **Heat not working**

My wife and I purchased this car when we were 5 months pregnant with our 1st child. This vehicle was intended to be our main source of family transportation. It upsets me immensely that a **Family Vehicle** with so many safety issues would pass your companies inspections and be sold at one of your stores. I feel that this vehicle has had way too many mechanical failures and believe it to be far too unreliable and unsafe for anybody to be traveling with.

I am writing this letter with expectations that DaimlerChrysler Motors will resolve these issues, under Virginia State Lemon Laws, with either a full refund or another vehicle of equal value. If it is decided that no course of actions will be taken by DaimlerChrysler, I will be forced to seek legal counsel.

Dealing with the Customer Service of Pearson Dodge has been a very pleasant experience (all things set aside) and we would like to continue being able to use them for future car purchases.

Thank you for taking care of this matter in a timely fashion,

[redacted]

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1754	01/25/06	DOCS82074
[redacted]	Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
CHESTERFIELD, VA [redacted]			42,056	DK GREEN/	P8794
	Vehicle Description			Delivery Date	Delivery Miles
	05/DODGE/GRAND CARAVAN/STOW			11/21/05	38,641
	Serial #			Dlr. Reg. #	Production Date
	2D4GP44L15R[redacted]			Work Order Date	Parking Location
	Federal Tax Exempt #			01/20/06	
[redacted]	Chassis # / Engine # / Notes:				MO: 42056

JOB# 1 CHARGES

LABOR

J# 1 18DOZ ELECTRICAL TECH(S):230 81.00

PWR WINDOWS STOP WORKING

AT TIMES THE HEADLIGHTS WILL NOT COME ON...
FOUND THE BODY CONTROL MODULE IS FAILING...
REPLACE TO CORRECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	Z5082502-AE	MODULE EXCHAN	133.90	133.90
			TOTAL - PARTS		133.90

MISC	CODE	DESCRIPTION	CONTROL NO	
	PAU	POLICY USED CAR		204.56
	110G	COSTGUARD WARRANTY	82074	440.66
			TOTAL - MISC	645.22

JOB# 1 TOTALS

LABOR	81.00
PARTS	133.90
MISC	-645.22
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	-430.32

JOB# 2 CHARGES

LABOR

J# 2 37DOZ MISCELLANEOUS TECH(S):230 94.50

SRS LIGHT IS ON...
DRIVER'S SEATBELT TENSIONER IS LOCKED UP...
REPLACE TO CORRECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	H20	DIST.WATE	1.30	1.30
	1	WP151J3-AF	SEAT BELT 23049004	44.20	44.20
			TOTAL - PARTS		45.50

JOB# 2 TOTALS

LABOR	94.50
PARTS	45.50
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	140.00

JOB# 3 CHARGES

LABOR

J# 3+07DOZCHECK CK FOR COOLANT LEAK TECH(S):230 76.50

CHECK FOR COOLANT LEAK
TESTED AND FOUND THE WATERPUMP LEAKING...!.
REPLACE TO CORRECT.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	4781157-AB	PUMP WATE 7042001	55.70	55.70
	1	5066386-AA	COOLANT C 1081004	12.45	12.45
	1	4781172-AA	GASKET WA 7044003	2.47	2.47

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 04:27pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1754	01/25/06	DOCS82074
[redacted]	Labor Rate / Plate #	Current Mileage	Exterior Color	Stk. #	
		42,056	DK GREEN/	P8794	
CHESTERFIELD, VA [redacted]	Vehicle Description		Delivery Date	Delivery Miles	
	05/DODGE/GRAND CARAVAN/STOW		11/21/05	38,641	
[redacted]	Serial #		Dlr. Reg. #	Production Date	
	2D4GP44L15R[redacted]				
	Federal Tax Exempt #		Work Order Date	Parking Location	
			01/20/06		
[redacted]	Chassis # / Engine # / Notes:				

MO: 42056

		TOTAL - PARTS	70.62
JOB# 3 TOTALS			
		LABOR	76.50
		PARTS	70.62
	JOB# 3 JOURNAL PREFIX DOCS	JOB# 3 TOTAL	147.12
JOB# 4 CHARGES			
LABOR			
J# 4+20D0Z	LIGHT ENGINE	TECH(S):230	36.00
	DRIVE BELT TENSIONER IS LOCKED UP... REPLACE TENSIONER TO CORRECT.		

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	4861277-AD	TENSIONER 9020002	42.64	42.64
		TOTAL - PARTS		42.64

JOB# 4 TOTALS			
		LABOR	36.00
		PARTS	42.64
	JOB# 4 JOURNAL PREFIX DOCS	JOB# 4 TOTAL	78.64
JOB# 5 CHARGES			
LABOR			
J# 5+20D0ZDB	DRIVE BELTS	TECH(S):230	31.50
	REPLACE CRACKED DRIVE BELT...		

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	4593684-AA	BELT ACCE 7003001	29.32	29.32
		TOTAL - PARTS		29.32

JOB# 5 TOTALS			
		LABOR	31.50
		PARTS	29.32
	JOB# 5 JOURNAL PREFIX DOCS	JOB# 5 TOTAL	60.82
JOB# 6 CHARGES			
LABOR			
J# 6+02D03000	3000 MILE SERVICE	TECH(S):230	13.00

CUSTOMER REQUEST 3000 MILE SERVICE
INCLUDES OIL AND FILTER CHANGE AND LUBE. TOP OFF FLUIDS.
CHECK COOLANT HOSES AND CLAMPS . CHECK TIRE PRESSURES.
INSPECT EXHAUST SYSTEM. INSPECT BRAKE HOSES . INSPECT CV
JOINTS AND FRONT SUSPENSION.INSPECT ENGINE AIR FILTER.
COMPLETE 3000 MILE SERVICE PER MAINTENANCE SCHEDULE

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PK1	5281090 5-4467718	****	****
1	5281090	FILTER EN 9057006	6.00	6.00
5	4761838A	5W30 QT. 1 81	2.19	10.95
		TOTAL - PARTS		16.95

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Orlando Business Systems, Inc.

PEARSON DODGE

11701 Midlothian Pk
MIDLOTHIAN, VA 2311C
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification # 37924	Service Representative RICK	ASM # 392	HAT # 0000	Invoice Date 02/08/06	Invoice # DOCS82733
[redacted]	Labor Rate	Plate #	Current Mileage 42,285	Exterior Color DK GREEN/	Stk. # P8794
CHESTERFIELD, VA [redacted]	Vehicle Description 05/DODGE/GRAND-CARAVAN/STOW			Delivery Date 11/21/05	Delivery Miles 38,641
	Serial # 2D4GP44L15R [redacted]			Work Order Date 02/08/06	Production Date
[redacted]	Federal Tax Exempt #				Parking Location
	Chassis # / Engine # / Notes:				MO: 42285

JOB# 1 CHARGES

LABOR
J# 1 26DOZ LIGHTS TECH(S):26 67.50
HEADLIGHTS WILL NOT COME ON.
HEADLIGHT SWITCH IS BAD.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		ZL651J8-AE	SWITCH LI 8053003	52.65	52.65
				TOTAL - PARTS		52.65

MISC	CODE	DESCRIPTION	CONTROL NO	
	110G	COSTGUARD WARRANTY	82733	-120.15
			TOTAL - MISC	-120.15

JOB# 1 TOTALS

LABOR	67.50
PARTS	52.65
MISC	-120.15
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
COSTGUARD

CGP 77600

TOTAL: $120.15

TOTALS

THANK YOU FOR CHOOSING PEARSON DODGE

VISA DISCOVER AMEX CHOICE

CASH CHECK# CHARGE M/C

DEAR VALUED CUSTOMER
IN A FEW DAYS YOU WILL BE RECEIVING A SURVEY FROM DAIMLER CHRYSLER RATING US ON YOUR SERVICE VISIT. COMPLETE CUSTOMER SATISFACTION IS OUR GOAL .IF YOU CAN NOT RATE US AS EXCELLENT,PLEASE CONTACT US AT 794-0300.

TOTAL LABOR....	67.50
TOTAL PARTS....	52.65
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-120.15
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1617	02/02/06	DOCS82526

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		42,285	DK GREEN/	P8794

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Dlr. Mfg. #	Production Date
2D4GP44L15R[redacted]		

Federal Tax Exempt #		Work Order Date	Parking Location
		02/02/06	

[redacted]
CHESTERFIELD, VA [redacted]

Chassis # / Engine # / Notes:

MO: 42285

JOB# 1 CHARGES

LABOR

J# 1 18DOZ ELECTRICAL TECH(S):26 0.00
HEADLIGHTS WOULD NOT COME ON.../
NEED TO ORDER HEADLAMP ASSEMBLY.../

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 37DOZ MISCELLANEOUS TECH(S):26 0.00
AIR BAG LIGHT IS ON
TOO MANY OLD CODES PRESENT...CLEAR CODES SO CUSTOMER
CAN DRIVE...

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02DOCHECKUP 23 23 POINT CHECKUP TECH(S):26 0.00
PERFORM 23 POINT CHECKUP PER ATTACHED FORM.
INCLUDES CHECK OF LISTED FLUID LEVELS, BELTS, HOSES,
AIR FILTER, WIPER BLADES, AND LAMPS. ALSO INCLUDES CHECK OF
FRONT AND REAR BRAKES, SHOCKS AND STRUTS, TRANSFER CASE AND
DIFFERENTIAL FLUID LEVELS, STEERING AND SUSPENSION
COMPONENTS, AND VISUAL CHECK OF EXHAUST SYSTEM.
COMPLETED INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DISCLAIMER OF WARRANTY

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Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 05:13pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASB #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1054	02/20/06	DOCS83054
[redacted]	Labor Rate / Plate #	Current Mileage		Exterior Color	Stk. #
CHESTERFIELD, VA [redacted]		42,448		DK GREEN/	P8794
	Vehicle Description			Delivery Date	Delivery Miles
	05/DODGE/GRAND CARAVAN/STOW			11/21/05	38,641
	Serial #			Dlr. Reg. #	Production Date
	2D4GP44L15R [redacted]				
	Federal Tax Exempt #			Work Order Date	Parking Location
				02/16/06	

[redacted] asis # / Engine # / Notes:

MO: 42448

JOB# 1 CHARGES

LABOR
J# 1 37DOZ 2 MISCELLANEOUS TECH(S):230 0.00
AIR BAG LIGHT IS NOT WORKING PROPERLY...PASS SIDE.
TESTED FOR CODES. NONE PRESENT. PERFORM WEIGHT
TEST. CAR PASSES....CAR PASSES ALL TEST.

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	94888	69095	02/16/06	CAR RENTAL		120.03
					TOTAL - SUBLET	120.03

MISC	CODE	DESCRIPTION	CONTROL NO	
	110G	COSTGUARD WARRANTY	83054	-190.00
			TOTAL - MISC	-190.00

JOB# 1 TOTALS

SUBLET	120.03
MISC	-190.00
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	-69.97

JOB# 2 CHARGES

LABOR
J# 2 18DOZPW POWER WINDOW TECH(S):230 67.50
CUSTOMER STATES PASSINGER SIDE WINDOW INOP.
REPLACE THE WINDOW REGULATOR TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4894526-AA	REGULATOR 23039005	87.50	87.50
					TOTAL - PARTS	87.50

JOB# 2 TOTALS

LABOR	67.50
PARTS	87.50
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	155.00

JOB# 3 CHARGES

LABOR
J# 3 23DOZ HEATING SYSTEM TECH(S):230 26 126.00
CUSTOMER STATES HEATER AND FAN INOP AT TIMES.
THE BLOWER MODULE IS BAD...REPLACE TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5179985-AA	MODULE PO 8035022	44.87	44.87
					TOTAL - PARTS	44.87

JOB# 3 TOTALS

LABOR	126.00
PARTS	44.87
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL	170.87

DISCLAIMER OF WARRANTY
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Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 03:57pm

PEARSON DODGE

11701 Midlothian Pk
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3039
SERVICE (804) 379-3020
TOLL FREE 800-339-0537

CELL: 804-339-665?

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1863	05/17/06	DOCS86679

[redacted]
CHESTERFIELD, VA [redacted]

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		44,360	DK GREEN/	P8794

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Dlr. Mtg. #	Production Date
2D4GP44L15R[redacted]		-

Federal Tax Exempt #	Pl	Work Order Date	Parking Location
		05/15/06	

[redacted] Chassis # / Engine # / Notes:

MO: 44360

JOB# 1 CHARGES

LABOR

J# 1 50DOZ AIRBAG - AIRBAG SYS DIAG - TECH(S):230 — 113.40
PERFORM DIAGNOSIS OF SUPPLEMENTAL RESTRAINT SYSTEM
DIAGNOSIS ONLY. REPAIRS ADDITIONAL.
CUSTOMER STATES VEHICLE HAS BEEN HERE SEVERAL TIMES FOR SAME COMPLAINT.
FOUND CIRCUIT AT THE DRIVER'S SEATBELT TENSIONER.
FOUND BREAK IN THE CONNECTOR FOR THE DRIVER'S SEATBELT TENSIONER...REMOVE THE SEAT AND REPLACE CONNECTOR...

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5170955-AA	WIRING SE 8015002	36.40	36.40
					TOTAL - PARTS	36.40

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
	96161	D343161	05/15/06	CAR RENTAL	90.02
				TOTAL - SUBLET	90.02

MISC	CODE	DESCRIPTION	CONTROL NO	
	PAU	POLICY USED CAR		-241.64
			TOTAL - MISC	-241.64

JOB# 1 TOTALS

LABOR	113.40
PARTS	36.40
SUBLET	90.02
MISC	-241.64

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL -1.82

JOB# 2 CHARGES

LABOR

J# 2 34DOF01 - #F01 AC TUBES - TECH(S):230 — WARRANTY
PERFROM RECALL PER F01 RECALL NOTICE
REPLACED REAR AC AND HEATER TUBE PACKAGE PER F01 RECALL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		CEU1F010	LINE A/C 24028024	WARRANTY	
					TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02DOCHECKUP 23 - 23 POINT CHECKUP - TECH(S):230 — 0.00
PERFORM 23 POINT CHECKUP PER ATTACHED FORM.
INCLUDES CHECK OF LISTED FLUID LEVELS, BELTS, HOSES, AIR FILTER, WIPER BLADES, AND LAMPS. ALSO INCLUDES CHECK OF FRONT AND REAR BRAKES, SHOCKS AND STRUTS, TRANSFER CASE AND DIFFERENTIAL FLUID LEVELS, STEERING AND SUSPENSION COMPONENTS, AND VISUAL CHECK OF EXHAUST SYSTEM.

DISCLAIMER OF WARRANTY

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CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:44pm

Orlando Business Systems, Inc.

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1241	06/26/06	DOCS88383

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		45,879	DK GREEN/	P8794

[redacted]
CHESTERFIELD, VA [redacted]

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Dlr. Mtg. #	Production Date
2 D 4 G P 4 4 L 1 5 R [redacted]		

Federal Tax Exempt #	Purchase Order #	Work Order Date	Parking Location
		06/26/06	

[redacted]
Chassis # / Engine # / Notes:

MO: 45879

JOB# 1 CHARGES

LABOR

J# 1 37DOZ MISCELLANEOUS TECH(S):26 135.00
BOTH FRONT POWER WINDOWS INTERMITTENTLY INOP.
BOTH PWR WINDOW REGULATORS ARE FAILING....REPLACE BOTH
TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4894527-AA	REGULATOR 23039005	79.45	79.45
	1		4894526-AA	REGULATOR 23039005	72.23	72.23
				TOTAL - PARTS		151.68

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	58	343700	06/26/06	CAR RENTAL	35.00
				TOTAL - SUBLET	35.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	110G	COSTGUARD WARRANTY	88383	-321.68
			TOTAL - MISC	-321.68

JOB# 1 TOTALS

LABOR	135.00
PARTS	151.68
SUBLET	35.00
MISC	-321.68

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 02DOCHECKUP-23 23 POINT CHECKUP TECH(S):26 0.00
PERFORM 23 POINT CHECKUP PER ATTACHED FORM.
INCLUDES CHECK OF LISTED FLUID LEVELS, BELTS, HOSES,
AIR FILTER, WIPER BLADES, AND LAMPS. ALSO INCLUDES CHECK OF
FRONT AND REAR BRAKES, SHOCKS AND STRUTS, TRANSFER CASE AND
DIFFERENTIAL FLUID LEVELS, STEERING AND SUSPENSION
COMPONENTS, AND VISUAL CHECK OF EXHAUST SYSTEM.
DUE FOR 45 K SERVICE..
COMPLETED INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02DO3000 3000 MILE SERVICE TECH(S):26 13.00
CUSTOMER REQUEST 3000 MILE SERVICE
INCLUDES OIL AND FILTER CHANGE AND LUBE. TOP OFF FLUIDS.
CHECK COOLANT HOSES AND CLAMPS . CHECK TIRE PRESSURES.
INSPECT EXHAUST SYSTEM. INSPECT BRAKE HOSES . INSPECT CV
JOINTS AND FRONT SUSPENSION.INSPECT ENGINE AIR FILTER.
COMPLETE 3000 MILE SERVICE PER MAINTENANCE SCHEDULE

DISCLAIMER OF WARRANTY
The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

 [CONTINUED ON NEXT PAGE] 03:50pm

Orlando Business Systems, Inc.

[redacted]

Return for additional postage. When remailing across, cut this notice or paste stamps over it.

PM
01 JUL
2006

Daimler Chrysler Motors Coporation Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RECEIVED
1 1 2006
RECEIVED
JUL 1 1 2006

48321+8004-04 B13B

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat Jul 15 21:47:53 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Enacting the Lemon Law on my Town & Country

Comments:

I am having recurring electrical harness and programming issues with my 2005 Chrysler T&C. I like the product very much, however the headlights are unreliable and I have had it back to the service department four times for the same electrical issues. I have lost confidence in the T&C that I currently own. I like the Chrysler product and want to continue to be a loyal customer but I am having difficulty navigating through the Daimler Chrysler organization to get a straight answer regarding my rights. All I am asking is that Chrysler takes my current T&C back and provides me another vehicle in return without me having to put money down and without increasing my monthly payments. Again, I like the Chrysler product and want to continue to be a customer, but I have lost confidence in the T&C that I currently own. Thank you in advance for your time and assistance.
v/r, [redacted]

Sender Information:

Title: Mr
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jul 18 17:16:29 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Steven:

Thanks again for your email.

Sincerely,

Tony

Senior Staff Representative
DaimlerChrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15165029
EMAIL CASE NUMBER: 1433026
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3996139I25261L0KM&

Sincerely,

Tony
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Enacting the Lemon Law on my Town & Country
Comments:
I am having recurring electrical harness and programming issues with my 2005 Chrysler T&C. I like the product very much, however the headlights are unreliable and I have had it back to the service department four times for the same electrical issues. I have lost confidence in the T&C that I currently own. I like the Chrysler product and want to continue to be a loyal customer but I am having difficulty navigating through the Daimler Chrysler organization to get a straight answer regarding my rights. All I am asking is that Chrysler takes my current T&C back and provides me another vehicle in return without me having to put money down and without increasing my monthly payments. Again, I like the Chrysler product and want to continue to be a customer, but I have lost confidence in the T&C that I currently own. Thank you in advance for your time and assistance. v/r, [redacted]

VIN:
5R[redacted]
Mileage:

17000

Servicing Dealer:

Miller Hill Automotive

Title:

Mr.

First Name:

[redacted]

Middle

Last N

Addres

Address 2:

City:

Superior

State:

WI

Zip:

Email:

Home P

[redacted]

Survey Return Date: 02/28/2006

CSI SCORE: 50

Overall Satisfaction . . .

	Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another DaimlerChrysler product?	■	☐	☐	☐	☐

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your recent service experience at Yonkers Avenue Dodge?	☐	☐	☐	☐	■

About the Service Staff At . . .

Yonkers Avenue Dodge

	Strongly Agree				Strongly Disagree
2. I was satisfied with the treatment I received from the service staff	☐	☐	☐	■	☐
3. The service staff listened and understood my needs	■	☐	☐	☐	☐

	Very Satisfied				Very Dissatisfied
4. How satisfied are you with the quality of the service work performed on your vehicle?	☐	☐	☐	☐	■
5. How satisfied are you with service staff's ability to have your vehicle ready when promised?	☐	■	☐	☐	☐

The Dealership's Facility . . .

	Doesn't Apply	Yes	No
6. a. Was the service write-up area neat and clean?	☐	■	☐
b. Was the waiting area/customer lounge neat and clean?	☐	■	☐
c. Were the restrooms neat and clean?	☐	■	☐
d. Approximately how many miles are on your vehicle?	8,700 Miles		

The Service Staff At . . .

SERVICE ADVISOR SCORE: 43

Yonkers Avenue Dodge

7. Please rate your satisfaction with your Service Advisor on the following:	Very Satisfied				Very Dissatisfied
a. The promptness with which you were greeted	■	☐	☐	☐	☐
b. Courtesy in dealing with you	☐	☐	☐	☐	■
c. Overall dress and grooming	☐	■	☐	☐	☐
d. Consideration of your time	☐	■	☐	☐	☐
e. Ability to listen, understand, and answer your questions	☐	☐	■	☐	☐
f. Advising you on your service needs	☐	☐	■	☐	☐
g. Providing a clear explanation of the repairs and/or charges	☐	☐	☐	☐	■
h. Fulfilled all commitments made to you	☐	☐	☐	☐	■

The Service Staff At . . . *(continued)*

Yonkers Avenue Dodge

	Doesn't Apply	Yes	No
8. a. Was it easy to schedule your service visit?	☐	■	☐

	Less than 10 Minutes	10-20 Minutes	More than 20 Minutes
b. From the time you arrived at the dealership to pick up your 2005 Dodge Grand Caravan, how long did it take to receive your vehicle?	☐	☐	■

About the Service Work Performed . . .

	Yes	No			
9. Was your recent service need corrected/completed on the first visit?	☐ (Go to Q.11.)	■ (Go to Q.10a.)			
10. a. How many visits did it take to have your recent service need corrected/completed?			2 Visits ■	3 Visits ☐	4 or More Visits ☐

b. Why wasn't your vehicle fixed on the first visit? *(Check all that apply.)*

- ■ Parts were not in stock
- ☐ Service Department could not duplicate condition
- ☐ Service Department's schedule too full
- ☐ Work performed did not correct condition
- ☐ Other *(Please specify.)* _____

11. Compared to other automotive service providers, please tell us how much you agree that this dealership's . . .	Strongly Agree				Strongly Disagree
a. Overall service process is convenient	☐	■	☐	☐	☐
b. Value of services performed is competitive	☐	■	☐	☐	☐

Communicating With You . . .

	Doesn't Apply	Yes	No
12. During the service process, did the dealer keep you informed of the progress of your service or repair?	☐	☐	■
13. a. Did you contact Yonkers Avenue Dodge by phone to inquire about the progress of your service work?	■	☐	☐
b. If you were put on hold, did you consider the length of time acceptable?	■	☐	☐
c. Did you feel that the person handling your call was:			
1. Professional and courteous?	☐	■	☐
2. Responsive?	☐	■	☐
3. Knowledgeable?	☐	■	☐

	Yes	No
14. Have you been contacted by the dealership regarding your satisfaction with the service received?	☐	■
15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership?	■	☐

	Very Satisfied				Very Dissatisfied
b. If **YES**, how satisfied are you with the dealership's resolution of your concerns?	☐	☐	☐	☐	■

Future Service Intentions . . .

	Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
16. Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for?	■	☐	☐	☐	☐

	Strongly Agree				Strongly Disagree
17. I would recommend Yonkers Avenue Dodge to my family and friends	■	☐	☐	☐	☐

Comments about your service experience: Please See the Inclose letter that have been sent to you Company and Yonkers Dodge Twice and I have not heard from no one Please note that it's 2 Phone nos. that I can be reach but no one have Call

1082030071846 0021

Service Advisor: Name Not On File
Purchase Date: 03/22/2005
Transaction Date: 12/27/2005
Survey Mail Date: 02/06/2006

February 6, 2006

To Yonkers Avenue Dodge

Please note that I mailed the enclosed letter to you sometime ago, and have not gotten any response from you, please let me hear from you.

My next scheduled appointment for car service at Yonkers Avenue Dodge is March 6, 2006.

Thank you

[redacted]

cc: Daimler Chrysler Corp.

January 2, 2006

To Whom It May Concern,

I am writing this letter to your organization because having been a loyal customer for over 10 years, I have several major complaints about my last few trip to Yonkers Avenue Dodge. First of all I brought my 2005 Dodge Caravan in for a 6,000 mile checkup on 12/5/05. It was noted that my head light switch was bad and needed to be replaced. Well that was not able to be done because they did not have the part in stock and after repeated calls I was finally able to have the switch replaced on 12/27/05 (almost 3 weeks later). This kept me from being able to turn my head lights off properly causing drainage to my battery. Also during the 12/5/05 visit I assumed my brakes would be checked however shortly after my brakes began making noise which I informed the technician who helped me on 12/27/05 and I was told in a very nasty manner that I am riding the brakes too hard. I drove 600 miles between my 12/5/05 visit and 12/27/05 visit. As I stated the noise began shortly after the 12/5/05 visit so it would seem like the problem should have been visible during that visit and fixed. Now the front brake was supposed to have been repaired during the 12/27/05 visit yet I still hear noise coming from the rear of the car. Also I was told should I come in with another brake problem no matter how soon it would not be covered under warranty and I feel as if I am being set up to be charged an arm and leg for future brake repair. Please tell me what the warranty is on all parts of the 2005 Caravan including brakes. I have never had to have brakes repaired on my previous cars in less than 13,000 miles, so why should this time be any different. Just like the light switch went bad and it was not my fault the same could be said for the brakes.

Next I want to address the issue on the rude service tech. who I encountered on 12/27/05. First of all if my car had been serviced correctly and completely on 12/5/05, there would have been no need for my visit on 12/27/05, which was totally inconvenient for me because I had to take time off from work for a second day. If anyone had a reason to be rude that day it was me, and even though I was frustrated with Yonkers Avenue Dodge Service Dept's incompetence, I still was not rude. No customer should be treated in such a manner, especially one with such a long standing history with your company.

I look forward to receiving an immediate response to my letter by phone from the Service Dept. Supervisor or the owner of Yonkers Avenue Dodge.

Sincerely

[redacted]

cc:Daimler Chrysler Corp.

YONKERS AV DODGE, Inc.
YONKERS AVENUE AUTO EXPO
KIA OF WESTCHESTER

500 Yonkers Ave.
YONKERS, NEW YORK 10704

Service
(914) 964-0099
SERVICE DEPT. E-MAIL
5StarService@Zcars.org

Parts
(914) 964-9533
Fax (914) 964-9423
PARTS DEPT. E-MAIL
FiveStarParts@Zcars.org

Sales
(914) 964-0700
WEB PAGE
www.Zcarsdirect.com

FIVE STAR 2002
YONKERS AVENUE
DODGE, Inc.
DODGE DEALER
CODE 32-43691
NYS MV R/S REG NO. 704 3506

YONKERS AVENUE
AUTO EXPO
KIA OF WESTCHESTER
KIA DEALER
CODE NY004

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
85716	SIGFREDO 04446	528	12/27/05	DOCS79791

[redacted]
BRONX, NY [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
93.50		7,344	/	530378

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/CARAVAN/GRAND SE	03/25/05	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 D 4 G P 4 4 L 3 5 R [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/27/05

[redacted]OMMENTS

MO: 7345

ALL PARTS NEW EXCEPT AS NOTED

J# 1 08DOZ ELECTRICAL HOURS: 0.20 TECH(S):3710 WARRANTY
C/S HEAD LIGHT SWITCH WAS ORDER IS HERE NOW
SWITCH SHORTED OUT
REPLACE HEAD LAMP SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	ZL6510V-AF	SWITCH LIGHTING CON		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 05DOZ BRAKES HOURS: 0.60 TECH(S):3710 WARRANTY
C/S RIGHT REAR BRAKE IS GRINDING NOISE
BRAKES COMPLETLY WORN OUT TO THE METAL
REPLACE BRAKE PADS IN THE FRONT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	V1013803-AB	PAD KIT FRONT DISC		WARRANTY
JOB # 2	2	5019981-AB	ROTOR BRAKE		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

G.O.G. & SUPPLIES
JOB # 1 FREIGHT (PARTS) WARRANTY
TOTAL - GOG 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
VEH BRAKES WORN OUT PREMATURE,IT IS RECOMENDED TO BE EASY ON THE
BRAKES ..THEY DO NOT WEAR AT THIS LOW MILEAGE.
TOO HARD ON THE BRAKES .NEXT TIME IT WILL NOT BE WARRANTY.

WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

Copyright © 1998 The Reynolds and Reynolds Company ERAINTWVE CC617884 (01/03)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 10:31am

6,000 MILE SERVICE

- ☐ REPLACE MOTOR OIL & FILTER
- ☐ CHECK FLUID LEVELS, TOP OFF TO PROPER LEVEL
- ☐ INSPECT BRAKE LININGS AND ADJUST
- ☐ ADJUST PARKING BRAKE
- ☐ INSPECT ALL HOSES, DRIVE BELTS & ADJUST AS NECESSARY
- ☐ ROTATE AND BALANCE TIRES
- ☐ CHECK ALL VEHICLE LIGHTS
- ☐ CLEAN BATTERY AND TEST
- ☐ INSPECT STEERING & SUSPENSION POINTS
- ☐ INSPECT EXHAUST SYSTEM

mopar PARTS www.mopar.com

Dodge Trucks | CHRYSLER Plymouth | Jeep

DATE	R.O. NUMBER	MILEAGE
[illegible]	[illegible]	[illegible]

[illegible] YONKERS, N.Y. 10704

12,000 MILE

- ☐ REPLACE MOTOR OIL & FILTER
- ■ REPLACE FUEL FILTER (WHEN APPLICABLE)
- ☐ AIR FILTER, CANNISTER FILTER
- ☐ CLEAN BATTERY TERMINALS & LOAD TEST
- ☐ REPLACE OIL BREATHER ELEMENT
- ☐ CHECK ALL FLUID LEVELS, TOP OFF TO PROPE
- ☐ CHECK MINIMUM AIR FLOW SETTING & ADJU
- ☐ INSPECT SHOCKS AND STRUTS
- ☐ INSPECT BRAKE HOSES
- ☐ INSPECT FUEL HOSES
- ☐ INSPECT BRAKE LININGS
- ☐ LUBRICATE DOOR, HOOD & TRUNK HINGES
- ☐ LUBRICATE STEERING & PIVOT POINTS
- ☐ ROTATE & BALANCE TIRES

PERFORM JB EMISSION SYSTEM CLEANING SERVICE

Dodge Trucks | CHRYSLER Plymouth | Jeep

9,000 MILE SERVICE

- ☐ REPLACE MOTOR OIL & FILTER
- ☐ CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID TRANS. FLUID & DIFFERENTIAL, AND 4 WD OILS.
- ☐ LUBRICATE DOORS, HOOD & TRUNK HINGES
- ☐ INSPECT FOR OIL OR COOLANT LEAKS
- ☐ INSPECT BRAKE LININGS AND ADJUST
- ☐ INSPECT FRONT END FOR WEAR LOOSENESS
- ☐ INSPECT CVJ BOOTS
- ☐ CLEAN BATTERY TERMINALS

mopar PARTS www.mopar.com

Dodge Trucks | CHRYSLER Plymouth | Jeep

DATE	R.O. NUMBER	MILEAGE

15,000 MILE

- ☐ REPLACE MOTOR OIL AND FILTER
- ☐ INSPECT FOR OIL OR COOLANT LEAKS
- ☐ CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID, TRANS. FLUID & DIFFERENTIAL, AND 4W
- ☐ INSPECT BRAKE LININGS (4 WHEELS) ANI
- ☐ LUBRICATE DOORS, HOOD & TRUNK HIN

FREE!

For Yonkers Ave. New Vehicle Owners

Dodge Trucks | CHRYSLER Plymouth | Jeep

AND
KIA OF WESTCHESTER

WE WANT TO INSURE YOUR SATISFACTION

1. How were you satisfied with the treatment you received from our service staff? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
2. Did the service staff listen and understand your needs? ☑ Yes ☐ No
3. How satisfied were you with the quality of the work performed on your vehicle? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
4. How satisfied are you with the service staffs ability to have your vehicle ready when promised? ☐ Very Satisfied ☑ Satisfied ☐ Dissatisfied

DO YOU HAVE ANY SUGGESTIONS TO IMPROVE OUR SERVICE? Yes See letter

[redacted]

NAM[redacted] PHONE[redacted]

HELP US IMPROVE OUR SERVICE - PLEASE FILL IN AND [redacted]

PLEASE FILL OUT ABOVE CARD WHICH QUALIFIES YOU FOR CUSTOMER OF THE MONTH DRAWING. WIN A $100.00 GIFT CERTIFICATE FOR ANY SALES, SERVICE OR PARTS ITEMS AT YONKERS AVENUE AUTOMOTIVE EXPO.

THANK YOU!

Dodge
Dodge Trucks

YONKERS AVENUE
▪ AUTOMOTIVE EXPO ▪
"THE NEW DODGE EXPERIENCE"
500 YONKERS AVENUE • YONKERS, N.Y. 10704

CHRYSLER

[redacted]

FORM RL-700 TG300041 O (6/05)

Please present this stub to cashier when calling for your vehicle

OWNER'S NAME

Thank You!