INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [redacted]
To: DCFSasist@daimlerchrysler.com
Date: Sat Jul 15 16:16:56 EDT 2006
Subject: Contact Us@ChryslerFinancial
Email Request:

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

Comments: I HAVE A ELECTRICAL PROBLEM THAT THEY WILL NOT FIX AND I'M SICK OF IT.
IT'S 101 OUT AND I AM WITHOUT AC ON A 24000 DOLLAR PIECE OF CRAP.
PLUS I HAVE NO DASH LIGHTS. AT LEAST I HAVE HAVE HEADLIGHTS WHICH WAS NOT THE CASE LAST YEAR WHEN THEY WOULD GO OUT AS I WAS DRIVING WHICH WESTPORT SAID THEY DID NOT BELIEVE ME UNLESS I BROUGHT IT IN WHEN THE HEADLIGHTS WERE OUT. ALL I WANT IS A 1000 DOLLARS FOR SALES TAX AND A NEW VAN JUST LIKE THE ONE I GOT ONLY PR5OBLEM FREE. I DON'T MIND GOING BACK TO 60 MONTHS AT 400. A MONTH LIKE I'M PAYING BUT I AM TIRED OF THAT PIECE OF CRAP YOU SOLD ME.

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

Sender Information:

Title:
First Name: [redacted]
Middle Initial:
Last Name:
Account Number:
VIN: 5R[redacted]

From: replyform_dcs@daimlerchrysler.com
To: [redacted]
Date: Fri Jul 21 16:48:26 EDT 2006
Subject: Re: Contact Us@ChryslerFinancial
Dear Brian:

Thank you for contacting the DaimlerChrysler Customer Assistance Center.

Thank you for your email message regarding the service problems with your 2005 Dodge Grand Caravan. We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

Your request for a replacement vehicle is declined.

We regret your dissatisfaction and trust you will understand our position.

Thanks again for your email.

Sincerely,

Susan

Senior Staff Representative
DaimlerChrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15190472
EMAIL CASE NUMBER: 1432806
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4010032I25261L0KM&

Original Message Follows:

Brief Description:
Contact Us: Current Chrysler Financial Customer: General: Comments
Comments:
I HAVE A ELECTRICAL PROBLEM THAT THEY WILL NOT FIX AND I'M SICK OF IT. IT'S 101 OUT AND I AM WITHOUT AC ON A 24000 DOLLAR PIECE OF CRAP. PLUS I HAVE NO DASH LIGHTS. AT LEAST I HAVE HAVE HEADLIGHTS WHICH WAS NOT THE CASE LAST YEAR WHEN THEY WOULD GO OUT AS I WAS DRIVING WHICH WESTPORT SAID THEY DID NOT BELIEVE ME UNLESS I BROUGHT IT IN WHEN THE HEADLIGHTS WERE OUT. ALL I WANT IS A 1000 DOLLARS FOR SALES TAX AND A NEW VAN JUST LIKE THE ONE I GOT ONLY PR5OBLEM FREE.

I DON'T MIND GOING BACK TO 60 MONTHS AT 400. A MONTH LIKE I'M PAYING BUT I AM TIRED OF THAT PIECE OF CRAP YOU SOLD ME.

Account Number: [redacted]

VIN: 5R[redacted]

Title:

First Name:

Middle

Last N

null:

null:

City: ST ANN

State: MO

Zip Code:

Prefer

Home P

Busine

Email:

From: [redacted]
To: replyform_dcs@daimlerchrysler.com
Date: Wed Jul 26 20:56:09 EDT 2006
Subject: Re: Contact Us@ChryslerFinancial (KMM4010032I25261L0KM)
Will thank you for declining my relacement car. I know times are tough an=
d why should you care that I'm stuck with a lemon. I thought maybe you wo=
uld stand behind your product and I was willing to go back in debt anothe=
r 18 months just to get something that worked. I would have never bought =
a foreign car before but it looks like I will have to trade it in for a T=
oyota or Honda but it was nice you took the time to defend chrysler and t=
he hunk of you know what sitting in my drive way. I hope the best for you=
 and your never out on the highway at 10 pm driving with your kids in the=
 car.
 Thank You
 =20

replyform_dcs <replyform_dcs@daimlerchrysler.com> wrote:
 Dear Brian:

Thank you for contacting the DaimlerChrysler Customer Assistance Center.

Thank you for your email message regarding the service problems with=20
your 2005 Dodge Grand Caravan. We are very sorry to learn of your=20
dissatisfaction with the handling of your service needs.

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concern and properly repair your car.

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diagnosis and repairs.

Your request for a replacement vehicle is declined.=20

We regret your dissatisfaction and trust you will understand our=20
position.

Thanks again for your email.=20

Sincerely,=20

Susan=20

Senior Staff Representative=20
DaimlerChrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 15190472
EMAIL CASE NUMBER: 1432806=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM4010032I25261L0KM&

Original Message Follows:

Brief Description:
Contact Us: Current Chrysler Financial Customer: General: Comments
Comments:
I HAVE A ELECTRICAL PROBLEM THAT THEY WILL NOT FIX AND I'M SICK OF IT.=20
IT'S 101 OUT AND I AM WITHOUT AC ON A 24000 DOLLAR PIECE OF CRAP. PLUS I
HAVE NO DASH LIGHTS. AT LEAST I HAVE HAVE HEADLIGHTS WHICH WAS NOT THE=20
CASE LAST YEAR WHEN THEY WOULD GO OUT AS I WAS DRIVING WHICH WESTPORT=20
SAID THEY DID NOT BELIEVE ME UNLESS I BROUGHT IT IN WHEN THE HEADLIGHTS=20
WERE OUT. ALL I WANT IS A 1000 DOLLARS FOR SALES TAX AND A NEW VAN JUST=20
LIKE THE ONE I GOT ONLY PR5OBLEM FREE. I DON'T MIND GOING BACK TO 60=20
MONTHS AT 400. A MONTH LIKE I'M PAYING BUT I AM TIRED OF THAT PIECE OF=20
CRAP YOU SOLD ME.=20

Account Number:
[redacted]
VIN:
5R[redacted]
Title:

First Name:
[redacted]
null:

City:
ST ANN
State:
MO
Zip Code:
[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Aug 14 09:46:30 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Recently I brought my 2005 Town& Country Van in for service. My complaints were squeaky brakes, noise when turing-whistleor"whooing" sound, clunking sound underneath. They replaced the front brakes and rotors. They need do fix all problems.

Comments:

We had additional problems in the past with the van which had required repeat visits in order to get the problems fixed. Specifically, the sunroof leaked and took 4 return trips. This lead to the headliner and mold problem. We also had a headlight switch problem. The noises under the car and when turning have been an ongoing problem, we have left the car with them for 8 hours at a time, they have not been able to "hear" the problem so they said they can't do anything about it. Today I asked for the car to be repaired tomorrow, but that I would need a loaner, and they refused to give me a free loaner. I indicated that since I had already left the car once for a whole day, it only seemed fair that I have a loaner at this time. I think they need to try a little harder to service therir customers. We are ready to trade this van in and return to the Chevy dealer in town. We were extremely happy Chevy customers for the last 23 years! Their service department was exemplary! We were always teased for owing an Astrovan and not the highly rated Chrysler mini-van. We bought the Chrysler van for the stow and go seats, and we feel like we got a lemon of a car and a very poor dealership to deal with.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Aug 22 12:04:55 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Richard:

Thank you for contacting the Chrysler Group Customer Assistance Center.

We have received your email regarding your recent service experience at (dealer name).

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

Rental or loaner vehicles, while an owner's vehicle is being serviced, are not provided under the terms of the manufacturer's warranty.

Thank you for giving us the opportunity to review this matter with you. Information received from customers better enables us to evaluate our policies for future consideration.

Thanks again for your email.

Sincerely,
Jennifer
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15291604
EMAIL CASE NUMBER: 1479237
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4147466I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

Recently I brought my 2005 Town& Country Van in for service. My complaints were squeaky brakes, noise when turing-whistleor"whooing" sound, clunking sound underneath. They replaced the front brakes and rotors. They need do fix all problems.
Comments:
We had additional problems in the past with the van which had required repeat visits in order to get the problems fixed. Specifically, the sunroof leaked and took 4 return trips. This lead to the headliner and mold problem. We also had a headlight switch problem. The noises under the car and when turning have been an ongoing problem, we have left the car with them for 8 hours at a time, they have not been able to "hear" the problem so they said they can't do anything about it. Today I asked for the car to be repaired tomorrow, but that I would need a loaner, and they refused to give me a free loaner. I indicated that since I had already left the car once for a whole day, it only seemed fair that I have a loaner at this time. I think they need to try a little harder to service therir customers. We are ready to trade this van in and return to the Chevy dealer in town. We were extremely happy Chevy customers for the last 23 years! Their service department was exemplary! We were always teased for owing an Astrovan and not the highly rated Chrysler mini-van. We bought the Chrysler van for the stow and go seats, and we feel like we got a lemon of a car and a very poor dealership to deal with.

VIN:
2C[redacted]
Mileage:
23920
Servicing Dealer:
Town& Country, Middletown,CT
Title:
Dr.
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Middletown
State:
CT
Zip:
[redacted]
Email
Home

WORLD TIRE
AUTO REPAIR

Front End Repair • A/C Service • Tune-Ups
Brakes • CV Joints • General Repair

Roberto Martinez
Manager

Tire Service
Phone: (954) 920-0003
Fax: (954) 920-4998
1215 N Federal Hwy (US1)
Hollywood, Florida 33020

Auto Repair
Phone: (954) 922-0650
Fax: (954) 922-8754
1314 N Federal Hwy (Us1)
Hollywood, Florida 33020

[redacted]

Sarasota, FL[redacted]

Pho[redacted]
Fax[redacted]
Dia[redacted]
Don[redacted]

Inq# 15266835

[redacted]
Sarasota, FL [redacted]

RECEIVED
AUG 14 2006
OWNER RELATIONS

8/9/06

To
Customer Center
DaimlerChrysler

Re: Petramalo
Contract # 22143053
2005 Chrysler Van
Ser# 2C4GP54L4[redacted]

REC'D AUG 17 2006

Please be advised that I seek reimbursement for $37.10 for A computer malfunction. I was leaving Sunny Isle Florida to go home after a vacation, to Sarasota Florida which is 210 miles away. It was about 2:PM on Saturday 8/5/06, when all the lites would not come on. The A/C didn't work also, and no dash board lites lite up. There were no Chrysler dealerships close by. I'm lucky the car didn't break down. It would have cost a lot more if I was to be towed. As it was I was lucky to find a shop open on Saturday to get my car fixed. They were honest & very efficient in there work. I had no other option or choice

[redacted]

SLER

Service Contracts
DaimlerChrysler

[redacted]

5/85 MAXIMUM CARE UPGRADE PLAN PROVISIONS

800 992 1997

001498-D

183/ MCD585M
04MCDIC
060117

ISSUED TO: SERVICE CONTRACT # 22143053

[redacted]

SARASOTA FL[redacted]

SELLING DEALER: 51 68218

VEHICLE IDENTIFICATION NUMBER:
2C4GP54L45F[redacted]
EFFECTIVE: 06/25/05
EXPIRES: 06/25/2010 OR 85,000 MI

DEFINITIONS: The following are key words which are included in these Provisions which have particular meaning:

*you, your - Means "you" the Plan purchaser
*Dealer - Means "Authorized DaimlerChrysler Service Contract Dealer"
*DaimlerChrysler Vehicles – Means "Chrysler, Dodge or Jeep brand vehicles only"
*we, us, our - Means "DaimlerChrysler Service Contracts Inc. ("DCSCI")" – a wholly-owned subsidiary of DaimlerChrysler Motors Co. LLC
*Plan - Means this " 5/85 Maximum Care Upgrade Plan" which is a Service Contract

A SERVICE CONTRACT: This Plan is a service contract between you and us. It protects you against major repair bills should a component covered by the Plan fail in normal use. This Plan is not part of the vehicle's factory warranty. We are solely responsible (liable) for fulfillment of the provisions of the Plan.
IMPORTANT! The maximum reimbursable amount should a covered component fail will be THE TOTAL COST OF THE REPAIRS, PER VISIT, LESS THE DEDUCTIBLE, OR THE CASH VALUE OF THE VEHICLE WHICHEVER IS LESS! The cash value of the vehicle will be determined by the average retail value as listed in the current NADA Used Car Pricing Guide. In situations where the repairs costs exceed the cash value of the vehicle, the remainder of the Plan coverage will be cancelled.

PLAN PROVISIONS: These are your plan provisions. Place them in your glove compartment. You must present these provisions to the servicing dealer when requesting plan service. They will describe the plan you purchased and identify you and your vehicle as being eligible for plan service by a specifically assigned service contract number.

This issuance of Plan Provisions by us shall not be deemed as a waiver of our right, or considered a restriction of our right to refuse to pay for service and/or to cancel the Plan should it subsequently be discovered that the vehicle for which the Plan was purchased was not eligible for Plan coverage.

NOTE: In addition to your service contract, your vehicle is also covered by your vehicle's factory warranty and 7/70 Powertrain Limited Warranty. For warranty coverage details, please refer to your warranty information booklet. THIS PLAN DOES NOT COVER ANY REPAIR, WHICH IS COVERED BY THE VEHICLE'S FACTORY WARRANTY AND 7/70 POWERTRAIN LIMITED WARRANTY.

OBTAINING PLAN SERVICE: Plan service will be provided or assisted by the Dealer who sold you the Plan, at his place of business, *using new or authorized remanufactured parts*. In the event you cannot return to the selling Dealer for service, you may request service from any Chrysler, Dodge or Jeep Dealer within the 50 States, the District of Columbia, Canada, Guam, Puerto Rico or Mexico.

IMPORTANT! PLAN SERVICE OBTAINED FROM OTHER THAN A CHRYSLER, DODGE OR JEEP DEALER IS NOT REIMBURSABLE UNLESS AUTHORIZED BY DAIMLERCHRYSLER SERVICE CONTRACTS BEFORE THE SERVICE IS PERFORMED. DEALERS CANNOT AUTHORIZE REPAIRS.

ELIGIBLE VEHICLES: DaimlerChrysler and competitive-make vehicles covered by a minimum 3/36 Basic Warranty AND active transferable 7/70 Powertrain Warranty are eligible within 48 months from the vehicles in-service date and 48,000 miles.

IMPORTANT! The following vehicles are **not** eligible for a DaimlerChrysler Service Contract: Vehicles equipped with right hand drive; Motor Homes; Vehicles placed in taxi or limousine service (except vehicles placed in van pool service); vehicle used for emergency service, ambulance, towing or police service; vehicles used for postal, dump truck or severe off-road use; vehicles converted from two to four-wheel drive; vehicles altered or converted from the original manufacturer's specifications; vehicles not used in accordance with manufacturer's specifications for payload and/or towing capacity; vehicles equipped with a diesel engine (except DaimlerChrysler); vehicles that operate on other than Gasoline or Diesel Fuel Systems (i.e. natural gas, electric, hybrid gas / electric vehicles); vehicles with a gross weight (G.V.W.) of over 14,000 pounds; vehicles where the factory warranty has been voided or restricted by the manufacturer; vehicles that have been declared to be a total loss by any insurance company, is rebuilt after being declared a total loss, or is issued a title indicating that it is designated as 'salvage', 'junk', 'rebuilt' or words of similar impact.

WHEN PLAN COVERAGE STARTS AND ENDS: Trip Interruption and Auto Valet Concierge Service starts on the date you purchase the Plan. Car Rental starts on the date you purchase the Plan, and covers those repair instances when a replacement vehicle is not otherwise provided.

2003 and Newer DaimlerChrysler Vehicles: Roadside Assistance starts on the date you purchase the Plan. REPAIR COVERAGE STARTS WHEN THE VEHICLE'S FACTORY WARRANTY EXPIRES.

Eligible 2001 and 2002 DaimlerChrysler Vehicles: ROADSIDE ASSISTANCE AND REPAIR COVERAGE START WHEN THE VEHICLE'S FACTORY WARRANTY EXPIRES.

PLAN COVERAGE EXPIRES 5 YEARS AFTER THE FACTORY WARRANTY START DATE OR WHEN THE VEHICLE ODOMETER READS 85,000 TOTAL MILES (WHICHEVER OCCURS FIRST).

MVR 52908
MV 2911

Byron

8-8-06

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.

- ☐ I REQUEST A WRITTEN ESTIMATE
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
- ☐ I DO NOT REQUEST A WRITTEN ESTIMATE

SIGNED X _____ DATE _____

*U/Used R/Rebuilt RC/Reconditioned NC/No Chg Warranty RD/Reduced/Warranty

QTY	Part No	DESCRIPTION	*	PRICE	EXTEND

WORLD TIRE AUTO REPAIR, INC.

1314 N Federal Highway (US1) • Hollywood, Florida 33020

____ monthly ____ mile warranty on all parts and labor unless otherwise specified

7317

Intended Payment Method: (CASH VISA MC DISC AMEX)

N [redacted]

Proposed Complete Date:

A [redacted]

Home [redacted]

City: SARASOTA State: FL [redacted]

Work Ph.

Other Authorized Person:

Date: Time:

Year/Make: 2005 Model: GMC VAN

Tag: Miles In:

Save Old Parts: Yes: No: (Core may apply)

Miles Out:

Customer Complaint/Problem: ORIGINAL

LABOR CHARGES BASED ON:
( ) FLAT RATE _____ ( ) HOURLY RATE ____
( ) BOTH APPLY _____

ESTIMATE/DIAGNOSTIC FEE:
$ _____ /OR HOURLY AT
$ _____ PER HOUR

A STORAGE FEE OF $ _____ PER DAY MAY BE APPLIED TO VEHICLES WHICH ARE NOT CLAIMED WITHIN 3 WORKING DAYS OF NOTIFICATION OF COMPLETION

The following repairs were made to your vehicle:	Labor Charge	ESTIMATED REPAIR COST/SHOP SUPPLIE
Computer Ajustment		$ 30.00

CHARGES:
PARTS: $
LABOR: $
SUBLET/ OTHER $
SHOP SUPPLIES $
FEES: $
Subtotal: $ 30.00
Tax: $ 2.25

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employess may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their compl[redacted]y fee of $ _____ will be [redacted]

8-5-06

[redacted]
Sarasota, FL[redacted]

7004 1350 0002 3517 9292

UNITED STATES POSTAL SERVICE

U.S. POSTAGE
PAID
SARASOTA, FL
34239
AUG 10, '06
AMOUNT
$2.79
00082561-03

0000

48321

Customer Center
Daimler Chrysler
P.O. 21-8004
Auburn Michigan
48321-8004

48321\$8004 B198

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Sep 12 18:53:30 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Extreme Dissatisfaction
Comments:

I don't have my vin because my husband and I share a vehicle and he has it. I took my vehicle to MIDAS to get brake pads, and was informed they couldn't put them on without replacing the calipers, which are a warranty item. I was then told it really wasn't safe to drive the way it is. My husband and I have four kids and share a vehicle. They want us to leave our vehicle all day to attempt to reapir, but my husband and I both go to school full time and work full time, plus I have 3 kids in school and one to a babysitter. We are running all day different places and I need a vehicle. This is why we purchased a new vehicle, for reliability. It should not be after a year and a half and less than 20K miles that it needs work. I have also had other problems such as the service engine soon light coming on, and indicating that the computer lost communication, headlights not working, and windows that will not roll up after rolling down. Sometimes the locks don't work. Something is not right with this van, and I am not happy. I requested a loaner vehicle for the day tomorrow so that I could get my kids to school, my husband to school, my daughter to baby sitter, myself to work, and then pick everyone back up beginning at 1;15, through 4:00. They said Dodge will not pay for this and I need to deal with Dodge over the issue if I don't like it, as this is what the warranty is. They also said I will still have to pay for brake pads, even though the calipers caused the wear. I saw the brakes and pads and the metal was extenisvely worn down on the right side more than the left, and the caliper was completely shot to the point midas couldn't even replace the brake pad. This put me in danger to have to further drive. On top of that, we had attempted to take it in the day before to McLarty Dodge, and they tried to tell us this type of wear was normal for in town driving, but they couldn't do it that day because they were busy. This was at 3:30 and there were at least four mechanics sitting around chit chatting and perhaps one car in a bay. The problem is we didn't buy the van at this dealership and they don't want to do the warranty work. I am sorely disappointed and it is doubtful that if I can ever get from being upside down on this piece of junk van that I will ever buy a Dodge or Dodge family vehicle again, if someone cannot make this right. I really need a rental car for tomorrow, September 13, no later than 9:30 a.m., and I need my brake pads to be covered under the warranty, and I do not mean reimbursed. I do not intend to drive a vehicle that it is simply standard for substandard parts to be used, for substandard customer service, and for it to not be an issue that I am placing my children's lives in danger just to drive the van to the neareset dealership, much less to Coleman in New Boston where I actually purchased it. The van went from no symptoms to metal on metal in a few days (less than a week), and I had to cancel my own thirtieth birthday party that was being thrown for me by family in my hometown 30 miles away for danger of driving that far to see my family. From what I see, this is just the cost of driving a Dodge. It is not a cost I intend to bear any longer than I have to, nor will I ever recommend a Dodge to anyone, if this is how your

customer service is handled.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Sep 14 14:24:03 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Mona:

Thank you for contacting the Chrysler Group Customer Assistance Center.

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.

In the Warranty Information booklet that came with your vehicle, under the section titled "What's Not Covered" you will find: "Your DaimlerChrysler Motors limited warranties do not cover any 'incidental or consequential damages'...Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; the loss of revenue, etc."

It is regrettable that you have suffered the loss or inconvenience described in your email. Unfortunately, we are unable to comply with your request for assistance.

Thank you again for your email.

Sincerely,

Wayne

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15419153
EMAIL CASE NUMBER: 1511756
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4218527I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Extreme Dissatisfaction
Comments:
I don't have my vin because my husband and I share a vehicle and he has it.
I took my vehicle to MIDAS to get brake pads, and was informed they
couldn't put them on without replacing the calipers, which are a warranty

item. I was then told it really wasn't safe to drive the way it is. My husband and I have four kids and share a vehicle. They want us to leave our vehicle all day to attempt to reapir, but my husband and I both go to school full time and work full time, plus I have 3 kids in school and one to a babysitter. We are running all day different places and I need a vehicle. This is why we purchased a new vehicle, for reliability. It should not be after a year and a half and less than 20K miles that it needs work. I have also had other problems such as the service engine soon light coming on, and indicating that the computer lost communication, headlights not working, and windows that will not roll up after rolling down. Sometimes the locks don't work. Something is not right with this van, and I am not happy. I requested a loaner vehicle for the day tomorrow so that I could get my kids to school, my husband to school, my daughter to baby sitter, myself to work, and then pick everyone back up beginning at 1;15, through 4:00. They said Dodge will not pay for this and I need to deal with Dodge over the issue if I don't like it, as this is what the warranty is. They also said I will still have to pay for brake pads, even though the calipers caused the wear. I saw the brakes and pads and the metal was extenisvely worn down on the right side more than the left, and the caliper was completely shot to the point midas couldn't even replace the brake pad. This put me in danger to have to further drive. On top of that, we had attempted to take it in the day before to McLarty Dodge, and they tried to tell us this type of wear was normal for in town driving, but they couldn't do it that day because they were busy. This was at 3:30 and there were at least four mechanics sitting around chit chatting and perhaps one car in a bay. The problem is we didn't buy the van at this dealership and they don't want to do the warranty work. I am sorely disappointed and it is doubtful that if I can ever get from being upside down on this piece of junk van that I will ever buy a Dodge or Dodge family vehicle again, if someone cannot make this right. I really need a rental car for tomorrow, September 13, no later than 9:30 a.m., and I need my brake pads to be covered under the warranty, and I do not mean reimbursed. I do not intend to drive a vehicle that it is simply standard for substandard parts to be used, for substandard customer service, and for it to not be an issue that I am placing my children's lives in danger just to drive the van to the neareset dealership, much less to Coleman in New Boston where I actually purchased it. The van went from no symptoms to metal on metal in a few days (less than a week), and I had to cancel my own thirtieth birthday party that was being thrown for me by family in my hometown 30 miles away for danger of driving that far to see my family. From what I see, this is just the cost of driving a Dodge. It is not a cost I intend to bear any longer than I have to, nor will I ever recommend a Dodge to anyone, if this is how your customer service is handled.

VIN:
DONTHAVE
Mileage:
19100
Servicing Dealer:
Mclarty Dodge
Title:
Mrs.
First Name:
[redacted]
Middle Initial:

D

Last Name:

Address [redacted]

Address 2:

City:

Texarkana

State:

TX

Zip: [redacted]

Email:

Work P

[redacted]

CARBONE SERVICE CENTERS
CHRYSLER DODGE JEEP YORKVILLE

FAX

DATE 11-08-06

TO: VIVIAN – DCX
FAX: 865-425-1592

FROM: TIM KUHN – SERVICE MANAGER
PHONE: 315-736-3371 EXT. 228
FAX: 315-736-0060

REF: R. LABELLA
VIN – 2C4GP54L75R[redacted]

MESSAGE:

NUMBER OF PAGES 16 INCLUDING COVER

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS526498

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DODGE Jeep

DOCS526498

0101IDOCS526498

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		10/27/06	DOCS526498
[redacted] ROME, NY [redacted]	LABOR RATE 67.00 / LICENSE NO. [redacted] / MILEAGE 29,048		COLOR LINEN GOLD	STOCK NO. 1052422
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D NO 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O DATE 10/25/06	
[redacted]	COMMENTS			MO: 29068

LABOR & PARTS

J# 1 10DQZ06 CHECK ENGINE LIGHT HOURS: 0.80 TECH(S):4834 WARRANTY

CUSTOMER STATES THAT CEL IS BACK ON AGAIN. KEEPS COMMING BACK ON. P0302 #2 CYLINDER MISFIRE. SEEMS TO RUN ROUGH AT TIMES.PLEASE CHECK AND ADVISE. VERIFIED-MATT (VERIFIED DTC P0302 W/DRB)
REQUESTED BY CUSTOMER TO PERFORM DIAGNOSTIC TEST
CARBONIZATION OF VALVES
VERIFIED CUSTOMER CONCERN. HAD TO PERFORME VALVE DECARBON.
SET SIT OVER NIGHT AND RETESTED, NO MORE SKIP.
RETESTED, ALL OK AT THIS TIME. ROAD TESTED 20 MILES ALL OK
ROAD TESTED BY TIM K RETESTED. ALL OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		PKFUEL	FUELKIT			WARRANTY
JOB # 1	1		5174566-AA	CLEANER F 1081025			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2+51DOZ05 HEADLIGHTS HOURS: 0.30 TECH(S):4834 WARRANTY

PLEASE INSTALL SOP HEADLIGHT SWITCH FOR HEADLIGHTS INOP AT TIMES.
VERIFIED CUSTOMER CONCERN. LAST VISIT
HAD TO REPLACE SWITCH FOR IRRATIC OPPERATION.
RETESTED. ALL OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		ZL671J8-AC	SWITCH LI 8053003			WARRANTY
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	62404		10/27/06	RENTAL	INTERNAL
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	A4	SERVICE LOANER		INTERNAL
			TOTAL - MISC	0.00

COMMENTS
SERVICE LOANER OK PER TIM

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

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LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

 [CONTINUED ON NEXT PAGE] 12:35pm

Reynolds and Reynolds GRAINTINVE BFe28110 (00/00)

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS526498

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DODGE Jeep

DOCS526498

0101DOCS526498

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		10/27/06	DOCS526498
[redacted]	LABOR RATE 67.00 / [redacted]	MILEAGE 29,048	COLOR LINEN GOLD	STOCK NO. 1052422
ROME, NY [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. [redacted]	R.O. DATE 10/25/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 29068

TOTALS

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**

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

CUSTOMER SIGNATURE

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THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:35pm

Reynolds and Reynolds ERANTINVE DF526115 Q (06/03)

DOCS519509

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DOCS519509

0101DOCS519509

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360	W327	10/02/06	DOCS519509
[redacted]	LABOR RATE 67.00 / LICENSE NO. [redacted]	MILEAGE 27,687	COLOR LINEN GOLD	STOCK NO. 1052422
ROME, NY [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/02/06	
[redacted]	COMMENTS			MO: 27689

LABOR & PARTS----------

J# 1 10DOZ06 CHECK ENGINE LIGHT HOURS: 0.70 TECH(S):4834 WARRANTY

CUSTOMER STATES THAT CEL JUST CAME ON TODAY, PLEASE CHECK AD ADVISE, VERIFIED CEL-MATT
REQUESTED BY CUSTOMER TO PERFORM DIAGNOSTIC TEST
#2 CYLINDER MIS-FIRE P0302 , TSB #18-01B-04
VERIFIED CUSTOMER CONCERN, FOUND DTC P0302 #2 CYLINDER MIS-FIRE, HAD TO REPLACE ALL SPARK PLUGS AND SECONDARY IGNITION CABLES, CHECKED PCM FOR UPDATES- NONE AVAIL. HAS CURRENT UPDATE. RETESTED ALL OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	SPW09593-AA	CABLE PKG 8036001			WARRANTY
JOB # 1	6	S2RE14PL-P5	SPARKPLUG 8036114			WARRANTY

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS----------

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

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LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

 SERVICE FILE COPY [END OF INVOICE] 12:35pm

Reynolds and Reynolds ERAINTINVE DP5051(10.0) (09/03)

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DOCS515667

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DODGE Jeep

DOCS515667

0101DOCS515667

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		09/20/06	DOCS515667
[redacted]	LABOR RATE 67.00 [redacted]	MILEAGE 27,103	COLOR LINEN GOLD	STOCK NO 1052422
ROME, NY [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	R. O. DATE 09/19/06	
[redacted]	COMMENTS:			MO: 27115

LABOR & PARTS

J# 1 45D0Z01 STEERING CONCERN HOURS: 0.90 TECH(S):4834 WARRANTY

POWER STEERING STILL GROANING AND MOANING. JUST HAD RACK
REPLACED, CONTACTED CHRYSLER AND WEANTED DOCUMENTED
PLEASE CHECK AND ADVISE, VERIFIED -MATT
TSB #19-006-05
PERFORMED TSB FOR NOISE. SHUDDER CONCERN. TSB #19-006-05
RETESTED ALL OK AT THIS TIME.
ROAD TESTED WITH CUSTOMER. ALL OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	3	HOSE	5135964AA			WARRANTY
JOB # 1	1	4743473-AE	LINE POWE 19058007			WARRANTY
JOB # 1	2	TIESTRAP				WARRANTY
JOB # 1	1	5166226-AA	FLUID POW 1081033			WARRANTY
			JOB # 1 TOTAL PARTS			0.00
			JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 5200Z12 SUP RESTRAINT SYS HOURS: 1.00 TECH(S):4834 WARRANTY

AIR BAG LIGHT COMES ON AND OFF ALL THIS TIME STILL SEE
REPAIR HISTORY.
NOT ON AT THIS TIME-MATT
RIGHT FRONT SEAT OCM CALIBRATION
PERFORMED PASSENGER RESTRAINT DIAGNOSTIC TEST. FOUND STORED
DTC'S FOR OCM FAILURE. HAD TO RECALIBRATE O.C.M. RETESTED
ALL OK AT THIS TIME.
ROAD TESTED WITH CUSTOMER. ALL OK AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 2 TOTAL PARTS			0.00
			JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 45D0Z20 STEERING CONCERN HOURS: 3.80 TECH(S):4834 WARRANTY

CUSTOMER STATES THAT WHEN BACKING AND TURNING YOU CAN HEAR
A MOANING/SHUDDER TYPE NOISE, PLEASE CHECK N/V-MATT
POWER STEERING PUMP NOISY
BOTH OUTTER TIE ROD ENDS WORN
VERIFIED CUSTOMER CONCERN. HAD TO REPALCE POWER STEERING
PUMP. BLEED SYSTEM. RETESTED ALL OK AT THIS TIME.
REPLACED BOTH OUTTER TIE ROD ENDS AND SET FRONT END. ROAD
TESTED ALL OK AT THIS TIME.
ROAD TESTED WITH CUSTOMER. ALL OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	2	5103320-AB	TIE ROD T 19027003			WARRANTY
JOB # 3	2	6508273-AA	NUT HEX 19015005			WARRANTY
JOB # 3	1	4743060-AD	PUMP POWE 19054002			WARRANTY
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			0.00

J# 4 51D0Z05 HEADLIGHTS HOURS: TECH(S):4834 WARRANTY

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

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LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

 [CONTINUED ON NEXT PAGE]

Reynolds and Reynolds CRAINTINVE BF6591A0 (06/06)

CHRYSLER

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DODGE Jeep

DOCS515667

0101DOCS515667

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		09/20/06	DOCS515667

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	67.00	[redacted]	27,103	LINEN GOLD	1052422
ROME, NY [redacted]	YEAR / MAKE / MODEL: 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F			DELIVERY DATE: 08/31/04	DELIVERY MILES: 23
	VEHICLE I.D. NO.: 2 C 4 G P 5 4 L 7 5 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE: 09/19/06	

[redacted]

COMMENTS

MO: 27115

CUSOTMER STATES THAT HEADLIGHT SWITCH DOES NOT ALWAYS WORK
LEFT ON THE OTHER DAY. LIGHTS FINALLY CAME ON BY THEMSELF.
NOT DUPLICATED-MATT
HEAD LIGHT SWITH INTERNAL FAILURE
VERIFIED CUSTOMER CONCERN. NEED TO REPALCE HEADLIGHT SWITCH
PART IN STOCK, HAD TO ORDER. WILL NOTIFY CUSTOMER WHEN IN

PARTS------QTY---FP-NUMBER----------DESCRIPTION---------LIST PRICE-UNIT PRICE-

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION

JOB # 1	62152		09/20/06	CAR RENTAL	WARRANTY
				TOTAL - SUBLET	0.00

COMMENTS
OUT OF TOWM UNTIL END OF AGUST
CSI RENTAL

TOTALS

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

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LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

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[END OF INVOICE] 12:36pm

Reynolds and Reynolds ERANTINVE

Carbone Chrysler Jeep Dodge

DOCS487391

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NYS Registered Shop #R-4330154

DODGE Jeep

DOCS487391

0101DOCS487391

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		06/20/06	DOCS487391

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	67.00	[redacted]	24,728	LINEN GOLD	1052422

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
ROME, NY [redacted]	05/CHRYSLER/TOWN & COUNTRY/WGN LXI F	08/31/04	23

VEHICLE I.D. NO.	SELLING DEALER NO	PRODUCTION DATE
2 C 4 G P 5 4 L 7 5 R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/20/06

[redacted] COMMENTS MO: 24729

LABOR & PARTS----------

J# 1 52DOZ12 SUP RESTRAINT SYS HOURS: 0.60 TECH(S):1107 WARRANTY

CUSTOMER STATES THAT AIR BAG LIGHT IS ON. PLEASE CHECK AND
ADVISE. SEE HISTORY FOR AIR BAG LIGHT REPAIRS
WAS ON...NOW WENT OFF TODAY.
RIGHT FRONT INPACT SENSOR OPEN
VERIFIED CUSTOMER CONCERN. PERFORMED AIR BAG DIAGNOSTIC TEST
FOUND OPEN IN RIGHT FRONT IMPACT SENSOR. REPLACED AND RETEST
ALL OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	5175978-AB	SENSOR IM 8037155			
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 10DOZ06 CHECK ENGINE LIGHT HOURS: 0.80 TECH(S):1107 WARRANTY

CUSTOMER STATES THAT CHECK ENGINE LIGHT IS ON, VAN SEEMS TO
RUN OK. PLEASE CHECK AND ADVISE
WAS ON FOR 2 DAYS. WENT OUT TODAY.
REQUESTED BY CUSTOMER TO PERFORM DIAGNOSTIC TEST
PERFORMED ENGINE DIAGNOSTIC TEST, FOUND DTC P0302 #2 CYLINDE
MIS-FIRE, (26 STARTS, 3 GOOD TRIPS) MONITORED MIS-FIRE
MONITOR. NONE PRESENT AT THIS TIME. MAY BE RELATED TO FLASH
UPDATE BELOW. IF CONCERN RETURNS. STOP IN TO HAVE RE-CHECKED
ALL OK AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 99DOZ0 RECALL HOURS: 0.80 TECH(S):1107 WARRANTY

PLEASE PERFORM RRT #05-005 SEE ATTATCHED SHEET
RECALL
PERFORMED PCM REPROGRAM. PER RRT #05-005. RETESTED ALL OK
AT THIS TIME.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS----------
WAIT

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

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THANK YOU!

[CONTINUED ON NEXT PAGE] 12:36pm

Reynolds and Reynolds ERANTINVC (06/06)

Carbone Chrysler Jeep Dodge

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DODGE Jeep

DOCS487391

0101DOCS487391

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		06/20/06	DOCS487391
[redacted] ROME, NY [redacted]	LABOR RATE 67.00 / LICENSE NO. [redacted]	MILEAGE 24,728	COLOR LINEN GOLD	STOCK NO. 1052422
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/20/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 24729

TOTALS----------

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**

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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THANK YOU!

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[END OF INVOICE] 12:36pm

Reynolds and Reynolds GRAINTINVE

DOCS459618

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www.carbonecars.com
NYS Registered Shop #R-4330154

DOCS459618

0101DOCS459618

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	JAMES LOWE 4057		03/23/06	DOCS459618

[redacted]	LABOR RATE 67.00	[redacted]	MILEAGE 19,559	COLOR LINEN GOLD	STOCK NO. 1052422
ROME, NY [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F			DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/23/06	
[redacted]	COMMENTS				MO: 19559

LABOR & PARTS----------
J# 1 99DOZ RECALLS HOURS: 2.00 TECH(S):4834 WARRANTY
AC & HEATER CORROSION RECALL
F01
RECALL REQUESTED
INSTALLED NEW A/C-HTR TUBES, PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE-UNIT PRICE-	
JOB # 1	1	5066386-AA	COOLANT C 1081004		WARRANTY
JOB # 1	2	82300329	R134 FREO		WARRANTY
JOB # 1	1	CEU1FD10	LINE A/C 24028024		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS----------
DROP-WILL NEED SHUTTLE

TOTALS----------

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

DISCLAIMER OF WARRANTIES

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LIMITED EXPRESS WARRANTY

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days, parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

 SERVICE FILE COPY [END OF INVOICE] 12:36pm

Reynolds and Reynolds ERAINTINVE 3r8281 (0/06)

DOCS444271

Carbone Chrysler Jeep Dodge

CHRYSLER

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DODGE Jeep

DOCS444271

0101DOCS444271

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	JAMES LOWE 4057		01/26/06	DOCS444271
[redacted]	LABOR RATE 67.00 / [redacted]	MILEAGE 17,619	COLOR LINEN GOLD	STOCK NO. 1052422
ROME, NY [redacted]	YEAR/MAKE/MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.Y.E. NO.	P.O. NO.	R.O. DATE 01/26/06	
[redacted]	COMMENTS			MO: 17620

LABOR & PARTS----------

J# 1 52DOZ12 SUP RESTRAINT SYS HOURS: 0.60 TECH(S):1107 WARRANTY

CUSTOMER STATES AIR BAG LIGHT IS ON AGAIN. PLEASE SEE HISTORY.
VERIFIED BY JIML
L/F IMPACT SENSOR HAS OPEN CIRCUIT
INSTALLED NEW L/F IMPACT SENSOR AND SPLICED IN WIRING HARNESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	5175978-AA	SENSOR IM 8037155			WARRANTY
JOB # 1	1	5175788-AA	WIRING 2 8015002			WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 46DOZ WHEELS/TIRES HOURS: TECH(S):1107 0.00

CK ALL TIRE PRESSURES
ALL OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 00DOWINTERCHECK CHECK COOLANT HOURS: TECH(S):1107 0.00

CHECK ANTIFREEZE FOR WINTER

ANTIFREEZE IS SET TO -50

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

COMMENTS----------

SHUTTLE RDE BOTH WAYS

TOTALS----------

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

DISCLAIMER OF WARRANTIES

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LIMITED EXPRESS WARRANTY

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

 SERVICE FILE COPY (END OF INVOICE] 12:37pm

Reynolds and Reynolds ELIAINTINVE 8F825118 C (08/06)

DOCS419389

Carbone Chrysler Jeep Dodge

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DOCS419389

0101DOCS419389

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
722160	MATTHEW DRAKE 3360		10/26/05	DOCS419389

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] ROME, NY [redacted]	67.00	[redacted]	15,425	LINEN GOLD	1052422

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/WGN LXI F	08/31/04	23

VEHICLE I.D. NO.	BELLING DEALER NO.	PRODUCTION DATE
2 C 4 G P 5 4 L 7 5 R [redacted]		

R. T. E. NO.	P. D. NO.	R. O. DATE
		10/26/05

R [redacted]

COMMENTS

MO: 15429

LABOR & PARTS

J# 1 10DOZ06 CHECK ENGINE LIGHT HOURS: 0.80 TECH(S):1178 WARRANTY

CHECK ENGINE LIGHT IS ON, SEEMS TO USE MORE GAS LATELY
LIGHT IS OFF NOW-VERIFIED-MATT
REQUESTED BY CUSTOMER TO PERFORM DIAGNOSTIC TEST
PERFOMRED ENGINE DIAGNOSTIC TEST. FOUND DTC P0300 MULTIPLE
CYLINDER MIS-FIRE. REMOVED AND CHECKED ALL SPARK PLUGS, ALL
OK AT THIS TIME. FOUND AIR BOX FULL OF LEAVES AND DEBRIS,
CLEANED AND RETESTED ALL OK AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2+05DOZ1 MULTI-POINT-INSPECTI HOURS: TECH(S):1178 0.00

CLINIC CHECKLIST
CHECKLIST
COMPLETE CHECKLIST FOR CLINIC
ALL OK AT THIS TIME.

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS
DROP

TOTALS

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

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LIMITED EXPRESS WARRANTY

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:37pm

Reynolds and Reynolds ERAINTINV2 SF635115.Q (00/01)

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS392772

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DODGE Jeep

DOCS392772

0101DOCS392772

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		07/28/05	DOCS392772

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] ROME, NY [redacted]	67.00	[redacted]	12,684	LINEN GOLD	1052422

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/WGN LXI F	08/31/04	23

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 C 4 G P 5 4 L 7 5 R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		07/25/05

[redacted]

COMMENTS

MO: 12689

LABOR & PARTS----------

J# 1 5200Z12 SUP RESTRAINT SYS HOURS: 0.70 TECH(S):4080 WARRANTY

CUSTOMER STATES THAT AIR BAG LIGHT IS ON AGAIN, VERIFIED-MAT
CLOCK SPRING INOP
PERFORMED ELECTRICAL DIAGNOSTI TEST, FOUND CLOCKSPRING INOP
HAD TO REPLACE CLOCK SPRING ASSY, RETESTED ALL OK AT THIS
TIME. HAD TO REPAIR BROKEN RETAINER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		5082050-AC	CLKSPRING 8015001			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 2100Z03 A/C NOT COOLING HOURS: 2.30 TECH(S):4080 WARRANTY

CUSTOMER STATES A/C NOT COLD
VERIFIED-MATT, BLOWS WARN AIR
REAR A/C LINES LEAKING
EVACUATED AND RECHARGED WITH DYE, FOUND REAR A/C LINES LEAK
HAD TO REPALCE REAR A/C LINES AND RECHARGE. RETESTED ALL OK
AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1		4798219	DYES LEAK 1081034			WARRANTY
JOB # 2	2		82300329	R134 FREO			WARRANTY
JOB # 2	1		4677486-AD	LINE A/C 24028024			WARRANTY
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

TOTALS----------

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

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LIMITED EXPRESS WARRANTY

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:37pm

Reynolds and Reynolds ERAINTINVE

Carbone Chrysler Jeep Dodge

DOCS383461

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Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DOCS383461

0101DOCS383461

CUSTOMER NO. 722160	ADVISOR MATTHEW DRAKE 3360	TAG NO.	INVOICE DATE 06/22/05	INVOICE NO DOCS383461
[redacted]	LABOR RATE 67.00	[redacted]	MILEAGE 11,334	COLOR LINEN GOLD / STOCK NO. 1052422
ROME, NY [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R. O. DATE 06/22/05	
[redacted]	COMMENTS			MO: 11339

LABOR & PARTS----------

J# 1 52DOZ12 SUP RESTRAINT SYS HOURS: 0.30 TECH(S):4080 WARRANTY

CUSTOMER STATES THAT AIR BAG LIGHT IS ON PLEASE CHECK.
VERIFIED-MATT
RIGHT FRONT CRASH SENSOR
PERFORMED AIR BAG LIGHT DIAGNOSTIC TEST, FOUND RIGHT FRONT AIR BAG SENSOR INOP. INTERNAL FAILURE. REPLACED SENSOR AND RETESTED ALL OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		4686957-AC	SENSOR SI 8037155			WARRANTY
JOB # 1	1		5175788-AA	WIRING 2 8015002			WARRANTY
				JOB # 1 TOTAL PARTS			0.00
				JOB # 1 TOTAL LABOR & PARTS			0.00

J# 2 45DOZ03 SUSPENSION CONCERN HOURS: 0.80 TECH(S):4080 WARRANTY

CUSTOMER STATES THAT VAN HAS A CLICKING NOISE WHILE STEERING BACK AND FORTH ROAD TESTED WITH CUSTOMER VERIFIED-MATT
FRONT SWAY BAR LINKS LOOSE, BUSHING BRACKED IMPROPERLY ADJUSTED
HAD TO REPLACE BOTH FRONT SWAY BAR LINKS, LOOSE. RETESTED NOISE WAS BETTER, BUT STILL SOME SLIGHT NOISE, FOUND FRONT SWAYBAR BUSHING CRADLES IMPROPERLY ADJUSTED, HAD TO READJUST BUSHING RETAINER AND RETEST. ALL OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	2		4743669-AA	LINK SWAY 17029017			WARRANTY
JOB # 2	4		6502724	NUT HEX F 17015030			WARRANTY
				JOB # 2 TOTAL PARTS			0.00
				JOB # 2 TOTAL LABOR & PARTS			0.00

J# 3 51DOZ10 POWER WINDOWS HOURS: 0.50 TECH(S):4080 WARRANTY

CUSTOMER STATES THAT RIGHT REAR 1/4 WINDOW RATTLES WHILE OPEN WHILE DRIVING. VERIFIED -MATT
RIGHT REAR 1/4 WINDOW ACTUATOR
FOUND RIGHT REAR 1/4 WINDOW ACTUATOR SHAFT LOOSE, HAD TO REPLACE WINDOW ACTUATOR. RETESTED ALL OK AT THIS TIME.

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 3	1		4717606-AB	HANDLE RE 23014012			WARRANTY
				JOB # 3 TOTAL PARTS			0.00
				JOB # 3 TOTAL LABOR & PARTS			0.00

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

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LIMITED EXPRESS WARRANTY

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THANK YOU!

 SERVICE FILE COPY [CONTINUED ON NEXT PAGE] 12:38pm

Reynolds and Reynolds CRAINTINVE BF025115 O (08/05)

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS383461

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DODGE Jeep

DOCS383461

0101IDOCS383461

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		06/22/05	DOCS383461

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	67.00	[redacted]	11,334	LINEN GOLD	1052422

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
ROME, NY [redacted]	05/CHRYSLER/TOWN & COUNTRY/WGN LXI F	08/31/04	23

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 C 4 G P 5 4 L 7 5 R [redacted]		

P. T. E. NO.	P. O. NO.	R. O. DATE
		06/22/05

[redacted]

COMMENTS

MO: 11339

TOTALS

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**

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:38pm

Reynolds and Reynolds 6Ts/INTINVC 5FR35115 O (08/05)

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS319254

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DODGE Jeep

DOCS319254

0101DOCS319254

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	GENERAL ADVISOR 1189		12/09/04	DOCS319254
[redacted] ROME, NY [redacted]	LABOR RATE 67.00 / LICENSE NO. [redacted] / MILEAGE 2,174		COLOR LINEN GOLD	STOCK NO. 1052422
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2C4GP54L75R[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 10/20/04	
[redacted]	COMMENTS			MO: 2174

LABOR & PARTS

J# 1 51DOZ BODY ELECTRICAL HOURS: 0.50 TECH(S):1201 WARRANTY

CUSTOMER STATES CHECK FOR RATTLE OVER BUMPS FROM RIGHT REAR SPEAKER
ROAD TEST CAR CHECK FOR RATTLE AND UNABLE TO VERIFY AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 45DOZ STEERING/SUSPENSION HOURS: 3.10 TECH(S):1201 WARRANTY

CUSTOMER STATES CHECK FOR GROANING TYPE NOISE FROM STEERING TIMES WHEN TURNING CORNERS LEFT OR RIGHT - MORE RIGHT TURNS WHEN GOING FOWARD - HEARS LEFT TURNS WHEN BACKING UP
R R STEERING GEAR AND REPLACE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 2	1	4766270-AC	GEAR POWE 19001010			WARRANTY
JOB # 2	1	5013457-AA	OIL AUTOM 1081018			WARRANTY
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 2	58411		12/09/04	RENTAL		WARRANTY
					TOTAL - SUBLET	0.00

TOTALS

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

DISCLAIMER OF WARRANTIES

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:38pm

Reynolds and Reynolds (MAINTINVE SF025115.0 (05/03)

DOCS308134

Carbone Chrysler Jeep Dodge

5017 Commercial Dr.
Yorkville, NY 13495
(315) 736-3371
www.carbonecars.com
NYS Registered Shop #R-4330154

DOCS308134

0101DOCS308134

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	GENERAL ADVISOR 1004		09/09/04	DOCS308134
[redacted] ROME, NY [redacted]	LABOR RATE 67.00 / [redacted]	MILEAGE 249	COLOR LINEN GOLD	STOCK NO. 1052422
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/WGN LXI F		DELIVERY DATE 08/31/04	DELIVERY MILES 23
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 7 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO	R.O. DATE 09/09/04	
R [redacted]	COMMENTS			MO: 249

LABOR & PARTS

J# 1 10DOZ01 DRIVEABILITY CONCERN HOURS: 0.50 TECH(S):1446 WARRANTY

CUSTOMER STATES: RATTLE IN PASS SPEAKER AREA ON DASH
PERFORMED DIAGNOSTICS-REINSTALLED SPEAKER-NOISE GONE

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS

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**

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED.

SIGNATURE

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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:38pm

Reynolds and Reynolds ERAINTINVE

David L Tenneboe
5701 W 45th St
Sioux Falls, SD 57106-1328
(605) 361-3466

Survey Return Date: 10/04/2006

CSI SCORE: 19

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?	☐	☐	☒	☐	☐

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

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

Approximately how many miles are on your vehicle? 13,000 Miles

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your recent service experience at Billion Motors?	☐	☐	☐	☐	☒

About the Service Staff At . . .

Billion Motors

	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 . . .

SERVICE ADVISOR SCORE: 32

Billion Motors

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)*

Billion Motors

	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 . . .

9. Was your recent service need corrected/completed on the first visit? . . . . . Yes ☐ *(Go to Q.11.)* No ☒ *(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.)* (UNKNOWN - WORK HAS NOT BEEN FINISHED/DONE YET.

    - ☐ Parts were not in stock
    - ☐ Service Department could not duplicate condition
    - ☒ Service Department's schedule too full - TOLD ME AFTER I ARRIVED FOR SCHEDULED APPOINTMENT
    - ☐ Work performed did not correct condition
    - ☒ Other *(Please specify.)* DID THEY DAMAGED VEHICLE BEFORE WORKING ON IT

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 . . .

12. During the service process, did the dealer keep you informed of the progress of your service or repair? . . . . . Doesn't Apply ☐ Yes ☐ No ☒

13. a. Did you contact Billion Motors by phone to inquire about the progress of your service work? . . . . . Doesn't Apply ☐ Yes ☐ No ☒

    b. If you were put on hold, did you consider the length of time acceptable? . . . . . Doesn't Apply ☒ Yes ☐ No ☐

    c. Did you feel that the person handling your call was:

	Doesn't Apply	Yes	No
1. Professional and courteous?	☐	☒	☐
2. Responsive?	☐	☒	☐
3. Knowledgeable?	☐	☐	☒

14. Have you been contacted by the dealership regarding your satisfaction with the service received? . . . . . Yes ☐ No ☒

15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership? . . . . . Yes ☒ No ☐

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

Future Service Intentions . . .

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

17. I would recommend Billion Motors to my family and friends . . . . . Strongly Agree ☐ ☐ ☐ ☐ Strongly Disagree ☒

Comments about your service experience: SEE ATTACHED LETTER.

10721804 64321 0021

Purchase Date: 08/23/2005
Survey Mail Date: 09/05/2006
VIN: 2C4GP54L05R581797

Last spring, I had some trouble with my headlamp switch. They (Billion's) were good about saying that they had seen this thing before and simply replacing the switch should solve the problem. They ordered the switch and notified me after it came in. I made an appointment to have it fixed. I arrived for the appointment the following week 10 minutes early but was told by some lady service person that they were too busy to fix it unless I left it for the whole day. Then, they MIGHT get at it. This, after I had made an appointment for a 30 minute repair job. Evidently they only keep the appointments they make if it's convenient for them to do so.

Last summer I brought my van in for a routine oil change. The service manager locked the keys in the van. Not a big deal. I've done it myself a time or two. But, instead of walking the 20 or 30 feet to their lounge to ask me if I had a spare key, which I did—two, in fact, for this very occurrence, one on my key ring and another at home—he instead got a mechanic and used some door opening jaws-of-life and scratched the inside of the door.

I would have expected someone calling themselves a 'service manager' to behave a little more intelligently. So, they apologized and made an appointment to fix it. However, they needed the van for a whole day. I can't think of a whole day that I don't need my van. They offer a ride home and a ride back, which is about worthless if I need my van. You'd think, out of some 20 to 40 acres of cars and vans spread all over the city that there would be one that I could use, but NO! That's not in their policy to have loaner vehicles for the customer. Even if the repair is their fault.

They may be a car dealer, but they need to remove the word 'service' from their job descriptions and from the sign over their garage.

I bought a Plymouth Voyager new from them in 1988. I still have it. My son now drives it. I attribute that to the fact that many years ago I found a private mechanic and have always taken it to him. The first couple of times I took it into Billions to get something done on it, I noticed that something else would be broken when it was done. The last time I took it there to have the shocks replaced, they 'fixed' the tailgate latch due to some recall. A week later it broke and has never worked since. In fact now, I can't even open it. I had never had any problem with it before they 'fixed' it.

If Henry Billion were still around, this letter wouldn't have even needed to have been written. Henry's word was his bond. He knew the meaning of ethics and how treat his customers. It's too bad he didn't pass his wisdom down to his son.

[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Nov 01 13:31:04 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Broken axle
Comments:

Dear Sirs:

My Wife and I bought a new 2005 Dodge Grand Caravan SE on June 11, 2005. It has had numerous problems, few of which were fixed properly when brought back to the dealership. Finally, on October 04, 2006, with 29751 miles on the vehicle, an axle broke as my son, daughter-in-law, and two grandchildren under two years old pulled out of a parking lot onto the road. Had this happened on an interstate, with the vehicle moving at a high rate of speed, there is every likelihood that a fatal accident would have occurred. Axles do not break except under extreme circumstances or when there is some fatal fault with the manufacture itself. This is not a vehicle which has been abused. It has been used to transport housewives and small children back and forth to school, to grocery, etcetera. It has been serviced at all proper intervals at the Mechanicsville, VA dealership where it was purchased. In addition, the service department at this dealership may be called =93Five Star=94 by you, but my wife and daughter in law have found them to be condescending and dissembling in every case that they have dealt with them. I have also been lied to by the general manager, Mr. Todd Curle. He claims that there is no safety problem with the vehicle because there was no axle breakage, but a CV joint failure. I hold in my hand a work order (invoice number 231886) which says it was an axle, and nothing else, no parts, no labor, nothing else is listed on the work order. In my estimation, the entire management and service department is totally untrustworthy at this location. Except to move the vehicle so as to avoid storage charges, I will not have any member of my family transported in this vehicle. The service department at Mechanicsville Dodge claims to have repaired the vehicle and that it is safe. They have all =93=85 driven it an=
d it
drives fine!=94 That is illogical for a number of reasons. First, it =93dro=
ve
fine=94 right up until the moment the axle broke, even though numerous electrical and other problems existed which were not fully repaired at that time. Second, I have absolutely no reason, based on my past experiences with shoddy work and outright falsehoods at this store, to believe that this shop is capable of properly repairing the vehicle. Third, there is no reason to believe that other life threatening problems do not exist, lurking in this vehicle to strike my family if we were to trust it or Mechanicsville Dodge once again with our lives. Though I am certain you can find some legal reason not to do so, I believe Daimler Chrysler Corporation is morally obligated to purchase the remainder of my contract for this vehicle. I will take the loss of any monies I have already invested in the vehicle, since I have had use of it for 29000 miles. I do NOT want another vehicle to replace it. Why should I ever deal with Mechanicsville Dodge again? For your reference, the VIN is: 2D4GP24R85R[redacted]
Respectfully

yours:

[redacted]
[redacted], Aylett, VA
[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Nov 03 15:20:34 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Glenn:

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

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.

Thanks again for your "Z"mail.

Sincerely,

Myndie

Senior Staff Representative
Dr.Z's Customer Action Team

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15617302
EMAIL CASE NUMBER: 1565885
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4380451I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Broken axle
Comments:
Dear Sirs: My Wife and I bought a new 2005 Dodge Grand Caravan SE on June 11, 2005. It has had numerous problems, few of which were fixed properly when brought back to the dealership. Finally, on October 04, 2006, with

29751 miles on the vehicle, an axle broke as my son, daughter-in-law, and two grandchildren under two years old pulled out of a parking lot onto the road. Had this happened on an interstate, with the vehicle moving at a high rate of speed, there is every likelihood that a fatal accident would have occurred. Axles do not break except under extreme circumstances or when there is some fatal fault with the manufacture itself. This is not a vehicle which has been abused. It has been used to transport housewives and small children back and forth to school, to grocery, etcetera. It has been serviced at all proper intervals at the Mechanicsville, VA dealership where it was purchased. In addition, the service department at this dealership may be called "Five Star" by you, but my wife and daughter in law have found them to be condescending and dissembling in every case that they have dealt with them. I have also been lied to by the general manager, Mr. Todd Curle. He claims that there is no safety problem with the vehicle because there was no axle breakage, but a CV joint failure. I hold in my hand a work order (invoice number 231886) which says it was an axle, and nothing else, no parts, no labor, nothing else is listed on the work order. In my estimation, the entire management and service department is totally untrustworthy at this location. Except to move the vehicle so as to avoid storage charges, I will not have any member of my family transported in this vehicle. The service department at Mechanicsville Dodge claims to have repaired the vehicle and that it is safe. They have all "… driven it and it drives fine!" That is illogical for a number of reasons. First, it "drove fine" right up until the moment the axle broke, even though numerous electrical and other problems existed which were not fully repaired at that time. Second, I have absolutely no reason, based on my past experiences with shoddy work and outright falsehoods at this store, to believe that this shop is capable of properly repairing the vehicle. Third, there is no reason to believe that other life threatening problems do not exist, lurking in this vehicle to strike my family if we were to trust it or Mechanicsville Dodge once again with our lives. Though I am certain you can find some legal reason not to do so, I believe Daimler Chrysler Corporation is morally obligated to purchase the remainder of my contract for this vehicle. I will take the loss of any monies I have already invested in the vehicle, since I have had use of it for 29000 miles. I do NOT want another vehicle to replace it. Why should I ever deal with Mechanicsville Dodge again? For your reference, the VIN is: 2D4GP24R85R[redacted]. Respectfully yours: [redacted] Aylett, VA [redacted]

VIN:
5R[redacted]
Mileage:
29751
Servicing Dealer:
Mechanicsville Dodge, Mechanicsville, VA
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Address 1:

Address 2: [redacted]

City:
Aylett
State:
VA
Zip:

Email: [redacted]

Work P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sun Nov 05 23:56:41 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Electrical Problem
Comments:

Date: November 6, 2006

From: [redacted]

Eveleth, Mn [redacted]

Subject: Electrical problem
with my 2005 Dodge Caravan VIN: 2D4GP44L05R[redacted]

To: Whom it may
concern

This letter is re: to a problem I have with my 2005 Dodge
Caravan.

Shortly after purchasing my van last May (2005) from Duluth
Dodge in Duluth, MN I brought it in for a problem with the
headlights.

While driving at night my headlights would suddenly blink
off and come back on. This blink lasted about a second. Also my headlights
would dim whenever any electrical device was operated. Whether it was the
windows, power seats, heater fan, applying the brakes, etc. it didn=92t mak=
e
any difference they would dim down.

I brought the van in to Duluth Dodge
numerous times with this complaint and the last time they said they changed
the main computer. They also told me that they had contacted Dodge
Corporation Main Service Department and that they told them that =93they
would not find the problem=85the customer would=94.

Well I have had this van
for over a year and a half now and the problem still exists.=20

The
service personal at Duluth Dodge claim this dimming is normal. They
say=85=94operating the electric window is a big load and that the dimming i=
s to
be expected=94.

I have been in the electronics and electrical field for
over forty years and this vehicle has a definite voltage problem. Either

the alternator is not putting out the required voltage/current or the battery is not large enough to handle the load. There is no way a proper system should not be able to handle the load when say you turn on the rear window wiper. The lights should not dim down if the system is set up right. I have had numerous other vehicles both Dodge and other manufacturers vehicles with electric windows, door locks, power seats, etc. and none of them have ever had this problem

My greatest concern is that one of these times while traveling down the highway one night at 55 miles per hour that the lights are going to go off and that they will not come back on. I shudder at the possible consequences of this happening. To not only myself but any passengers I may be carrying or other vehicles and their occupants that might be on the road and in the vicinity of my vehicle if this were to happen.

If the service people at Duluth Dodge are not capable of fixing this problem is there a service center that I could bring this vehicle to and get this taken care of? Is there someone I could call and get help for this situation?

Any assistance that you may be able to give with this problem would be appreciated.

Thank you,

[redacted]

I may also be reached via e-mail at ccadeau@yahoo.com

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Nov 08 12:41:39 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Clarence:

Thank you for contacting Dodge regarding an electrical concern with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality. and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems 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 Dodge 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,

Alison
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15629023
EMAIL CASE NUMBER: 1575910
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4405702I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Electrical Problem
Comments:
Date: November 6, 2006 From: [redacted]
Eveleth, Mn [redacted] Subject: Electrical problem with my 2005 Dodge Caravan VIN: 2D4GP44L05R[redacted] To: Whom it may concern
This letter is re: to a problem I have with my 2005 Dodge Caravan.

Shortly after purchasing my van last May (2005) from Duluth Dodge in Duluth, MN I brought it in for a problem with the headlights. While driving at night my headlights would suddenly blink off and come back on. This blink lasted about a second. Also my headlights would dim whenever any electrical device was operated. Whether it was the windows, power seats, heater fan, applying the brakes, etc. it didn't make any difference they would dim down. I brought the van in to Duluth Dodge numerous times with this complaint and the last time they said they changed the main computer. They also told me that they had contacted Dodge Corporation Main Service Department and that they told them that "they would not find the problem…the customer would". Well I have had this van for over a year and a half now and the problem still exists. The service personal at Duluth Dodge claim this dimming is normal. They say…"operating the electric window is a big load and that the dimming is to be expected". I have been in the electronics and electrical field for over forty years and this vehicle has a definite voltage problem. Either the alternator is not putting out the required voltage/current or the battery is not large enough to handle the load. There is no way a proper system should not be able to handle the load when say you turn on the rear window wiper. The lights should not dim down if the system is set up right. I have had numerous other vehicles both Dodge and other manufacturers vehicles with electric windows, door locks, power seats, etc. and none of them have ever had this problem My greatest concern is that one of these times while traveling down the highway one night at 55 miles per hour that the lights are going to go off and that they will not come back on. I shudder at the possible consequences of this happening. To not only myself but any passengers I may be carrying or other vehicles and their occupants that might be on the road and in the vicinity of my vehicle if this were to happen. If the service people at Duluth Dodge are not capable of fixing this problem is there a service center that I could bring this vehicle to and get this taken care of? Is there someone I could call and get help for this situation? Any assistance that you may be able to give with this problem would be appreciated. Thank you, [redacted] I may also be reached via e-mail at [redacted]

VIN:
5R[redacted]
Mileage:
30000
Servicing Dealer:
Duluth Dodge
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Eveleth

State:
MN
Zip:

Email:

Home Pl

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Mon Nov 06 09:10:21 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Issue with headlights

Comments:

I have had more problems with my 2005 Dodge Grand Caravan, burnt window motors, broken electric mirrors and now the headlights and interior lights flicker. Any suggestions on what it may be before I take it to the dealership ? I would like to have an idea of the problem before I make the appt.
Thank You

Sender Information:

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

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Wed Nov 08 12:22:01 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

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.

Thanks again for your "Z"mail.

Sincerely,

Myndie

Senior Staff Representative
Dr.Z's Customer Action Team

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15631053
EMAIL CASE NUMBER: 1576671
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4405591I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Issue with headlights
Comments:
I have had more problems with my 2005 Dodge Grand Caravan, burnt window motors, broken electric mirrors and now the headlights and interior lights flicker. Any suggestions on what it may be before I take it to the dealership ? I would like to have an idea of the problem before I make the appt. Thank You

VIN:
5B[redacted]
Mileage:
37000
Servicing Dealer:
Grafton Dodge
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
yorktown
State:
VA
Zip:
[redacted]
Email:
Home P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Nov 07 03:29:26 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Head lights are not turned on sometimes. Need to switch on and off serval times to turn on. Check with you before costing your money at dealer.

Comments:

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Nov 09 13:24:27 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Shuliang:

Thanks for contacting Dr.Z. Your message has been forwarded to us for response.

If you are currently experiencing a concern with your 2005 Dodge Grand Caravan, we recommend that you contact your authorized DaimlerChrysler Corporation dealership for an appointment for proper diagnosis and repair.

Thanks again for your "Z"mail.

Sincerely,

Myndie

Senior Staff Representative
Dr.Z's Customer Action Team

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15635986
EMAIL CASE NUMBER: 1578986
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4411216I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Head lights are not turned on sometimes. Need to switch on and off serval times to turn on. Check with you before costing your money at dealer.

Comments:

VIN:
5R[redacted]
Mileage:
8000
Servicing Dealer:
Everett Dodge, WA, 1-(888) 444-LANE
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address 1:

[redacted]

Address 2:

City:

Lynnwood

State:

WA

Zip:

Email:

Work Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Nov 08 17:22:35 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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many vehicle problems on a new vehicle

Comments:

We have had the van in the shop 6 times for automatic door closure problems, We now need new bearings, bushings and a power steering fluid pumo. We bought the van with only 76 mile on it a little over a year ago in May. Hartwig Motors has been good about fixing the problems but we feel it is unusual to have this many problems on a new vehicle. We would appreciate hearing from you regarding this. [redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Nov 10 16:30:10 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Pamela:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Caravan.

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.

Thanks again for your email.

Sincerely,

Talarisha

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15645427
EMAIL CASE NUMBER: 1582213REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4417650I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
many vehicle problems on a new vehicle
Comments:
We have had the van in the shop 6 times for automatic door closure problems, We now need new bearings, bushings and a power steering fluid pumo. We bought the van with only 76 mile on it a little over a year ago in May.

Hartwig Motors has been good about fixing the problems but we feel it is unusual to have this many problems on a new vehicle. We would appreciate hearing from you regarding this. Pam Freund

VIN:
5B[redacted]
Mileage:
24000
Servicing Dealer:
Hartwig Motors
Title:
Ms.
First N[redacted]

Middle

Last Na

Address

Address
#1
City:
Coralville*J6 - Vinyl High-Back Bucket Seats

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Nov 20 18:01:17 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Multiple poor service experiences at local dealer.

Comments:

We have had a number of poor experiences with the service staff at Statelin=
e
Dodge. It is obvious that the quality of the vehicle is poor and the
commitment to address the issues is much worse. For a vehicle still under
warranty, I have never heard so many reasons why issues are not covered.
Here is a partial list of issues that we hav encountered since we have
purhased the vehicle:
*Faulty transmission - covered under
warranty
*Brake failure at 31k miles - not covered
*Sticking trottle -
not covered
*Faulty suspension components - covered
*Faulty cooling
components - covered
*Faulty alternator - covered
*Recurring electrical
issues that caused the headlights to not work in the rain - finally covered
after many trips back to the dealer

As a reminder, here is a copy of the
Dodge warranty statement:
"You pay nothing for these repairs. These
warranty repairs or adjustments =97 including all parts and labor connected
with them =97 will be made by your dealer at no charge, using new or
remanufactured parts."

I do not understand why the dealer insists to
charge to correct issues that should be covered under warranty. I also do
not understand the poor diagnostic capability at the dealer facility and
the poor customer service skills of the service counter staff.

We would
like the warranty to be honored for our vehicle and for the dealer to be
more responsive to service issues.

[redacted]

Sender Information:

Title: =20
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Nov 22 14:06:25 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Stephen:

Thank you for contacting the Chrysler Group Customer Assistance Center.

I regret your dissatisfaction with the service you received and appreciate the time and effort you took to bring this matter to my attention.

We realize DaimlerChrysler's reputation depends in part on the quality of service provided by our dealers. Because DaimlerChrysler dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although DaimlerChrysler does not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

Thanks again for your email.

Sincerely,

Sam

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15687477
EMAIL CASE NUMBER: 1599914
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4461549I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Multiple poor service experiences at local dealer.
Comments:
We have had a number of poor experiences with the service staff at Stateline Dodge. It is obvious that the quality of the vehicle is poor and the commitment to address the issues is much worse. For a vehicle still under warranty, I have never heard so many reasons why issues are not covered. Here is a partial list of issues that we hav encountered since we have purhased the vehicle: *Faulty transmission - covered under warranty *Brake failure at 31k miles - not covered *Sticking trottle - not covered *Faulty suspension components - covered *Faulty cooling components -

covered *Faulty alternator - covered *Recurring electrical issues that caused the headlights to not work in the rain - finally covered after many trips back to the dealer As a reminder, here is a copy of the Dodge warranty statement: "You pay nothing for these repairs. These warranty repairs or adjustments — including all parts and labor connected with them — will be made by your dealer at no charge, using new or remanufactured parts." I do not understand why the dealer insists to charge to correct issues that should be covered under warranty. I also do not understand the poor diagnostic capability at the dealer facility and the poor customer service skills of the service counter staff. We would like the warranty to be honored for our vehicle and for the dealer to be more responsive to service issues. Stephen Hueser

VIN:
5B[redacted]
Mileage:
33000
Servicing Dealer:
Stateline Dodge, Fort Mill, SC
Title:

First Name:
[redacted]
Middle

Last Na

Address

Address

City:
Fort Mill
State:
SC
Zip:
[redacted]
Email:

Home Ph

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Fri Dec 01 09:44:51 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Just for your information
Comments:

Just wanted to let you know about a reoccurring problem with my 2005 Caravan. The headlight switch has gone bad twice in the past 1.5 years. I don't know if any other owners are experiencing this problem but I wanted to bring it to your attention. When you turn on the lights, they come on sometimes and sometimes they don't. You have to keep turning the switch on and off until (if your lucky) the lights come on. We took it to the dealership (they were very nice) but now, I have to wait 7 to 10 days for them to get the part! I hope the lights don't go out completely in the meantime. I've never had this problem with any other vehicle I've owned and will be "a little" irritated if it happens a third time.
Thanks for
your time.
[redacted]

Sender Information:

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

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Mon Dec 04 15:59:36 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Sharon:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

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,

Wayne

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15725974
EMAIL CASE NUMBER: 1609963
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4489357I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:
Just for your information
Comments:
Just wanted to let you know about a reoccurring problem with my 2005 Caravan. The headlight switch has gone bad twice in the past 1.5 years. I don't know if any other owners are experiencing this problem but I wanted to bring it to your attention. When you turn on the lights, they come on sometimes and sometimes they don't. You have to keep turning the switch on and off until (if your lucky) the lights come on. We took it to the dealership (they were very nice) but now, I have to wait 7 to 10 days for them to get the part! I hope the lights don't go out completely in the meantime. I've never had this problem with any other vehicle I've owned and will be "a little" irritated if it happens a third time. Thanks for your time. [redacted]

VIN:
5B[redacted]
Mileage:
27500
Servicing Dealer:
Tate Dodge, Glen Burnie, MD
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Pasadena
State:
MD
Zip:
[redacted]
Email:
Work Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Dec 11 18:06:24 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Too Many Maintenance Problem on a 2005 Dodge Van

Comments:

I have a Dodge Canvan 2005. The van is 1 yr and 6 months old and in this time frame I have had electrical problems, The Light Switch for the headlights needed to be replace. I had to replace the Computer and now a the Cluster needs to be replace. Why I am having so many problems with this brand new van???

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Dec 12 11:36:08 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Angela:

Thank you for contacting the Chrysler Group Customer Assistance Center.

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.

Thanks again for your email.

Sincerely,

Sam

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15762133
EMAIL CASE NUMBER: 1618476
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4509121I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Too Many Maintenance Problem on a 2005 Dodge Van
Comments:
I have a Dodge Canvan 2005. The van is 1 yr and 6 months old and in this time frame I have had electrical problems, The Light Switch for the headlights needed to be replace. I had to replace the Computer and now a the Cluster needs to be replace. Why I am having so many problems with this brand new van???

VIN:
5R[redacted]
Mileage:
40000
Servicing Dealer:
Dodge Chryler Hempstead NY
Title:
Miss
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Freeport
State:
NY
Zip:
[redacted]
Email:
Work P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Dec 19 15:07:26 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I have recieved what I feel is extremely poor customer service.

Comments:

We have a rattle in the dash that I was told is in many cars and so they don't fix it. This is on top of being mislead about gap insurance when we first purchased the car, and the headlights failing, power outlest failing only 4 months after we purchased the car.

We would like the rattle
corrected and would like to go to another dealer. Our experience at Freehold Dodge has been extrememly poor.

Thank you, [redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Dec 20 12:09:06 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Amby:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the rattle in the dash of your Dodge Grand Caravan.

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,

Pat

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15790245
EMAIL CASE NUMBER: 1624344
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4527373I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
I have recieved what I feel is extremely poor customer service.
Comments:
We have a rattle in the dash that I was told is in many cars and so they don't fix it. This is on top of being mislead about gap insurance when we first purchased the car, and the headlights failing, power outlest failing only 4 months after we purchased the car. We would like the rattle corrected and would like to go to another dealer. Our experience at Freehold Dodge has been extrememly poor. Thank you, [redacted]

VIN:
5R[redacted]
Mileage:
28000
Servicing Dealer:

Freehold Dodge

Title:

Mrs.

First Name:

Middle [redacted]

Last N[redacted]

Addres[redacted]

Address 2:

City:

Freehold

State:

NJ

Zip: [redacted]

Email:

Home P[redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri May 04 09:03:48 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4799077I25261L0KM)
Dear TRENT:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding previous communication concerning the sway links in your 2005 Dodge Grand Caravan.

Your email does not contain any information that would cause a change in the previous decision. Therefore, your request must again be respectfully declined.

Any future communication related to this issue will be retained in corporate records.

If, at some future date, we can be of assistance to you in some other area, please let us know.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4828220I25261L0KM&

Original Message Follows:

[redacted]

through all of this I still can't believe that no one would take the time to call me to discuss my situation. I feel that I am not just being treated unfairly by your company, but being completely ignored as a consumer. Your company lacks integrity and has forgotten the one reason they exist, "the customer". If this is the way that you value your customer it is only a matter of time before you become extinct. I realize that one unsatisfied customer to Chrysler isn't a big loss but to a small dealership like Humphrey's it is a big deal. Unfortunately Humphrey's has lost a customer due to your unwillingness to step up and do the right thing. If this is the last attempt you are going to make to correct my situation, I will be contacting the Better Business Bureau and seeking legal advice.

[redacted]

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

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the steering rack concern with your 2005 Dodge Grand Caravan.

Your email has been received and the concerns raised are fully appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the Business Center Office.

We appreciate you taking the time to communicate with DaimlerChrysler Motors Corporation, and regret a more favorable reply could not be provided.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4799077I25261L0KM&

Original Message Follows:

Hello [redacted]

I have called the number and extension that you provided below and left some messages to call me back. I'm not sure if you are getting the messages.....If possible, could you call me at [redacted] I just had another steering rack replaced on my 2005 Grand Caravan last week. This makes the fourth steering rack including the one put on at the factory. I called and talked to another service rep (Chris) and he opened a case #16138554. A Chrysler regional representative contacted the service manager at Humphries. The service manager at Humphries showed more of a concerned about my situation than the district rep. The district "customer service" rep offered to pay one monthly payment on my van ($365). I would hope that you or someone else is willing to take this situation a little more serious than your district representative. The district representative didn't even take the time to respond to Humphries Service Manager with a phone call, instead responding with an email. Mike McKibben (Humphries Service Manager) and the service group at Humphries have been very supportive and I appreciate their

willingness to take care of the customer. I am very disappointed at the lack of concern for the customer coming from Dodge Chrysler and the lack of attention that my situation has gotten. My immediate family has purchased 4 Dodge vehicles from Humphries in the past 6-7 years and I have 2 other members that are considering the purchase of a mini-vans in the near future. What mini-van would you recommend if you were in my situation?

[redacted]

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [redacted]. If I am unsuccessful in contacting you, you may call me at [redacted]

If you need immediate 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. 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)
? Current vehicle mileage
? An explanation of the problem

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

I look forward to speaking with you.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4661043I25261L0K
M&

Original Message Follows:

[redacted]

what exactly are you able to do other than document my concerns??????

customerassist wrote:
Dear TRENT:

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your concerns have been documented, If there is anything else I may be able to address for you please let me know.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4655218I25261L0KM&

Original Message Follows:

[redacted]

thanks for responding with an email....I guess you are the person tasked with saying "I'm sorry". I expected an organization like Daimler Chrysler to make a little more effort to make sure that a repeat customer was satisfied. It is a shame that with all the focus manufacturing facilities have put on improving quality with Six Sigma and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist wrote:
[redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2005 Grand Caravan has had several problems with the steering rack, sway
links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have been
new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000
Dodge Grand Caravan started off by having the passenger side door that
wouldn't close right (it was crooked). Humphries attempted to fix the door
but it was never to my satisaction.To make matters worse, the paint was
chipped due to the door not lining up. The service manager fixed the
chipped paint by providing me with a bottle of touch up paint for me to fix
myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam
seals, transmission pan sealant and oil pan replacement due to leaks. It
also had and idler pulley that went bad all early in the life of the
vehicle and replaced under warranty. At 60,000 miles the air conditioner
compressor went bad and we traded it in at Humphries on a 2005 Grand

Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a higher degree of quality. We purchased the 2005 Grand Caravan and noticed that the rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a later date, I took it back due to the power steering pump loosing fluid and leaking. It turned out to be a defective steering rack that was replaced by Humphries. We continued to have noises in the steering and Humpries replaced the steering rack again because the one that was put on the van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated.Humpries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries just replaced the sway bar links and bushings yesterday. There were also misc items(hoses,tubes) previously Jreplaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I can assure you that this is not the level of quality that I would expect my customers to tolerate. I would like someone to respond by calling me at the number that I have listed above. Thank You,[redacted]

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
Mr.-Mrs.
[redacted]
Address 2:

City:
Dover
State:

OH
Zip:
[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat Dec 30 11:02:59 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My 2005 Grand Caravan has had several problems with the steering rack, sway links and bushings and I am disappointed in level of quality.

Comments:

To Whom it may concern,

The last two vehicles that I have owned have been
new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000 Dodge Grand Caravan started off by having the passenger side door that wouldn't close right (it was crooked). Humphries attempted to fix the door but it was never to my satisaction.To make matters worse, the paint was chipped due to the door not lining up. The service manager fixed the chipped paint by providing me with a bottle of touch up paint for me to fix myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam seals, transmission pan sealant and oil pan replacement due to leaks. It also had and idler pulley that went bad all early in the life of the vehicle and replaced under warranty. At 60,000 miles the air conditioner compressor went bad and we traded it in at Humphries on a 2005 Grand Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a higher degree of quality. We purchased the 2005 Grand Caravan and noticed that the rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a later date, I took it back due to the power steering pump loosing fluid and leaking. It turned out to be a defective steering rack that was replaced by Humphries. We continued to have noises in the steering and Humpries replaced the steering rack again because the one that was put on the van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated.Humpries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries just replaced the sway bar links and bushings yesterday. There were also misc items(hoses,tubes) previously Jreplaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I can assure you that this is not the level of quality that I would expect my customers to tolerate. I would like someone to respond by calling me at the number that I have listed above.

Thank You,

[redacted]

Sender Information:

Title: Mr.-Mrs.

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 02 14:58:57 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Trent:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2005 Grand Caravan has had several problems with the steering rack, sway links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have been new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000 Dodge Grand Caravan started off by having the passenger side door that wouldn't close right (it was crooked). Humphries attempted to fix the door but it was never to my satisaction.To make matters worse, the paint was chipped due to the door not lining up. The service manager fixed the chipped paint by providing me with a bottle of touch up paint for me to fix myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam seals, transmission pan sealant and oil pan replacement due to leaks. It

also had and idler pulley that went bad all early in the life of the vehicle and replaced under warranty. At 60,000 miles the air conditioner compressor went bad and we traded it in at Humphries on a 2005 Grand Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a higher degree of quality. We purchased the 2005 Grand Caravan and noticed that the rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a later date, I took it back due to the power steering pump loosing fluid and leaking. It turned out to be a defective steering rack that was replaced by Humphries. We continued to have noises in the steering and Humpries replaced the steering rack again because the one that was put on the van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated.Humpries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries just replaced the sway bar links and bushings yesterday. There were also misc items(hoses,tubes) previously Jreplaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I can assure you that this is not the level of quality that I would expect my customers to tolerate. I would like someone to respond by calling me at the number that I have listed above. Thank You, Trent Lenhart

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
Mr.-Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Dover
State:
OH
Zip:
[redacted]
Email:
Home Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Feb 12 23:46:21 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4551013I25261L0KM)
Karrie,
=20
thanks for responding with an email....I guess you are the person taske=
d with saying "I'm sorry". I expected an organization like Daimler Chrys=
ler to make a little more effort to make sure that a repeat customer was =
satisfied. It is a shame that with all the focus manufacturing facilitie=
s have put on improving quality with Six Sigma and getting ISO qualified =
that customer satisfaction has become extinct.
=20
[redacted]
=20
=20

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

Thank you for contacting the Chrysler Group Customer Assistance Center=20
regarding your 2005 Dodge Grand Caravan.=20

We regret to read of your dissatisfaction in your product and appreciate
the time and effort you took to bring this matter to our attention.=20
Comments like yours are one way to learn of problems that may develop=20
and the improvements that are desired by customers. The information=20
received is used in product development and quality analysis. We have=20
documented your comments and have forwarded them to the appropriate=20
department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer
satisfaction and vehicle quality, and we are dismayed to learn that your
expectations have not been met. Please accept our apology for the=20
problems you have experienced.

Thanks again for your email.=20

Sincerely,=20

[redacted]

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:=20
My 2005 Grand Caravan has had several problems with the steering rack,=20 sway
links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have=20 been
new Dodge Grand Caravan, both purchased at Humphries Auto City. The=20 2000
Dodge Grand Caravan started off by having the passenger side door that
wouldn't close right (it was crooked). Humphries attempted to fix the=20 door
but it was never to my satisaction.To make matters worse, the paint was
chipped due to the door not lining up. The service manager fixed the
chipped paint by providing me with a bottle of touch up paint for me to fix
myself. The 2000 model had the 3.0 Mitsubishi engine and required new=20 cam
seals, transmission pan sealant and oil pan replacement due to leaks.=20 It
also had and idler pulley that went bad all early in the life of the
vehicle and replaced under warranty. At 60,000 miles the air=20 conditioner
compressor went bad and we traded it in at Humphries on a 2005 Grand
Caravan. I was reluctant to buy another Dodge vehicle due to the past
experience but was reassured by the sales group at Humphries that the
Dodge/Chrysler group had turned things around and we could expect a=20 higher
degree of quality. We purchased the 2005 Grand Caravan and noticed that the
rear hatch had chipped paint on both sides on the corners of the hatch.
Humphries agreed to pay to have the paint touched up. We also had a
noticeable noise in the steering. We were told that this was normal. At a
later date, I took it back due to the power steering pump loosing fluid and
leaking. It turned out to be a defective steering rack that was=20 replaced by
Humphries. We continued to have noises in the steering and Humpries
replaced the steering rack again because the one that was put on the=20 van
was also defective. We had to take it back yet again due to a clunking
noise whenever we stopped or accelerated.Humpries made the repairs. I
recently took the van to Humphries due to a rattling/clunking noise
whenever we were driving and went over an uneven surface. Humphries=20 just
replaced the sway bar links and bushings yesterday. There were also=20 misc
items(hoses,tubes) previously Jreplaced that were related to these
problems. Also, we had a defective headlight switch and rear A/C heater
tube (recalled). I am not sure what is acceptable to Dodge/Chrysler,=20 but I
can assure you that this is not the level of quality that I would=20 expect my
customers to tolerate. I would like someone to respond by calling me at the

number that I have listed above. Thank You, [redacted]

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
Mr.-Mrs.
[redacted]
Address 2:

City:
Dover
State:
OH
Zip:
[redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Feb 13 08:34:15 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4551013I25261L0KM)
Dear TRENT:

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your concerns have been documented, If there is anything else I may be able to address for you please let me know.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4655218I25261L0KM&

Original Message Follows:

[redacted]

thanks for responding with an email....I guess you are the person tasked with saying "I'm sorry". I expected an organization like Daimler Chrysler to make a little more effort to make sure that a repeat customer was satisfied. It is a shame that with all the focus manufacturing facilities have put on improving quality with Six Sigma and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist <customerassist@daimlerchrysler.com> wrote:
Dear Trent:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate

department for review.

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

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2005 Grand Caravan has had several problems with the steering rack, sway
links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have been
new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000
Dodge Grand Caravan started off by having the passenger side door that
wouldn't close right (it was crooked). Humphries attempted to fix the door
but it was never to my satisaction.To make matters worse, the paint was
chipped due to the door not lining up. The service manager fixed the
chipped paint by providing me with a bottle of touch up paint for me to fix
myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam
seals, transmission pan sealant and oil pan replacement due to leaks. It
also had and idler pulley that went bad all early in the life of the
vehicle and replaced under warranty. At 60,000 miles the air conditioner
compressor went bad and we traded it in at Humphries on a 2005 Grand
Caravan. I was reluctant to buy another Dodge vehicle due to the past
experience but was reassured by the sales group at Humphries that the
Dodge/Chrysler group had turned things around and we could expect a

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degree of quality. We purchased the 2005 Grand Caravan and noticed that the
rear hatch had chipped paint on both sides on the corners of the hatch.
Humphries agreed to pay to have the paint touched up. We also had a
noticeable noise in the steering. We were told that this was normal. At a
later date, I took it back due to the power steering pump loosing fluid and
leaking. It turned out to be a defective steering rack that was replaced by
Humphries. We continued to have noises in the steering and Humpries
replaced the steering rack again because the one that was put on the van
was also defective. We had to take it back yet again due to a clunking
noise whenever we stopped or accelerated.Humpries made the repairs. I
recently took the van to Humphries due to a rattling/clunking noise
whenever we were driving and went over an uneven surface. Humphries just
replaced the sway bar links and bushings yesterday. There were also misc
items(hoses,tubes) previously Jreplaced that were related to these
problems. Also, we had a defective headlight switch and rear A/C heater
tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I
can assure you that this is not the level of quality that I would expect my
customers to tolerate. I would like someone to respond by calling me at the
number that I have listed above. Thank You, [redacted]

VIN:
5[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
[redacted]

City:
Dover
State:
OH
[redacted]

[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Feb 13 19:29:44 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4655218I25261L0KM)
Karrie,
=20
what exactly are you able to do other than document my concerns??????

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

Thank you for contacting the Chrysler Group Customer Assistance Center.=20

Your concerns have been documented, If there is anything else I may be=20
able to address for you please let me know.

Thanks again for your email.=20

Sincerely,=20

[redacted]

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM4655218I25261L0KM&

Original Message Follows:

[redacted]

thanks for responding with an email....I guess you are the person tasked
with saying "I'm sorry". I expected an organization like Daimler=20
Chrysler to make a little more effort to make sure that a repeat=20
customer was satisfied. It is a shame that with all the focus=20
manufacturing facilities have put on improving quality with Six Sigma=20
and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center=20
regarding your 2005 Dodge Grand Caravan.=20

We regret to read of your dissatisfaction in your product and appreciate
the time and effort you took to bring this matter to our attention.=20

Comments like yours are one way to learn of problems that may develop=20
and the improvements that are desired by customers. The information=20
received is used in product development and quality analysis. We have=20
documented your comments and have forwarded them to the appropriate=20
department for review.

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satisfaction and vehicle quality, and we are dismayed to learn that your
expectations have not been met. Please accept our apology for the=20
problems you have experienced.

Thanks again for your email.=20

Sincerely,=20

[redacted]

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:=20
My 2005 Grand Caravan has had several problems with the steering rack,=20
sway
links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have=20
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Dodge Grand Caravan started off by having the passenger side door that
wouldn't close right (it was crooked). Humphries attempted to fix the=20
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but it was never to my satisaction.To make matters worse, the paint was
chipped due to the door not lining up. The service manager fixed the
chipped paint by providing me with a bottle of touch up paint for me to
fix
myself. The 2000 model had the 3.0 Mitsubishi engine and required new=20
cam
seals, transmission pan sealant and oil pan replacement due to leaks.=20
It
also had and idler pulley that went bad all early in the life of the
vehicle and replaced under warranty. At 60,000 miles the air=20
conditioner
compressor went bad and we traded it in at Humphries on a 2005 Grand

Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a=20 higher degree of quality. We purchased the 2005 Grand Caravan and noticed that the rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a later date, I took it back due to the power steering pump loosing fluid and leaking. It turned out to be a defective steering rack that was=20 replaced by Humphries. We continued to have noises in the steering and Humpries replaced the steering rack again because the one that was put on the=20 van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated.Humpries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries=20 just replaced the sway bar links and bushings yesterday. There were also=20 misc items(hoses,tubes) previously Jreplaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler,=20 but I can assure you that this is not the level of quality that I would=20 expect my customers to tolerate. I would like someone to respond by calling me at the number that I have listed above. Thank You, [redacted]

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
[redacted]
City:
Dover
State:

OH
Zip:
[redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Feb 15 09:45:24 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4655218I25261L0KM)
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, [redacted]. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69339.

If you need immediate 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. 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)
? Current vehicle mileage
? An explanation of the problem

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

I look forward to speaking with you.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4661043I25261L0KM&

Original Message Follows:

[redacted]

what exactly are you able to do other than document my concerns??????

customerassist <customerassist@daimlerchrysler.com> wrote:

Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your concerns have been documented, If there is anything else I may be able to address for you please let me know.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4655218I25261L0KM&

Original Message Follows:

[redacted]

thanks for responding with an email....I guess you are the person tasked with saying "I'm sorry". I expected an organization like Daimler Chrysler to make a little more effort to make sure that a repeat customer was satisfied. It is a shame that with all the focus manufacturing facilities have put on improving quality with Six Sigma and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer satisfaction and vehicle quality, and we are dismayed to learn that your

expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2005 Grand Caravan has had several problems with the steering rack, sway links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have been new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000 Dodge Grand Caravan started off by having the passenger side door that wouldn't close right (it was crooked). Humphries attempted to fix the door but it was never to my satisaction.To make matters worse, the paint was chipped due to the door not lining up. The service manager fixed the chipped paint by providing me with a bottle of touch up paint for me to fix myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam seals, transmission pan sealant and oil pan replacement due to leaks. It also had and idler pulley that went bad all early in the life of the vehicle and replaced under warranty. At 60,000 miles the air conditioner compressor went bad and we traded it in at Humphries on a 2005 Grand Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a higher degree of quality. We purchased the 2005 Grand Caravan and noticed that the rear hatch had chipped paint on both sides on the corners of the hatch.

Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a later date, I took it back due to the power steering pump loosing fluid and leaking. It turned out to be a defective steering rack that was replaced by Humphries. We continued to have noises in the steering and Humpries replaced the steering rack again because the one that was put on the van was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated.Humpries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries just replaced the sway bar links and bushings yesterday. There were also misc items(hoses,tubes) previously Jreplaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I can assure you that this is not the level of quality that I would expect my customers to tolerate. I would like someone to respond by calling me at the number that I have listed above. Thank You, [redacted]

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
[redacted]t

City:
Dover
State:
OH
Zip:
[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Apr 19 22:40:16 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4661043I25261L0KM)
Hello Karrie,
=20
I have called the number and extension that you provided below and left=
some messages to call me back. I'm not sure if you are getting the messag=
es.....If possible, could you call me at [redacted]? I just had another =
steering rack replaced on my 2005 Grand Caravan last week. This makes the =
fourth steering rack including the one put on at the factory. I called and=
talked to another service rep (Chris) and he opened a case #16138554. A C=
hrysler regional representative contacted the service manager at Humphries.=
The service manager at Humphries showed more of a concerned about my situ=
ation than the district rep. The district "customer service" rep offered t=
o pay one monthly payment on my van ($365). I would hope that you or someo=
ne else is willing to take this situation a little more serious than your d=
istrict representative. The district representative didn't even take the t=
ime to respond to Humphries Service Manager with a phone call, instead resp=
onding with
an email. Mike McKibben (Humphries Service Manager) and the service group=
at Humphries have been very supportive and I appreciate their willingness =
to take care of the customer. I am very disappointed at the lack of concer=
n for the customer coming from Dodge Chrysler and the lack of attention tha=
t my situation has gotten. My immediate family has purchased 4 Dodge vehic=
les from Humphries in the past 6-7 years and I have 2 other members that ar=
e considering the purchase of a mini-vans in the near future. What mini-va=
n would you recommend if you were in my situation? =20
=20
[redacted] =20

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

Thank you for contacting the Chrysler Group Customer Assistance Center=20
regarding your 2005 Dodge Grand Caravan.

I would like to discuss this matter with you in more detail. Therefore,
I will attempt to call you at the phone number you provided,=20
[redacted] If I am unsuccessful in contacting you, you may call me=20
at 1-800-992-1997 at extension 69339.

If you need immediate assistance, please call the Customer Assistance=20
Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through=20
Friday. Before calling the Customer Assistance Center, please have the=20
following information handy:

? Vehicle owner name=20
? Vehicle owner address=20
? Day and evening phone numbers=20
? Vehicle Identification Number (VIN)=20
? Current vehicle mileage=20
? An explanation of the problem=20

We have trained Senior Staff agents available to address the questions=20
and concerns you may have.

I look forward to speaking with you.=20

Thanks again for your email.=20

Sincerely,=20

[redacted]

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FI=D=3DKMM4661043I25261L0KM&

Original Message Follows:

[redacted]

what exactly are you able to do other than document my concerns??????

customerassist wrote:
Dear TRENT:

Thank you for contacting the Chrysler Group Customer Assistance Center.=20

Your concerns have been documented, If there is anything else I may be=20 able to address for you please let me know.

Thanks again for your email.=20

Sincerely,=20

[redacted]

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
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EMAIL CASE NUMBER: 1631375=20
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Original Message Follows:

Karrie,

thanks for responding with an email....I guess you are the person tasked

with saying "I'm sorry". I expected an organization like Daimler=20
Chrysler to make a little more effort to make sure that a repeat=20
customer was satisfied. It is a shame that with all the focus=20
manufacturing facilities have put on improving quality with Six Sigma=20
and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist wrote:
Dear [redacted]

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We regret to read of your dissatisfaction in your product and appreciate
the time and effort you took to bring this matter to our attention.=20
Comments like yours are one way to learn of problems that may develop=20
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satisfaction and vehicle quality, and we are dismayed to learn that your
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problems you have experienced.

Thanks again for your email.=20

Sincerely,=20

[redacted]

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FI=
D=3DKMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:=20
My 2005 Grand Caravan has had several problems with the steering rack,=20
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Comments:
To Whom it may concern, The last two vehicles that I have owned have=20

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Humphries agreed to pay to have the paint touched up. We also had a
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later date, I took it back due to the power steering pump loosing fluid
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leaking. It turned out to be a defective steering rack that was=20
replaced by
Humphries. We continued to have noises in the steering and Humpries
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items(hoses,tubes) previously Jreplaced that were related to these
problems. Also, we had a defective headlight switch and rear A/C heater
tube (recalled). I am not sure what is acceptable to Dodge/Chrysler,=20
but I
can assure you that this is not the level of quality that I would=20
expect my
customers to tolerate. I would like someone to respond by calling me at
the
number that I have listed above. Thank You,[redacted]

VIN:
5F[redacted]
Mileage:

29300
Servicing Dealer:
Humphries Auto City
Title:
Mr.-Mrs.
[redacted]
City:
Dover
State:
OH
[redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Apr 20 09:02:12 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4661043I25261L0KM)
Dear TRENT:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the steering rack concern with your 2005 Dodge Grand Caravan.

Your email has been received and the concerns raised are fully appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by the Business Center Office.

We appreciate you taking the time to communicate with DaimlerChrysler Motors Corporation, and regret a more favorable reply could not be provided.

Thanks again for your email.

Sincerely,

[redacted]

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4799077I25261L0KM&

Original Message Follows:

Hello [redacted]

I have called the number and extension that you provided below and left some messages to call me back. I'm not sure if you are getting the messages.....If possible, could you call me at 216-533-2071? I just had another steering rack replaced on my 2005 Grand Caravan last week. This makes the fourth steering rack including the one put on at the factory. I called and talked to another service rep (Chris) and he opened a case #16138554. A Chrysler regional representative contacted the service manager at Humphries. The service manager at Humphries showed more of a concerned about my situation than the district rep. The district "customer service" rep offered to pay one monthly payment on my van ($365). I would hope that you or someone else is willing to take this situation a little more serious than your district representative. The district representative didn't even take the time to respond to Humphries Service Manager with a phone call, instead responding with an email. Mike McKibben (Humphries Service Manager) and the service group at Humphries have been very supportive and I appreciate their willingness to take care of the customer. I am very disappointed at the lack of concern for the customer coming from Dodge Chrysler and the lack of attention that my situation has gotten. My immediate family has

purchased 4 Dodge vehicles from Humphries in the past 6-7 years and I have 2 other members that are considering the purchase of a mini-vans in the near future. What mini-van would you recommend if you were in my situation?

[redacted]

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

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, 330-343-3801. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69339.

If you need immediate 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. 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)
? Current vehicle mileage
? An explanation of the problem

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

I look forward to speaking with you.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4661043I25261L0K
M&

Original Message Follows:

Karrie,

what exactly are you able to do other than document my concerns??????

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your concerns have been documented, If there is anything else I may be able to address for you please let me know.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4655218I25261L0KM&

Original Message Follows:

Karrie,

thanks for responding with an email....I guess you are the person tasked with saying "I'm sorry". I expected an organization like Daimler Chrysler to make a little more effort to make sure that a repeat customer was satisfied. It is a shame that with all the focus manufacturing facilities have put on improving quality with Six Sigma and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist wrote:
Dear Trent:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2005 Grand Caravan has had several problems with the steering rack, sway
links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have been
new Dodge Grand Caravan, both purchased at Humphries Auto City. The 2000
Dodge Grand Caravan started off by having the passenger side door that
wouldn't close right (it was crooked). Humphries attempted to fix the door
but it was never to my satisaction.To make matters worse, the paint was
chipped due to the door not lining up. The service manager fixed the
chipped paint by providing me with a bottle of touch up paint for me to fix
myself. The 2000 model had the 3.0 Mitsubishi engine and required new cam
seals, transmission pan sealant and oil pan replacement due to leaks. It
also had and idler pulley that went bad all early in the life of the
vehicle and replaced under warranty. At 60,000 miles the air conditioner
compressor went bad and we traded it in at Humphries on a 2005 Grand
Caravan. I was reluctant to buy another Dodge vehicle due to the past
experience but was reassured by the sales group at Humphries that the
Dodge/Chrysler group had turned things around and we could expect a higher

degree of quality. We purchased the 2005 Grand Caravan and noticed that the
rear hatch had chipped paint on both sides on the corners of the hatch.
Humphries agreed to pay to have the paint touched up. We also had a
noticeable noise in the steering. We were told that this was normal. At a
later date, I took it back due to the power steering pump loosing fluid and
leaking. It turned out to be a defective steering rack that was replaced by
Humphries. We continued to have noises in the steering and Humpries
replaced the steering rack again because the one that was put on the van
was also defective. We had to take it back yet again due to a clunking
noise whenever we stopped or accelerated.Humpries made the repairs. I
recently took the van to Humphries due to a rattling/clunking noise
whenever we were driving and went over an uneven surface. Humphries just
replaced the sway bar links and bushings yesterday. There were also misc
items(hoses,tubes) previously Jreplaced that were related to these
problems. Also, we had a defective headlight switch and rear A/C heater
tube (recalled). I am not sure what is acceptable to Dodge/Chrysler, but I
can assure you that this is not the level of quality that I would expect my
customers to tolerate. I would like someone to respond by calling me at the
number that I have listed above. Thank You, [redacted]

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
[redacted]
Address 2:

City:
Dover
State:
OH
[redacted]

[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu May 03 23:13:48 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4799077I25261L0KM)
Karrie,
=20
through all of this I still can't believe that no one would take the time=
to call me to discuss my situation. I feel that I am not just being treat=
ed unfairly by your company, but being completely ignored as a consumer. Y=
our company lacks integrity and has forgotten the one reason they exist, "t=
he customer". If this is the way that you value your customer it is only a=
matter of time before you become extinct. I realize that one unsatisfied =
customer to Chrysler isn't a big loss but to a small dealership like Humphr=
ey's it is a big deal. Unfortunately Humphrey's has lost a customer due to=
your unwillingness to step up and do the right thing. If this is the last=
attempt you are going to make to correct my situation, I will be contactin=
g the Better Business Bureau and seeking legal advice.
=20
Trent
=20
=20
customerassist <customerassist@daimlerchrysler.com> wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center=20
regarding the steering rack concern with your 2005 Dodge Grand Caravan.=20

Your email has been received and the concerns raised are fully=20
appreciated.

After thoroughly reviewing your request and the files on this matter, we
respectfully concur with the decision rendered by the Business Center=20
Office.

We appreciate you taking the time to communicate with DaimlerChrysler=20
Motors Corporation, and regret a more favorable reply could not be=20
provided.

Thanks again for your email.=20

Sincerely,=20

Karrie=20

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FI=
D=3DKMM4799077I25261L0KM&

Original Message Follows:

Hello Karrie,

I have called the number and extension that you provided below and left some messages to call me back. I'm not sure if you are getting the=20 messages.....If possible, could you call me at [redacted] I just had another steering rack replaced on my 2005 Grand Caravan last week. This makes the fourth steering rack including the one put on at the factory.=20 I called and talked to another service rep (Chris) and he opened a case=20 #16138554. A Chrysler regional representative contacted the service=20 manager at Humphries. The service manager at Humphries showed more of a concerned about my situation than the district rep. The district=20 "customer service" rep offered to pay one monthly payment on my van=20 ($365). I would hope that you or someone else is willing to take this=20 situation a little more serious than your district representative. The=20 district representative didn't even take the time to respond to=20 Humphries Service Manager with a phone call, instead responding with an=20 email. Mike McKibben (Humphries Service Manager) and the service group=20 at Humphries have been very supportive and I appreciate their=20 willingness to take care of the customer. I am very disappointed at the lack of concern for the customer coming from Dodge Chrysler and the lack of attention that my situation has gotten. My immediate family has=20 purchased 4 Dodge vehicles from Humphries in the past 6-7 years and I=20 have 2 other members that are considering the purchase of a mini-vans in the near future. What mini-van would you recommend if you were in my=20 situation?=20

[redacted]

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center=20 regarding your 2005 Dodge Grand Caravan.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided,=20 330-343-3801. If I am unsuccessful in contacting you, you may call me=20 at 1-800-992-1997 at extension 69339.

If you need immediate assistance, please call the Customer Assistance=20 Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through=20 Friday. Before calling the Customer Assistance Center, please have the=20 following information handy:

? Vehicle owner name=20
? Vehicle owner address=20
? Day and evening phone numbers=20
? Vehicle Identification Number (VIN)=20
? Current vehicle mileage=20
? An explanation of the problem=20

We have trained Senior Staff agents available to address the questions=20 and concerns you may have.

I look forward to speaking with you.=20

Thanks again for your email.=20

Sincerely,=20

Karrie=20

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FI=D=3DKMM4661043I25261L0KM&

Original Message Follows:

Karrie,

what exactly are you able to do other than document my concerns??????

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center.=20

Your concerns have been documented, If there is anything else I may be=20 able to address for you please let me know.

Thanks again for your email.=20

Sincerely,=20

Karrie=20

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FI=D=3DKMM4655218I25261L0KM&

Original Message Follows:

Karrie,

thanks for responding with an email....I guess you are the person tasked with saying "I'm sorry". I expected an organization like Daimler=20 Chrysler to make a little more effort to make sure that a repeat=20

customer was satisfied. It is a shame that with all the focus=20
manufacturing facilities have put on improving quality with Six Sigma=20
and getting ISO qualified that customer satisfaction has become extinct.

[redacted]

customerassist wrote:
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center=20
regarding your 2005 Dodge Grand Caravan.=20

We regret to read of your dissatisfaction in your product and appreciate
the time and effort you took to bring this matter to our attention.=20
Comments like yours are one way to learn of problems that may develop=20
and the improvements that are desired by customers. The information=20
received is used in product development and quality analysis. We have=20
documented your comments and have forwarded them to the appropriate=20
department for review.

DaimlerChrysler Motors Corporation has made tremendous gains in customer
satisfaction and vehicle quality, and we are dismayed to learn that your
expectations have not been met. Please accept our apology for the=20
problems you have experienced.

Thanks again for your email.=20

Sincerely,=20

Karrie=20

Senior Staff Representative=20
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 15822935
EMAIL CASE NUMBER: 1631375=20
REPLY LINK: http://www.chrysler.com/wccs/brand=5Fforms/us/reply.jsp?trk=5FI=
D=3DKMM4551013I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:=20
My 2005 Grand Caravan has had several problems with the steering rack,=20
sway
links and bushings and I am disappointed in level of quality.

Comments:
To Whom it may concern, The last two vehicles that I have owned have=20
been
new Dodge Grand Caravan, both purchased at Humphries Auto City. The=20

2000
Dodge Grand Caravan started off by having the passenger side door that wouldn't close right (it was crooked). Humphries attempted to fix the=20 door
but it was never to my satisaction.To make matters worse, the paint was chipped due to the door not lining up. The service manager fixed the chipped paint by providing me with a bottle of touch up paint for me to fix
myself. The 2000 model had the 3.0 Mitsubishi engine and required new=20 cam
seals, transmission pan sealant and oil pan replacement due to leaks.=20 It
also had and idler pulley that went bad all early in the life of the vehicle and replaced under warranty. At 60,000 miles the air=20 conditioner
compressor went bad and we traded it in at Humphries on a 2005 Grand Caravan. I was reluctant to buy another Dodge vehicle due to the past experience but was reassured by the sales group at Humphries that the Dodge/Chrysler group had turned things around and we could expect a=20 higher
degree of quality. We purchased the 2005 Grand Caravan and noticed that the
rear hatch had chipped paint on both sides on the corners of the hatch. Humphries agreed to pay to have the paint touched up. We also had a noticeable noise in the steering. We were told that this was normal. At a
later date, I took it back due to the power steering pump loosing fluid and
leaking. It turned out to be a defective steering rack that was=20 replaced by
Humphries. We continued to have noises in the steering and Humpries replaced the steering rack again because the one that was put on the=20 van
was also defective. We had to take it back yet again due to a clunking noise whenever we stopped or accelerated.Humpries made the repairs. I recently took the van to Humphries due to a rattling/clunking noise whenever we were driving and went over an uneven surface. Humphries=20 just
replaced the sway bar links and bushings yesterday. There were also=20 misc
items(hoses,tubes) previously Jreplaced that were related to these problems. Also, we had a defective headlight switch and rear A/C heater tube (recalled). I am not sure what is acceptable to Dodge/Chrysler,=20 but I
can assure you that this is not the level of quality that I would=20 expect my
customers to tolerate. I would like someone to respond by calling me at the
number that I have listed above. Thank You, [redacted]

VIN:
5R[redacted]
Mileage:
29300
Servicing Dealer:

Humphries Auto City

[redacted]

Address 2:

City:
Dover
State:
OH
Zip:

[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat Jan 06 19:38:59 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

we are having the same problem as on March 25 2006 plus more

Comments:

---

on 3/25/06 while still under warranty we replaced the multi switch because of problems with the wipers the same problems are happening again plus the headlight switch is now acting up at times (when lights are switched on at times only the dash and parking lights will come on) There must be a problem somewhere electronically that keeps ruining these switches I don't believe that it is just wear & tear with only 56k We enjoyed our '02 Sebring so we traded for the '05 t&c but we are not very happy with the electrical problems We believe that it should be rectified by the Chrysler co.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 09 13:02:05 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Douglas:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Chrysler Town and Country.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Also, our records indicate that the following recall campaign has not been performed by an authorized DaimlerChrysler dealer.

F01 REAR A/C AND HEATER TUBE CORROSION WARRANTY 02/09/2006 INCOMPLETE USA

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thanks again for your email.

Sincerely,

Brent

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15842044
EMAIL CASE NUMBER: 1637114
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4569799I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
we are having the same problem as on March 25 2006 plus more
Comments:
on 3/25/06 while still under warranty we replaced the multi switch because of problems with the wipers the same problems are happening again plus the headlight switch is now acting up at times (when lights are switched on at

times only the dash and parking lights will come on) There must be a problem somewhere electronically that keeps ruining these switches I don't believe that it is just wear & tear with only 56k We enjoyed our '02 Sebring so we traded for the '05 t&c but we are not very happy with the electrical problems We believe that it should be rectified by the Chrysler co.

VIN:
5R[redacted]
Mileage:
56718
Servicing Dealer:

Title:

First Name:

Middle

Last N

Addres

Addres

City:
Denver
State:
NC
Zip:

Email:

Work P

865-425-1592

TO: Diamler Crysler
FROM: Tammy Brown
DATE: 1-18-07
RE: Replaced Headlight
Ref# 15857244

ATTN: Jeremy

Attached are the copies of the two invoices where my father had the head light switch changed. If you have any questions please call me (Tammy Brown or Montford Coon) at 440-428-6446. Thank you for your help.

44945 "GL"

42561

96269
FILE COPY
ACCOUNTING

DUPLICATE 1
PAGE 1

GANLEY EAST, INC.
28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 440-585-8567

[redacted]

MADISON, OH [redacted]
HOME: [redacted]

SERVICE ADVISOR: 43822 MICHAEL P MURPHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PEL	05	DODGE GRAND CARAVAN	2D4GP24R75R[redacted]		30552/30553	T966

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN05 IS			18:00 08MAR06			CASH	08MAR06

R.O. OPENED	READY	OPTIONS:
07:28 08MAR06	16:48 08MAR06	STK:4155 ENG:EGA 3.3L V6 OHV TRN:DGL 4-Spd. Auto 9)4155

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMER STATES HEADLAMPS INOP SOMTIMES						
CAUSE: SHORTED						
08803601 SWITCH, HEADLAMP AND INSTRUMENT						
PANEL-Test and replace (B)						
79 WD 0.30 0.30	675	2049			20.49	20.49
1 ZL671DVAC						
SWITCH-LIGHTING CONTROL	3435	4809	0	57.25	48.09	48.09
FC: PART#: COUNT:						
CLAIM TYPE: W						
AUTH CODE:						
	3435	4809 TPARTS				
	675	2049 TLABOR				
B PERFORM 30,000 MILE MAINTANCE AS RECOMMENDED						
30K PERFORM 30,000 MILE MAINTANCE AS RECOMMENDED						
79 CD10 4.80 4.80	10800	25900			259.00	259.00
1 5281090 FILTER-ENGINE						
OIL	400	603	0	6.70	6.03	6.03
5 5W30 OIL	700	805	0	1.79	1.61	8.05
1 4861480AA FILTER-AIR						
CLEANER	735	945	0	10.50	9.45	9.45
1 4864505AB FLTR						
PKG-TRANSMISSION OIL	935	1404	0	15.60	14.04	14.04
1 5010884AA SEALER	295	445	0	4.95	4.45	4.45
7 5019457AA OIL-AUTOMATIC						
TRANSMISSIO	3150	4725	0	7.50	6.75	47.25
1 5066386AA *COOLANT	958	1437	0	15.97	14.37	14.37
1 5066386AA *COOLANT	958	1437	0	15.97	14.37	14.37
PERFORM 30K SERVICE LUBE OIL AND FILTER , BRAKE INSPECTION , TRANS						
SERVICE , THROTTLE BODY SER VICE , COOLANT SERVICE , AND VROATAE AND						
BALANC E						
C** CHECK AND ALIGN FRONT 2 WHEELS AND PERFORM VISUAL INSPECTION OF						
LINGAE AND ATTCHING PARTS						
ALIGN CHECK AND ALIGN FRONT 2 WHEELS AND PERFORM						

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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.

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 express 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.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE

If You Want It... Ganley's Got It!

42561

104956
CUSTOMER COPY
INVOICE

PAGE 1

GANLEY
Dodge Different. Oldsmobile SUBARU
Ganley East, Inc.
28840 Euclid Avenue
Wickliffe, OH 44092
Tel: 440-585-1000 Fax: 440-585-8567

[redacted]
MADISON, OH [redacted]
HOME: [redacted]

SERVICE ADVISOR: 570 PAUL JOSEPH MILLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PEL	05	DODGE GRAND CARAVAN	2D4GP24R75R[redacted]		47113/47113	T883

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JAN05 IS			18:00 08JAN07			CASH	17JAN07

R.O. OPENED	READY	OPTIONS:
14:35 08JAN07	15:21 08JAN07	STK:4155 ENG:EGA 3.3L V6 OHV TRN:DGL 4-Spd. Auto 9)4155

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/STATES THE HEAD LAMPS WOULD NOT COME ON. IF PLAYS W/HEAD LAMP SWITCH THE LIGHTS WILL START TO WORK... HAPPENS INTERMITTENLY.			
08 INSTALL HEAD LAMP SWITCH.			
46126 CD10		70.25	70.25
1 ZL671DVAC SWITCH-LIGHTING CONTROL	58.75	58.75	58.75
CHECK THE CUSTOMERS COCNERNS & VERIFIED. FOUND THE HEAD LAMP SWITCH HAS AN INTERMITTEN OPEN. REPLACED THE HEAD LAMP SWITCH. RETESTED & ALL IS GOOD AT THIS TIME.			
**********			

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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)

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 express 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

DESCRIPTION	TOTALS
LABOR AMOUNT	70.25
PARTS AMOUNT	- 58.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	129.00
LESS INSURANCE	0.00
SALES TAX	8.06
PLEASE PAY THIS AMOUNT	137.06

If You Want It... Ganley's Got It!

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Jan 16 18:26:46 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My 2005 Town and Country is in need of repairs

Comments:

I have 2 probs with a 2005 Town & country. The first is Headlight switch. It was replaced a year ago because the headlights wouldn't come on or would go out on thier own. Well I have the same problem again and the dealership is just going to replace the switch again? My other problem is that this vehicle just started running rough and we took it to the dealership and was told the spark plugs and wires needed changed severely. Can you tell me why a vehicle with less than 40,000 miles would need these items changed when the manual calls for this maintenance to be performed at 75,000 miles? We own 5 dodge/chrysler products in my immediate family and now I'm beginning to question why. What are my options on getting these items corrected? Should i just plan on getting out of these vehicles and going with a different manufacturer? Please advise.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Jan 18 14:30:10 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Paul:

Thank you for contacting the Chrysler Group Customer Assistance Center.

I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you at the phone number you provided, 219.394.2513. If I am unsuccessful in contacting you, you may call me at 1-800-992-1997 at extension 69826.

If you need immediate 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. 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)
? Current vehicle mileage
? An explanation of the problem

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

I look forward to speaking with you.

Thanks again for your email.

Sincerely,

Sam

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15871714
EMAIL CASE NUMBER: 1645084
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4594285I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
My 2005 Town and Country is in need of repairs
Comments:
I have 2 probs with a 2005 Town & country. The first is Headlight switch. It was replaced a year ago because the headlights wouldn't come on or would go

out on thier own. Well I have the same problem again and the dealership is just going to replace the switch again? My other problem is that this vehicle just started running rough and we took it to the dealership and was told the spark plugs and wires needed changed severely. Can you tell me why a vehicle with less than 40,000 miles would need these items changed when the manual calls for this maintenance to be performed at 75,000 miles? We own 5 dodge/chrysler products in my immediate family and now I'm beginning to question why. What are my options on getting these items corrected? Should i just plan on getting out of these vehicles and going with a different manufacturer? Please advise.

VIN:
5R[redacted]
Mileage:
39549
Servicing Dealer:
Rensselaer Dodge, Chrysler, Jeep
Title:

First Name:
[redacted]
Middle

Last Na

Address

Address

City:
Rensselaer
State:
IN
Zip:
[redacted]
Email:

Work P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jan 18 15:53:05 EST 2007
Subject: Reply to DaimlerChrysler (KMM4594285I25261L0KM)
Reply Comments:

I will accept your offer to replace this switch for a $25 co-pay. However, I still don't agree that this is right. A new swith shouldn't wear out that soon. I was unaware that this was a rental unit prior to purchasing this unit. Even so a new switch was suposedly installed since I purchased this van and it went faulty also. What are the odds of this? I work for an automotive manufacturer and I think I have a good idea about mechanics. Plus I have what appears to be the same switch in my 04 Dakota and it's never went bad! The plugs and wires haven't faulted out yet either but I'll give you that one. I know these things can happen. But a switch... come on now, what's up with that? I guess in the future I will try to deal with a more honest Salesman and maybe one that's not affiliated with DaimlerChrysler! Have a nice day!

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Thu Jan 18 18:13:04 EST 2007
Subject: Reply to DaimlerChrysler (KMM4594285I25261L0KM)
Reply Comments:

Just a note. I filed a complaint with the NHTSA. It appears that I am not alone with this problem. Obviously a safety issue such as this isn't taken seriously by you! Thanks again!

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Jan 18 18:59:51 EST 2007
Subject: Re: Reply to DaimlerChrysler (KMM4594285I25261L0KM)
Dear Paul:

Thank you for contacting the Chrysler Group Customer Assistance Center.

The time and effort you took to communicate your opinion is appreciated. Constructive criticism of the kind offered in your note is always a welcomed and important way of getting feedback. It is a help in providing the greatest possible satisfaction for customers.

Please feel free to communicate with us again whenever you have constructive comments or criticism.

Thanks again for your email.

Sincerely,

Sam

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15871714
EMAIL CASE NUMBER: 1645084
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4595307I25261L0KM&

Original Message Follows:

Comments:
Just a note. I filed a complaint with the NHTSA. It appears that I am not alone with this problem. Obviously a safety issue such as this isn't taken seriously by you! Thanks again!

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

January 12, 2007

Dear Sir,

I never gave much thought about what it means to be served by a "five star" dealer, but on the afternoon of Thursday, December 21, 2006, I found out. Here's my story.

Dwayne Mack, our future son-in-law, driving our daughter's 2006 Dodge Stratus from Fort Myers, Florida to Michigan via I-77, experienced an electrical problem with the headlights. He "lost" functionality of low/high beams the day before and all front light functionality on Thursday morning while driving in overcast and foggy conditions near Winston-Salem, North Carolina on the shortest day of the year. A stop at a local Auto-Zone eliminated fuses or headlamps as cause, and the earliest a local dealer could fit him it for a look would have been late Friday afternoon.

Nearly a full day away from reaching his planned destination, he called us looking for ideas and help. After unsuccessfully seeking information via the web using painfully slow dial-up, I called our local dealer, Village Motor Sales in Chelsea, Michigan, for assistance. Receptionist Nancy Mygrants, carefully listened to my dilemma and Kelly Bell in Sales very quickly came up with possibilities and provided me with nearby dealers, city and state, and complete phone numbers for each. Kelly also commented that I might want to "try the second one first since they're a five star and they might be more helpful."

I placed a call from my home to Direct Dodge in Wytheville, Virginia and a very friendly voice assured me that "Steve in Service" would be able to determine how he could help. And help he did. I explained the problem best I could – at this point I couldn't even give him an exact location of the car, only that it was traveling on I-77 north. He patiently provided me with detailed driving directions to the dealership for me to relay to Dwayne and said his technicians would be there until 5:00 pm. I told him he should see a black 2006 Stratus with Florida plates and no headlights by 3:30 pm and he told me not to worry, he would do whatever he could to get the car back on the road.

Long story short – a temporary repair was made in about an hour. Someone at Direct Dodge was even kind enough to drive Dwayne someplace nearby so he could grab lunch while he waited. The technician there sent along the failed switch assembly so dealer making the repair for the long term would know what exactly failed. Village Motors service technicians completed this warranty repair on the day after Christmas.

I thank Jeff Powell and the Service staff at Village Motors in Chelsea, Michigan and "Steve" and the caring folks at Bill Greever's Direct Dodge Chrysler Jeep in Wytheville,

Virginia for living up to their "five star" status. Those Daimler Chrysler "five stars" lit the way and made our family Christmas 2006 merrier and brighter!

Sincerely,

[redacted]

Chelsea, Michigan [redacted]

Cc: Mr. Jim Stock
Village Motors Sales
1185 South Main Street
Chelsea, MI 48118

Cc: Direct Dodge Chrysler Jeep
495 W. Lee Highway
Wytheville, Virginia 24382

[redacted]

Oh, I've enclosed a picture of our family, taken Christmas Day. I thought you'd like to know the drivers pictured above own and drive:

1 - 1994 Dodge Caravan
1 - 2000 Dodge Durango
2 - 2001 Dodge Caravans
1 - 2002 Jeep Grand Cherokee
1 - 2005 Chrysler Town & Country
1 - 2005 Chrysler Sebring
1 - 2006 Dodge Stratus – now with working headlights!
1 - 2006 Chrysler Sebring

(and two Toyotas, two Fords, and one Mercury – but we're working on converting them!)

[redacted]

Chelsea MI [redacted]

DETROIT MI 482

15 JAN 2007 PM 2 L

39

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

RECEIVED JAN 19 2007

48321+8004

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Jan 29 07:43:26 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Headlights failed three times during vehicle operation.

Comments:

On November 20th a module (5144579-AC) was replaced in the vehicle due to intermitten headlight operation. January 8th, the vehicle was returned to the service department after the headlights failed during operation. The service department was unable to find a problem. This morning (January 29th), the headlights failed while operating the vehicle three times and twice switched from highbeam to lowbeam without any promting from the operator of the vehicle. Help!

Sender Information:

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

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Jan 30 18:55:02 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4623693I25261L0KM)
Although my problem was addressed, it was not to my satisfaction. I plan to sell my vehicle and switch to an import vehicle. I have owned two Dodge vehicles and bothgave me headaches.

Good bye.
Sent from my BlackBerry® wireless device

-----Original Message-----
From: customerassist <customerassist@daimlerchrysler.com>
Date: Tue, 30 Jan 2007 18:48:26
To:[redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM4623693I25261L0KM)

Dear [redacted]

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.

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15905163
EMAIL CASE NUMBER: 1654937
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4623693I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Headlights failed three times during vehicle operation.
Comments:
On November 20th a module (5144579-AC) was replaced in the vehicle due to

intermitten headlight operation. January 8th, the vehicle was returned to
the service department after the headlights failed during operation. The
service department was unable to find a problem. This morning (January
29th), the headlights failed while operating the vehicle three times and
twice switched from highbeam to lowbeam without any promting from the
operator of the vehicle. Help!

VIN:
5B[redacted]
Mileage:
70000
Servicing Dealer:
Hendrick Dodge
Title:
Mr.
First [redacted]
Middl
Last
Addre
Addre
City:
Fayetteville
State:
NC
Zip: [redacted]
Email:
Work P

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 30 18:47:49 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear James:

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.

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15905163
EMAIL CASE NUMBER: 1654937
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4623693I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Headlights failed three times during vehicle operation.
Comments:
On November 20th a module (5144579-AC) was replaced in the vehicle due to intermitten headlight operation. January 8th, the vehicle was returned to the service department after the headlights failed during operation. The service department was unable to find a problem. This morning (January 29th), the headlights failed while operating the vehicle three times and twice switched from highbeam to lowbeam without any promting from the operator of the vehicle. Help!

VIN:
5B[redacted]
Mileage:
70000
Servicing Dealer:
Hendrick Dodge

Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Fayetteville
State:
NC
Zip:
[redacted]
Email:
Work P

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 30 19:01:20 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4623693I25261L0KM)
Dear James:

Thank you for contacting the Chrysler Group Customer Assistance Center.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1654937
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4623734I25261L0KM&

Original Message Follows:

Although my problem was addressed, it was not to my satisfaction. I plan to sell my vehicle and switch to an import vehicle. I have owned two Dodge vehicles and bothgave me headaches.

Good bye.
Sent from my BlackBerry® wireless device

-----Original Message-----
From: customerassist <customerassist@daimlerchrysler.com>
Date: Tue, 30 Jan 2007 18:48:26
To: [redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM4623693I25261L0KM)

Dear [redacted]

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.

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15905163
EMAIL CASE NUMBER: 1654937
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4623693I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Headlights failed three times during vehicle operation.
Comments:
On November 20th a module (5144579-AC) was replaced in the vehicle due to intermitten headlight operation. January 8th, the vehicle was returned to the service department after the headlights failed during operation. The service department was unable to find a problem. This morning (January 29th), the headlights failed while operating the vehicle three times and twice switched from highbeam to lowbeam without any promting from the operator of the vehicle. Help!

VIN:
5B[redacted]
Mileage:
70000
Servicing Dealer:
Hendrick Dodge
Title:
Mr.
First Name:

Middle [redacted]

Last N [redacted]

Addres [redacted]

Addres [redacted]

City:
Fayetteville
State:
NC
Zip: [redacted]

Email: [redacted]

Work P [redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Jan 30 18:32:31 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

not able to get lights fixed

Comments:

---

all lights most of the time flicker like a scrob.they are unable to fix it after several tries.now the rep says it is normal.how can this be when they continue to scrob.what would TOM LASORDA do if he drove a car doing this.i am making efforts to see he knows all about it.it is not safe for our grandchildren to ride in after dark.Who knows when they will go out completly.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Jan 31 17:02:59 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center.

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.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Kinya

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15913321
EMAIL CASE NUMBER: 1656601
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4626696I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
not able to get lights fixed
Comments:
all lights most of the time flicker like a scrob.they are unable to fix it after several tries.now the rep says it is normal.how can this be when they continue to scrob.what would TOM LASORDA do if he drove a car doing this.i am making efforts to see he knows all about it.it is not safe for our

grandchildren to ride in after dark.Who knows when they will go out completly.

VIN:
5R[redacted]
Mileage:
30800
Servicing Dealer:
empire dodge wilkersboro n c
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
union grove
State:
NC
Zip:
[redacted]
Email:
Home Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Jan 31 11:37:13 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Question about lights

Comments:

Hi,
We're having problems with our Dodge Caravan. When you crank it up all the dash lights seem to flicker. When you cut the headlights on they seem to do the same thing. It doesn't do it all the time, but most of the time it does. I've talked to a Dodge technician and he mentioned the flash board maybe being the cause. Is there any kind of recall on this sort of thing or is this something covered under my warranty. When it starts flickering really bad I worry that it will stop altogether!
Thanks for
your help!

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Feb 01 13:03:25 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Pamela:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 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.

Records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on "Owner Services" and then "Recall Notices" and follow the instructions on the pop up recall page. You will need the last eight digits of your Vehicle Identification Number (VIN).

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.

Thanks again for your email.

Sincerely,

Brent

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15915047
EMAIL CASE NUMBER: 1657078
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4628838I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Question about lights
Comments:
Hi, We're having problems with our Dodge Caravan. When you crank it up all the dash lights seem to flicker. When you cut the headlights on they seem to do the same thing. It doesn't do it all the time, but most of the time it does. I've talked to a Dodge technician and he mentioned the flash board maybe being the cause. Is there any kind of recall on this sort of thing or is this something covered under my warranty. When it starts flickering really bad I worry that it will stop altogether! Thanks for your help!

VIN:
5B[redacted]
Mileage:
64000
Servicing Dealer:
Whitten Brothers Dodge
Title:
Mrs.
First [redacted]

Middle

Last N

Addres

Addres

City:
Dinwiddie
State:
VA
Zip: [redacted]

Email:

Home P

VAN DYN HOVEN AUTOMOTIVE
2929 Lawe St. Kaukauna, WI 54130
(920).766-6500 (920) 739-0006 FAX (920) 766-6510

FAX TRANSMISSION

DATE: 3-8-07

TIME:

TO: Heather

FROM: Chris Brandt

Following this fax transmission header page will be _____ page(s). If you do not receive all the pages, please call sender at (920)766-6500. THANKS!

Comments/Instructions:

Ref# 15959204

If you need more detail, I will need an address to mail it to. To many pages to fax!

Thanks

Chris

BUICK - CHRYSLER - PLYMOUTH - JEEP

03/08/2007 HISTORY LISTING 3651
14:54:07 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 2C4GP54L45R[redacted]

R.O NO. : 285109 R.O DATE : 01/30/2007 R.O TYPE : S
MILEAGE : 24322 ADVISOR NO. : 248

JOB NUMBER : 1 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : C TECHNICIAN NO(S). 445
COMPLAINT : C/S: LIGHTS STILL FLICKER AND NOW SHUT OFF TWICE SUNDAY NIGHT.
STALLED IN CAR WASH.
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO VERIFY OWNERS CONCERN
CORRECTION : CALLED CHRYSLER STAR CENTER (CASE # 8684998) AND WAS TOLD THAT IT IS CONSIDERED A CHARACHTERISTIC CONDITION AND THAT THERE IS NO OPERATION TO CHANGE IT

COMMENTS : created 2007-01-29 08:27:00am CST

R.O NO. : 282384 R.O DATE : 01/03/2007 R.O TYPE : S
MILEAGE : 23532 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : W TECHNICIAN NO(S). 445
COMPLAINT : C/S: LIGHTS FLICKER (NEW SWITCH INSTALLED)
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO VERIFY OWNERS CONCERN
CORRECTION : ?
REPLACE ALTERNATOR,RESET SYSTEM,TEST,OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 08050121

COMMENTS : WAIT

R.O NO. : 281792 R.O DATE : 12/27/2006 R.O TYPE : S
MILEAGE : 23397 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 10CHZ OP. DESC. MAINTTENANCE
SALE TYPE : W TECHNICIAN NO(S). 114
COMPLAINT : HEADLIGHTS FLICKER
CAUSE : SWITCH
CORRECTION : REPLACE SWITCH,TEST SYSTEM.OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 08803601

COMMENTS : WAIT

R.O NO. : 281266 R.O DATE : 12/20/2006 R.O TYPE : S
MILEAGE : 23050 ADVISOR NO. : 248

JOB NUMBER : 1 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : C TECHNICIAN NO(S). 445
COMPLAINT : C/S: CHECK HEADLAMPS AND ALL LIGHTS SEEM TO GO BRIGHT A ND DIMM.
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO VERIFY OWNERS CONCERN
CORRECTION : ORDER SWITCH

JOB NUMBER : 2 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 484
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS TEST ANTIFREEZE TO -35 DEGREES

COMMENTS : created 2006-12-18 03:56:00pm CST

R.O NO. : 272094 R.O DATE : 09/27/2006 R.O TYPE : S
MILEAGE : 20183 ADVISOR NO. : 248

JOB NUMBER : 1 OPERATION 10CHZ OP. DESC. MAINTTENANCE
SALE TYPE : W TECHNICIAN NO(S). 487
COMPLAINT : C/S: shield rattle right side under car worse on accel
CORRECTION : TIGHTEN LOSE EXHAUST CLAMP,,TEST,OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
272094 11000140

JOB NUMBER : 2 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 487
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS TEST ANTIFREEZE TO -35 DEGREES

COMMENTS : WAIT

R.O NO. : 265897 R.O DATE : 07/31/2006 R.O TYPE : S
MILEAGE : 17823 ADVISOR NO. : 31

JOB NUMBER : 1 OPERATION 23CHZ OP. DESC. BODY/TRIM/HARDWARE
SALE TYPE : W TECHNICIAN NO(S). 359
COMPLAINT : REAR LIFT GATE INOP.
CAUSE : INSPECT AND FOUND INTERNAL FAILURE IN MOTOR.
CORRECTION : REPLACE REAR LIFT GATE MOTOR AND RECHECK--OK.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
265897 08525001

JOB NUMBER : 2 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : I TECHNICIAN NO(S). 359
COMPLAINT : CHECK ELECTRICAL SYSTEMS AS PER OWNERS CONCERN
GOOP IN WIRES UP WINDSHIELD TOP INSIDE(SEE RICK)
CAUSE : TUCK WIRES BACK UNDER HEADLINER AND CLEAN SPOT.

COMMENTS : WAIT

R.O NO. : 264794 R.O DATE : 07/19/2006 R.O TYPE : S
MILEAGE : 17327 ADVISOR NO. : 31

JOB NUMBER : 1 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 359
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS
CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID
LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS
TEST ANTIFREEZE TO -35 DEGREES

JOB NUMBER : 2 OPERATION 10CHZ1 OP. DESC. ROTATE FOUR TIRES
SALE TYPE : C TECHNICIAN NO(S). 359
COMPLAINT : ROTATE FOUR TIRES AND CHECK TIRE PRESSURES
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : ROTATED FOUR TIRES AND SET PRESSURES TO SPECS

JOB NUMBER : 3 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : I TECHNICIAN NO(S). 359
COMPLAINT : CHECK ELECTRICAL SYSTEMS AS PER OWNERS CONCERN
AT TIMES REAR HATCH WILL NOT COME DOWN WITH REMOTE.
WILL CLUNK AND BOUNCE.
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO
VERIFY OWNERS CONCERN
CORRECTION : PARTS ON ORDER.

JOB NUMBER : 4 OPERATION 08CHZ1 OP. DESC. ELECT SYSTEMS TEST
SALE TYPE : W TECHNICIAN NO(S). 359
COMPLAINT : CHECK ELECTRICAL SYSTEMS CONCERN LISTED BELOW
AT TIMES REMOTE WILL BEEP AND WILL NOT START.
CAUSE : FOUND TSB TO REPLACE HOOD SWITCH.

CORRECTION : REPLACE HOOD SWITCH PER TSB,RECHECK --OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
264794 08992590

COMMENTS : WAIT

R.O NO. : 258108 R.O DATE : 05/16/2006 R.O TYPE : S
MILEAGE : 14563 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 381
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS
CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID
LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS
TEST ANTIFREEZE TO -35 DEGREES

COMMENTS : WAIT

R.O NO. : 251358 R.O DATE : 03/09/2006 R.O TYPE : S
MILEAGE : 12598 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 30CHZF01 OP. DESC. A/C LINE RECALL
SALE TYPE : W TECHNICIAN NO(S). 359
COMPLAINT : PERFORM F01 REAR A/C LINE RECALL
CAUSE : REAR A/C LINES MAY CORRODE AND LEAK
CORRECTION : REPLACE AIR CONDITIONING LINES TO REAR A/C UNIT
24-FO-11-82 2.0

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
251358 24F01182

JOB NUMBER : 2 OPERATION 09CHZ OP. DESC. ENGINE MECH DIAGNOSE
SALE TYPE : W TECHNICIAN NO(S). 359
COMPLAINT : GAS PEDAL STICKES
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO
VERIFY OWNERS CONCERN
CORRECTION : CLEAN THROTTLE BODY,TEST,,OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
951358 14300100

JOB NUMBER : 3 OPERATION 23CHZ OP. DESC. BODY/TRIM/HARDWARE
SALE TYPE : C TECHNICIAN NO(S). 359
COMPLAINT : GET BOTTLE OF TOUCH-UP PAINT

COMMENTS : DROP

R.O NO. : 249771 R.O DATE : 02/21/2006 R.O TYPE : S
MILEAGE : 11714 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 08CHZ1 OP. DESC. ELECT SYSTEMS TEST
SALE TYPE : I TECHNICIAN NO(S). 381
COMPLAINT : LIGHTS GO BRIGHT AND DIM
CAUSE : PERFORMED ELECTRICAL SYSTEMS DIAGNOSTICS FOR PROPER OPERATION OF INVOLVED COMPONTENTS
CORRECTION : OPERATES AS DESIGNED AT THIS TIME

JOB NUMBER : 2 OPERATION 23CHZ OP. DESC. BODY/TRIM/HARDWARE
SALE TYPE : W TECHNICIAN NO(S). 381
COMPLAINT : RATTLE DOOR PASSEGER SIDE
CORRECTION : ADJUST DOOR,TEST DRIVE,,OK AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
249771 23001141

JOB NUMBER : 3 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : I TECHNICIAN NO(S). 381
COMPLAINT : PANEL AT LIGHT SWITCH WONT LIGHT UP
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO VERIFY OWNERS CONCERN
CORRECTION : OPERATES AS DESIGNED,PANEL DOES NOT HAVE BACK LIGHTING

JOB NUMBER : 4 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 381
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS TEST ANTIFREEZE TO -35 DEGREES

JOB NUMBER : 5 OPERATION 23CHZWATER OP. DESC. WATER LEAK REPAIRS
SALE TYPE : I TECHNICIAN NO(S). 381
COMPLAINT : SUNROOF HAS MOISTURE
CORRECTION : OPERATES AS DESIGNED AT THIS TIME

COMMENTS : WAIT

R.O NO. : 241462 R.O DATE : 11/21/2005 R.O TYPE : S
MILEAGE : 8800 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 447
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS
CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID
LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS
TEST ANTIFREEZE TO -35 DEGREES

COMMENTS : WAIT

R.O NO. : 239285 R.O DATE : 10/31/2005 R.O TYPE : S
MILEAGE : 7809 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 23CHZWATER OP. DESC. WATER LEAK REPAIRS
SALE TYPE : W TECHNICIAN NO(S). 114
COMPLAINT : SUNROOF LEAKS AT UNDER FAKE ROOF
CORRECTION : ADJUST SUNROOF AND FIX SEAL,TEST FOR LEAK,,,GOOD

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 23305640

COMMENTS : DROP

R.O NO. : 233291 R.O DATE : 08/26/2005 R.O TYPE : S
MILEAGE : 5950 ADVISOR NO. : 248

JOB NUMBER : 1 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : C TECHNICIAN NO(S). 350
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS
CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID
LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS
TEST ANTIFREEZE TO -35 DEGREES

JOB NUMBER : 2 OPERATION 10CHZ1 OP. DESC. ROTATE FOUR TIRES
SALE TYPE : C TECHNICIAN NO(S). 350
COMPLAINT : ROTATE FOUR TIRES AND CHECK TIRE PRESSURES
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : ROTATED FOUR TIRES AND SET PRESSURES TO SPECS

COMMENTS : WAIT

R.O NO. : 226575 R.O DATE : 06/20/2005 R.O TYPE : S
MILEAGE : 3155 ADVISOR NO. : 248

JOB NUMBER : 1 OPERATION 10CHZ0 OP. DESC. LUBE, OIL & FILTER
SALE TYPE : I TECHNICIAN NO(S). 350
COMPLAINT : CHANGE ENGINE OIL & FILTER, LUBE CHASSIS, TOP OFF FLUIDS
CHECK BELTS & HOSES, AND CHECK TIRE PRESSURE
CAUSE : AS PER RECOMMENDED MAINTENANCE SCHEDULES
CORRECTION : CHANGED ENGINE OIL & FILTER, LUBED CHASSIS, TOPPED OFF FLUID
LEVELS, CHECKED BELTS & HOSES, & SET TIRE PRESSURES TO SPECS
TEST ANTIFREEZE TO -35 DEGREES

COMMENTS : WAIT

R.O NO. : 223876 R.O DATE : 05/24/2005 R.O TYPE : S
MILEAGE : 2233 ADVISOR NO. : 31

JOB NUMBER : 1 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : W TECHNICIAN NO(S). 445
COMPLAINT : CHECK ELECTRICAL SYSTEMS AS PER OWNERS CONCERN
CAN'T CLOSE REAR LIFT GATE.NEED TO RELEASE HANDLE AGAIN TO
CLOSE.
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO
VERIFY OWNERS CONCERN
CALL STAR CENTER AND WAS TOLD RUBBER GROMET IN LIFT GATE
LINKAGE NEEDS TO BE REMOVED.
CORRECTION : REMOVE RUBBER GROMET,AND RECHECK OPERATION--OK.

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 23003041

COMMENTS : WAIT

R.O NO. : 222482 R.O DATE : 05/09/2005 R.O TYPE : S
MILEAGE : 1703 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : W TECHNICIAN NO(S). 445
COMPLAINT : CUSTOMER STATES SUN ROOF WONT CLOSE ALL THE WAY,WHISTLES
REMOTE START BEEPS BUT WONT START
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO
VERIFY OWNERS CONCERN
CORRECTION : PERFORM TSB 08-014-05 TEST....OK

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 08992590 222482 23306540

COMMENTS : DROP

R.O NO. : 220687 R.O DATE : 04/19/2005 R.O TYPE : S
MILEAGE : 961 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 23CHZ OP. DESC. BODY/TRIM/HARDWARE
SALE TYPE : W TECHNICIAN NO(S). 381
COMPLAINT : LEFT FRONT DOOR BODY SIDE MOULDING IS DEFORMED
CORRECTION : REPLACE DRIVERS DOOR MOULDING

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 23021109

COMMENTS : WAIT

R.O NO. : 219204 R.O DATE : 04/05/2005 R.O TYPE : S
MILEAGE : 376 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 33CHZ1 OP. DESC. ACESSORIES
SALE TYPE : I TECHNICIAN NO(S). 381
COMPLAINT : INSTALL CENTER STORAGE

COMMENTS : WAIT

R.O NO. : 218904 R.O DATE : 04/01/2005 R.O TYPE : S
MILEAGE : 376 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 08CHZ OP. DESC. ELECTRIC SYST DIAG
SALE TYPE : W TECHNICIAN NO(S). 350
COMPLAINT : CUSTOMER STATES AIR RIDE IN REAR NOT WORKING
CAUSE : PERFORM DIAGNOSTIC TESTS AND INSPECTIONS AS REQUIRED TO VERIFY OWNERS CONCERN
CORRECTION : REPLACE BOTH REAR SHOCKS

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted] 02151509

JOB NUMBER : 2 OPERATION 33CHZ1 OP. DESC. ACESSORIES
SALE TYPE : I TECHNICIAN NO(S). 359
COMPLAINT : INSTALL HITCH AND WIRING (2 INCH BALL)
CORRECTION : INSTALL HICTH,WIRING AND RECIEVER W/2 INCH BALL

COMMENTS : WAIT

R.O NO. : 218764 R.O DATE : 03/31/2005 R.O TYPE : S
MILEAGE : 362 ADVISOR NO. : 395

JOB NUMBER : 1 OPERATION 33CHZ1 OP. DESC. ACESSORIES
SALE TYPE : I TECHNICIAN NO(S). 359
COMPLAINT : INSTALL REMOTE START THEN TO DETAIL FOR SIMONIZE,,,,
CORRECTION : INSTALL REMOTE START

COMMENTS : SOLD/DELIVER AT 5:00

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sun Feb 25 11:56:40 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Countinous problems with my town and country

Comments:

I have been compelled to write to you because I am constantly facing different problems with my car ever since I bought it in 2005. Initially the tire pressure check light used to show up although the air seemed fine in all the tires, then once that got fixed, I noticed that the head lights sometimes don't turn on when I switch them on. Sometimes the head lights turn off by themselves when I am driving. There was a problem with the signals that when I turn on the signal to make a right turn, the left side lights start blinking and vice versa. This almost got me into an accident about 2 times. I finally got this repaired and the dealer above said I need new brakes. I got these replaced and now the "ABS" light keeps coming on along with the "Trac off" intermittantly. I am really tired of taking this car too the dealer unnecessarily and must say that I am really upset with the performance of this car. This is my first Crysler and so far I am really dissappointed.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Feb 28 10:31:54 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center.

Thank you for your email message regarding the service problems with your Town and Country. We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Leslie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15987217
EMAIL CASE NUMBER: 1675706
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4689983I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Countinous problems with my town and country
Comments:
I have been compelled to write to you because I am constantly facing different problems with my car ever since I bought it in 2005. Initially the tire pressure check light used to show up although the air seemed fine in all the tires, then once that got fixed, I noticed that the head lights sometimes don't turn on when I switch them on. Sometimes the head lights turn off by themselves when I am driving. There was a problem with the signals that when I turn on the signal to make a right turn, the left side lights start blinking and vice versa. This almost got me into an accident about 2 times. I finally got this repaired and the dealer above said I need new brakes. I got these replaced and now the "ABS" light keeps coming on along with the "Trac off" intermittantly. I am really tired of taking this car too the dealer unnecessarily and must say that I am really upset with the performance of this car. This is my first Crysler and so far I am really dissappointed.

VIN:
5R[redacted]
Mileage:
27432
Servicing Dealer:
Currently MacDonoah Crysler
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Sayreville
State:
NJ
Zip:
[redacted]
Email:
Work P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Mar 07 13:48:23 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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unsatisified with vehicle purchased and the issues that we should not have to deal with.

Comments:

My fiance and i have purchased a 2005 town and country and are having trouble with the headlights. They do not always come on when we turn them on. The other NIGHT we were coming home and the headlights would not come on and it was dark out. After this incident we made an appt to bring it up to Blouin's on western ave in augusta, me. When i got there and explained to them the issue they told me that if they can not find anything where they were working right now then they would charge me the diagnosis fee. I thought this was stupid where there is obviously a problem. After calling and speaking to some rep at chrystler all she kept saying is they can charge you diagnosis fees if they dont' find anything. so i would really like to know what crysler is going to do about this. i am hoping every time i get in this vehicle with my kids that the headlights work and we don't get in an accident because someone can't see us. There is obviously a problem if they don't work everytime like a good product would. i can tell you know that i will never purchase another crystler product if i dont' get good service like i have with other companies. i expect i will be hearing back from someone with what crystler is going to do about this.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Mar 15 15:59:02 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear[redacted]

Thank you for your email message regarding the service problems with your 2005 Town & Country.
We are very sorry to learn of your dissatisfaction with the handling of your service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction and trust you will understand our position.

Thanks again for your email.

Sincerely,

Teresa
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16018194
EMAIL CASE NUMBER: 1683170
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4724689I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
unsatisified with vehicle purchased and the issues that we should not have to deal with.

Comments:
My fiance and i have purchased a 2005 town and country and are having trouble with the headlights. They do not always come on when we turn them on. The other NIGHT we were coming home and the headlights would not come on and it was dark out. After this incident we made an appt to bring it up to Blouin's on western ave in augusta, me. When i got there and explained to them the issue they told me that if they can not find anything where they were working right now then they would charge me the diagnosis fee. I thought this was stupid where there is obviously a problem. After calling

and speaking to some rep at chrystler all she kept saying is they can charge you diagnosis fees if they dont' find anything. so i would really like to know what crysler is going to do about this. i am hoping every time i get in this vehicle with my kids that the headlights work and we don't get in an accident because someone can't see us. There is obviously a problem if they don't work everytime like a good product would. i can tell you know that i will never purchase another crystler product if i dont' get good service like i have with other companies. i expect i will be hearing back from someone with what crystler is going to do about this.

VIN:
5B[redacted]
Mileage:
28831
Servicing Dealer:
Blouins
Title:
Mrs.
First [redacted]

Middle

Last N

Addres

Address 2:

City:
Augusta
State:
ME
Zip: [redacted]

Email:

Home P

February 22, 2007

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

To Whom It Concerns:

We bought a new car so we could be free of problems for many years to come. But all we have been doing is going to the Kasper's Garage in Sandusky , Ohio with many things to get fixed. We bought this car as a new car on Jan 24, 2006 off the lot. We bought it with a little over 4.000 miles on it.: It is our very first time to own a Chrysler Vehicle. I am not so sure I would want to buy another Chrysler product.
We bought a 2005 Town and Country Stow and Go Chrysler Van. We like the car and the way it drives. But we have had many things go wrong with it.
The dash was not throwing heat out correctly so they lined the dash up and fixed that. Then we started having brake problems. I put my foot on the brake and it would go down while stopping at a light or stop sign. They replaced the Master cylinder and Antilock brakes and ABS system. Then they replaced the brakes and rotors and pads on back and turned the rotors and replaced brakes and pads on the front.

They replaced a motor on left front window because it stopped working. The headlight would not come on and they replaced the head light switch. The airbag light is now on and is to be replaced when part comes in. We also have trouble with inside courtesy lights they would not come on 2/9/07. Also we are currently having some Winning problems with the steering when the vehicle is sitting still and when you turn the steering wheel. And when you start it the makes a screeching noise when starting. What is going to go wrong next? It also makes a clunking noise when going down the road.

We have only had this van for 1 year. I don't mind making payments for something that works but this is ridiculous. I don't know what will happen next. What is going to happen when our miles hits 36,000. It is 26,000 now.

This is not our fault that all these things are going wrong. We bought a vehicle to enjoy not worry what is going to happen next. This is the worse vehicle we have ever owned for problems.

Please help us. We don't know what to do next.

Please contact us at [redacted]
Our address is [redacted]
Bellevue, Ohio [redacted]

Sincerely Yours
[redacted]

DAIMLERCHRYSLER

OWNER NAME OR ADDRESS CHANGE FORM

IMPORTANT: *- To owner with a new address or Used-Vehicle Buyer -*
- Complete and mail for the accuracy of our records -

Did you buy this as a new vehicle? ☒ Yes ☐ No

Date of Sale (mm/dd/yy)	Vehicle Identification Number (17 Character ID on top left of instrument panel)	Odometer
01 1 24 1 06	1C8GP44R75R[redacted]	4698

None Mr (Mrs) Miss Rev Dr Business Ms (Mr & Mrs)

Circle one of the above

OR

Title

[redacted]

Init: S

[redacted]

Phone

SUFFIX (Jr, III, etc)

Street Address

BELLEVUE

City

OH

State

[redacted]

ZIP Code

[redacted]

E-Mail

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT, MI

POSTAGE WILL BE PAID BY ADDRESSEE

DAIMLERCHRYSLER CORPORATION
CUSTOMER CONNECT 485-00-10
PO BOX 218008
AUBURN HILLS MI 48321-9959

[redacted]

Bellevue, OH [redacted]

MANSFIELD OH 449

27 FEB 2007 PM 2 T

HI, HAPPY WE FOUND YOU!
This Address error was detected by your Postal Service. Please notify the sender of your correct address. We Care.

PNM1350

Daimler Chrysler Motors Company LLC
Customer Center
PO Box 21-8004
Auburn Michigan 48321-8004
Hills.

REC'D MAR 06 2007

48611+0004 B001

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Mar 26 09:35:44 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Headlight fail to come on.

Comments:

I recently had contact with you concerning a transmission problem with my 2005 Town & Country van (Ref #16057932, e-mail case #1692808). While my van was in the shop for the transmission repair I ask Prebul to check my headlights. I have had trouble with them failing to come on when I turn the switch on. In fact they would not come on this morning when I went to work. This is an intermittent problem and the headlights will usually start working if I turn the van off and restart it. When I picked the van up Friday, the service advisor told me that they had not found a problem with my headlights but that Chrysler does have a "service advisory" out to change the headlight switch in the event of this type of problem. The switch would be $150.00 and they could not promise that would fix the problem. If Chyrsler Corp. has a service advisory out on this issue then that tells me that you know you have a problem. Needless to say, It could cause a serious accident if my headlight decided to stop working while I'm driving down the road. I just wanted to get this complaint on the books and say again how disappointed I am in Chrysler's quailty and its lack of interest in customer satisfaction.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Mar 28 12:18:42 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Joseph:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We regret to read of your dissatisfaction in your Town & Country 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

Thanks again for your email.

Sincerely,

Annelle
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16068552
EMAIL CASE NUMBER: 1695922
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4750650I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Headlight fail to come on.
Comments:
I recently had contact with you concerning a transmission problem with my 2005 Town & Country van (Ref #16057932, e-mail case #1692808). While my van was in the shop for the transmission repair I ask Prebul to check my headlights. I have had trouble with them failing to come on when I turn the switch on. In fact they would not come on this morning when I went to work. This is an intermittent problem and the headlights will usually start working if I turn the van off and restart it. When I picked the van up Friday, the service advisor told me that they had not found a problem with my headlights but that Chrysler does have a "service advisory" out to change the headlight switch in the event of this type of problem. The switch would be $150.00 and they could not promise that would fix the problem. If Chyrsler Corp. has a service advisory out on this issue then

that tells me that you know you have a problem. Needless to say, It could cause a serious accident if my headlight decided to stop working while I'm driving down the road. I just wanted to get this complaint on the books and say again how disappointed I am in Chrysler's quailty and its lack of interest in customer satisfaction.

VIN:
5[redacted]
Mileage:
43600
Servicing Dealer:
Prebul Chrysler
Title:
Mr.
First [redacted]

Middle

Last N

Addres

Addres

City:
Trenton
State:
GA
Zip:

Email:

Work P

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Thu Mar 29 08:14:45 EDT 2007
Subject: Reply to DaimlerChrysler (KMM4750650I25261L0KM)
Reply Comments:

Thank you for your polite "OK, but we don't really care" response to my e-mail (Ref. #1606855, Email Case #1695922). I'll keep it in mind as I seek to trade my van in on another brand of vehicle.

CAIR 16140776

Kayser AUTOMOTIVE GROUP
105 Highway 16 Frontage Road Watertown, WI 53094
Phone:800-961-3870 or 920-261-3870 Fax: 920-261-3810

PO Box 458

Date: 5-1-07 Fax To #: 248512 7608

Attn: Amelia From: Dave Zabel

Number of pages including cover: 1

Comments: Amelia, thanks for your help and chrysler's help in taking care of the Walter Prieve minivan situation. At this point, he and Pam are very happy!. Following are the options we reapplied on their 07 T&C as we had applied on their 05. As agreed please reimburse Kayser for the following accordingly.

Full Environmental Protection Package	$ 695
Mopar bug deflector installed	$ 105
charcoal pinstripe applied	$ 79
Total	$ 879

DZ
5-1-07

March 26, 2007

Chrysler Daimler Motor Corp.
P.O. Box 21-8004
Auburn Hills, MI 48321

Reference Number: 16045276

Please find attached the original work order from Thomas Dodge Chrysler-Jeep, Highland, IN as requested with the charges of $275.95 to replace the headlight switch.

Thank you for your decision to reimburse this cost.

Please review the other charges on the work order for replacement of broken head rest sleeve in second roll seats. This would have been notice sooner while under warranty if I was a back seat rider.

I also had to replace my gas cap which was not tightening up, (just kept turning with out any tension or tightness) and car would stall after each fill up of gasoline. The stalling would stop after 1 or 2 miles on each new tank of gasoline. This has been an on going problem since July, 2006.

Regards,

[redacted]
Crown Point, IN [redacted]

Home: [redacted]
Cell: [redacted]

Thomas Dodge Chrysler-Jeep *of Highland, Inc.*

9850 INDIANAPOLIS BLVD.
HIGHLAND, INDIANA 46322
(219) 924-3000

Jeep. Dodge Dodge Trucks

PAID

CELL: 219-741-4888

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3011644	GEORGE BECCHINO 187042	109	03/13/07	H1CS63312

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		36,999	/	

[redacted]
CROWN POINT, IN [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 C 8 G P 6 4 L 3 5 R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		03/12/07	REPRINT# 1

[redacted] BUSINESS PHONE COMMENTS MO: 37002

JOB# 1 CHARGES----------

LABOR----------
J#_1_00DOZ_____APPOINTMENT_____UNITS:_____TECH(S):415_____INTERNAL
APPT TINA

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX H1CS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J#_2_09DOZ_____CHECK_ENGINE/ADVISE__UNITS:_____TECH(S):250_____0.00
CUST STS SHE HAS TO JUMP THE VEHCILE TO GET IT STARTED
SHE BOUGHT NEW BATTERY.
INSTALLED IT HAD TO JUMP 2 TIMES AFTER INSTALLING
IF HEADLIGHTS WERE ON SHE HAD NO DASH LITES TURN
HEADLIGHTS OFF DASH LITES CAME BACK ON
SEE LINE # 3 FOR REPAIRS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX H1CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J#_3_08DOZ_____ELECTRICAL/GAUGES___UNITS:_____TECH(S):250_____129.95
CUST STS WHEN HEADLIGHTS ARE ON THE DASHBOARD LGHTS DONT
WORK AND RADIO DOES NOT WORK
SHORTED HEADLIGHT SWITCH
REPLACED SHORTED HEADLIGHT SWITCH & RECHECKED SYSTEM AT
THIS TIME NO OTHER PROBLEM FOUND .
RAN NUMEROUS TEST ON SYSTEM COULD NOT DUPLICATE AT THIS
TIME

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		ZL661DV-AG	SWITCH LI 8053003	146.00	146.00
					TOTAL - PARTS	146.00

JOB# 3 TOTALS----------

LABOR	129.95
PARTS	146.00

JOB# 3 JOURNAL PREFIX H1CS JOB# 3 TOTAL 275.95

JOB# 4 CHARGES----------

LABOR----------
J#_4_01DOZ05_____MM_9.95_OIL_CHANGE__UNITS:_____TECH(S):250_____5.85
PERFORM OIL AND FILTER CHANGE PER COUPON PRICE OF $9.95
PLUS TAX AND SUPPLIES
PER COUPON
PERFORMED OIL AND FILTER CHANGE
HAD TO REPLACE OIL PLUG

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all 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, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Always Bring Your Vehicle Here For Factory Authorized Service

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 12:45pm

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ERAINTINVE SF622154 Q (02/05)

Thomas Dodge Chrysler-Jeep *of Highland, Inc.*

9850 INDIANAPOLIS BLVD.
HIGHLAND, INDIANA 46322
(219) 924-3000

CHRYSLER Jeep Dodge Dodge Trucks

CELL: 219-741-4888

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3011644	GEORGE BECCHINO 187042	109	03/13/07	H1CS63312

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		36,999	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
2 C 8 G P 6 4 L 3 5 R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		03/12/07	REPRINT# 1

[redacted] CROWN POINT, IN [redacted]

[redacted] BUSINESS PHONE

COMMENTS

MO: 37002

```
PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
             1     5281090               FILTER EN 9057006                 4.10        4.10
             1     6507741-AA            PLUG OIL 9003018                  4.00        4.00
                                                                   TOTAL - PARTS         8.10

G.O.G. & SUPPLIES-----------------------------------------------------------------
          5.0  BULK OIL                  @              /UNIT                     INTERNAL
                                                                   TOTAL - GOG         0.00

JOB#  4 TOTALS--------------------------------------------------------------
                                                                   LABOR               5.85
                                                                   PARTS               8.10

                                   JOB#  4 JOURNAL PREFIX  H1CS  JOB#  4 TOTAL        13.95
JOB#  5 CHARGES-------------------------------------------------------------------

LABOR-----------------------------------------------------------------------
J#_5_01DOZR_____ROTATE_TIRES_____UNITS:_____TECH(S):250_____6.95
            CUST HAS COUPON FOR TIRE ROTATION
            01?
            PER CUSTOMERS REQUEST
            PERFORMED TIRE ROTATION

JOB#  5 TOTALS--------------------------------------------------------------
                                                                   LABOR               6.95

                                   JOB#  5 JOURNAL PREFIX  H1CS  JOB#  5 TOTAL         6.95
JOB#  6 CHARGES-------------------------------------------------------------------

LABOR-----------------------------------------------------------------------
J#_6_01DOZ24C2_____WIPER_BLADES_____UNITS:_____TECH(S):250_____0.00
            CUST WOULD LIKE WIPER BLADES. I HAVE A COUPON FOR HER
            ON MY DESK FOR 14.00
            REPLACED WIPER BLADES

PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
             2     WB000027-AE           BLADE WIP 23067025                8.75       17.50
                                                                   TOTAL - PARTS        17.50

JOB#  6 TOTALS--------------------------------------------------------------
                                                                   PARTS              17.50

                                   JOB#  6 JOURNAL PREFIX  H1CS  JOB#  6 TOTAL        17.50
JOB#  7 CHARGES-------------------------------------------------------------------

LABOR-----------------------------------------------------------------------
J#_7_23DOZ_____BODY_REPAIRS_____UNITS:_____TECH(S):250_____29.95
            CUSTOMER STATES 2ND ROLL SEATS HEAD REST WONT LOCK
            INTO PLACE
            PER CUSTOMER REQUEST
            REPAIRED 2ND ROLL SEAT HEADREST

PARTS------QTY---FP-NUMBER--------------DESCRIPTION-------------------UNIT PRICE-
             1     1AL821D5-AA           SLEEVE HE 23064282                7.50        7.50
```

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all 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, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

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9850 INDIANAPOLIS BLVD.
HIGHLAND, INDIANA 46322
(219) 924-3000

CHRYSLER · Jeep · Dodge · Dodge Trucks

CELL: 219-741-4888

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3011644	GEORGE BECCHINO 187042	109	03/13/07	H1CS63312

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		36,999	/	

[redacted]
CROWN POINT, IN [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
2 C 8 G P 6 4 L 3 5 R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		03/12/07	REPRINT# 1

RE [redacted]	BUSINESS PHONE	COMMENTS
		MO: 37002

```
                                                    TOTAL - PARTS          7.50

JOB#  7 TOTALS-------------------------------------------------------
                                                    LABOR                 29.95
                                                    PARTS                  7.50

                                JOB#  7 JOURNAL PREFIX  H1CS  JOB#  7 TOTAL   37.45
JOB#  8 CHARGES------------------------------------------------------------------

LABOR----------------------------------------------------------------------
J#_8_09DOZ6CYL_____ENGINE_6CYL_____UNITS:_____TECH(S):250_____________________0.00
            CHECK GAS CAP DOESNT SEEM TO TIGHTEN UP GOOD
            CUSTOMERS REQUEST
            REPLACED GAS CAP

PARTS------QTY---FP-NUMBER--------------DESCRIPTION------------------UNIT PRICE-
             1     52124512-AA           CAP FUEL 14086035                9.10      9.10
                                                    TOTAL - PARTS          9.10

JOB#  8 TOTALS-------------------------------------------------------
                                                    PARTS                  9.10

                                JOB#  8 JOURNAL PREFIX  H1CS  JOB#  8 TOTAL    9.10
JOB#  9 CHARGES------------------------------------------------------------------

LABOR----------------------------------------------------------------------
J#_9_01DOZ24R_____CLEAN_FUEL_SYSTEM___UNITS:_____TECH(S):250_____________________68.00
            FLUSH AND CLEAN FUEL SYSTEM AND INJECTORS
            PER CUSTOMER REQUEST
            FLUSHED AND CLEANED FUEL SYSTEM AND INJECTORS

PARTS------QTY---FP-NUMBER--------------DESCRIPTION------------------UNIT PRICE-
             1     BG209V5               INDUCTION                       51.95     51.95
                                                    TOTAL - PARTS         51.95

JOB#  9 TOTALS-------------------------------------------------------
                                                    LABOR                 68.00
                                                    PARTS                 51.95

                                JOB#  9 JOURNAL PREFIX  H1CS  JOB#  9 TOTAL  119.95
JOB# 10 CHARGES------------------------------------------------------------------

LABOR----------------------------------------------------------------------
J#10_21DOZTRANSFLUSH_TRANSMISSION_FLUSH___UNITS:_____TECH(S):250_____________30.50
            PERFORM TRANSMISSION 100% COMPLETE FLUID EXCHANGE
            PER RECOMMENDED MAINTENANCE
            PERFORMED COMPLETE 100% TRANSMISSION FLUID EXCHANGE

PARTS------QTY---FP-NUMBER--------------DESCRIPTION------------------UNIT PRICE-
             1     PF5K                  TRANS                           69.50     69.50
                                                    TOTAL - PARTS         69.50
```

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all 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, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

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Thomas Dodge Chrysler-Jeep of Highland, Inc.

9850 INDIANAPOLIS BLVD.
HIGHLAND, INDIANA 46322
(219) 924-3000

CHRYSLER Jeep Dodge Dodge Trucks

CELL: 219-741-4888

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
3011644	GEORGE BECCHINO 187042	109	03/13/07	H1CS63312

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		36,999	/	

[redacted]
CROWN POINT, IN [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
2 C 8 G P 6 4 L 3 5 R [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		03/12/07	REPRINT# 1

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 37002

JOB# 10 TOTALS----------

LABOR	30.50
PARTS	69.50
JOB# 10 JOURNAL PREFIX H1CS JOB# 10 TOTAL	100.00

JOB# 11 CHARGES----------

LABOR----------

J#11+01DOZ999 INSPECTION UNITS: TECH(S): 250 0.00

CK VEHICLE OVER FOR WINTER-CK COOLANT ,HOSES,BELTS,CK ALL
FLUID LEVELS,CK ALL UNDER BODY COMPONANTS AND ADVISE

EVERYTHING IS GOOD AT THIS TIME

JOB# 11 TOTALS----------

JOB# 11 JOURNAL PREFIX H1CS JOB# 11 TOTAL	0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	SS SHOP SUPPLIES	23.23
	TOTAL - MISC	23.23

COMMENTS----------
930AM/DROPOFF

TECHNICIAN CERTIFICATION----------
415 9999

TOTALS----------

TOTAL LABOR....	271.20
TOTAL PARTS....	309.65
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	23.23
TOTAL MISC DISC	0.00
TOTAL TAX.....	19.98
TOTAL INVOICE $	**624.06**

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including all 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, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

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CUSTOMER COPY

[END OF INVOICE] 12:45pm

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ERAINTINVE SF622154 Q (02/05)

[redacted]
Crown Point, IN[redacted]

CRO
USPS
28
2007
46307
IN

Chrysler Daimler Motor Corp.
P.O. Box 21-8004
Auburn Hills, MI 48321

RECEIVED
APR 03 2007

48321$8004 B198

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Apr 26 16:28:33 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Electrical problems

Comments:

I have a 2005 Town & Country Mini van and the van has had electrical problems from almost day 1. the drivers side door electrical switchs (power window, door locks) would not work and this happen several times and everytime it was taken for repairs it worked there and they said that if it was not doing the problem they could not fix it. Finnally it did the problem and they replace a electrical part. But why I'm emailing you is because the van has a electrical problem and it was not only centered with that door, the van now, The drivers power sliding door will not open electrcally, the air bag light comes on the check engine light comes on, and the head light do not come on all the time when you turn them on, you have to turn them on and off at times to get then to come on. I'm sending this email to you to see If Chrysler will repair this problems due to the van having a prior electrical problem or do I as the owner have to pay for repairs. I would like to thank you for your time , And look forward to hearing from you soon.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Apr 26 17:14:00 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Kenneth:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2005 Chrysler Town and Country.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Thank you again for your email.

Sincerely,

Wayne

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16243218
EMAIL CASE NUMBER: 1717744
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4813272I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Electrical problems
Comments:
I have a 2005 Town & Country Mini van and the van has had electrical problems from almost day 1. the drivers side door electrical switchs (power window, door locks) would not work and this happen several times and everytime it was taken for repairs it worked there and they said that if it was not doing the problem they could not fix it. Finnally it did the problem and they replace a electrical part. But why I'm emailing you is because the van has a electrical problem and it was not only centered with that door, the van now, The drivers power sliding door will not open electrcally, the air bag light comes on the check engine light comes on, and the head light do not come on all the time when you turn them on, you have to turn them on and off at times to get then to come on. I'm sending this email to you to see If Chrysler will repair this problems due to the van having a prior electrical problem or do I as the owner have to pay for repairs. I would like to thank you for your time , And look forward to

hearing from you soon.

VIN:
5R[redacted]
Mileage:
50000
Servicing Dealer:
Buchanan Auto Park
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Addres
Addres
City:
Hagerstown
State:
MD
Zip:
[redacted]
Email:
Home Ph

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue May 01 10:01:53 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4813272I25261L0KM)
Dear Kenneth:

Thank you for contacting the Chrysler Group Customer Assistance Center.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Senior Staff Representative.

Thank you for taking the time to communicate with DaimlerChrysler Motors Corporation. It is regrettable that a more favorable reply can not be provided.

Thank you again for your email.

Sincerely,

Wayne

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1717744
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4820674I25261L0KM&

Original Message Follows:

Dear Wayne
I would first like to thank you for your response. A second I have a concern for chrysler Lack of concern for SAFETY. I can only guess you (as chrysler) feel head light that won't turn on, air bag light that comes on (which is a indication that the air bags will not deploy) , Is not a safety Issue. My wife and kids ride in this unsafe vehicle which does not make me feel good. Now If chrysler will not back up there product after I have had this vehicle in for repairs due to a electrical problem then have to explore other avenue's to get this problem fixed. I have been in contact with the State of Marylands State's Attorneys Office about my problem> I only wish for the electrical problems to be fixed,And I hope Chrysler Will work with me to do this.
Thank you for your time.

Kenny Diffenderfer
----- Original Message -----
From: "customerassist" <customerassist@daimlerchrysler.com>
To: [redacted]
Sent: Thursday, April 26, 2007 5:14 PM
Subject: Re: DaimlerChrysler Customer Assistance (KMM4813272I25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Group Customer Assistance Center
> regarding your 2005 Chrysler Town and Country.
>
> Your concerns, particularly in view of the expense and inconvenience
> involved in this issue, are understandable. However, your request for
> consideration in this matter must be declined, because the vehicle in
> question has exceeded the time or mileage limitations of the
> manufacturer's warranty at the time the expense was incurred.
>
> Although a more favorable reply could not be provided, sharing your
> concern with us is appreciated.
>
> Thank you again for your email.
>
> Sincerely,
>
> Wayne
>
> Senior Staff Representative
> Chrysler Group Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 16243218
> EMAIL CASE NUMBER: 1717744
> REPLY LINK:
>
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4813272I25261L0K
M&
>
>
> Original Message Follows:
> ------------------------
>
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Electrical problems
> Comments:
> I have a 2005 Town & Country Mini van and the van has had electrical
> problems from almost day 1. the drivers side door electrical switchs (
> power window, door locks) would not work and this happen several times
> and
> everytime it was taken for repairs it worked there and they said that
> if it
> was not doing the problem they could not fix it. Finnally it did the
> problem and they replace a electrical part. But why I'm emailing you is
> because the van has a electrical problem and it was not only centered
> with
> that door, the van now, The drivers power sliding door will not open
> electrcally, the air bag light comes on the check engine light comes
> on,
> and the head light do not come on all the time when you turn them on,
> you
> have to turn them on and off at times to get then to come on. I'm
> sending

> this email to you to see If Chrysler will repair this problems due to
> the
> van having a prior electrical problem or do I as the owner have to pay
> for
> repairs. I would like to thank you for your time , And look forward to
> hearing from you soon.
>
>
>
> VIN:
> 5R[redacted]
> Mileage:
> 50000
> Servicing Dealer:
> Buchanan Auto Park
> Title:
> Mr.
> First Name:
>
> Middl[redacted]
>
> Last
>
> Addre
>
> Address 2:
>
> City:
> Hagerstown
> State:
> MD
> Zip:
>
> Email
>
> Home
>
>

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue May 01 09:58:17 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4813272I25261L0KM)
Dear Wayne
I would first like to thank you for your response. A second I have a concern for chrysler Lack of concern for SAFETY. I can only guess you (as chrysler) feel head light that won't turn on, air bag light that comes on (which is a indication that the air bags will not deploy) , Is not a safety Issue. My wife and kids ride in this unsafe vehicle which does not make me feel good. Now If chrysler will not back up there product after I have had this vehicle in for repairs due to a electrical problem then have to explore other avenue's to get this problem fixed. I have been in contact with the State of Marylands State's Attorneys Office about my problem> I only wish for the electrical problems to be fixed,And I hope Chrysler Will work with me to do this.
Thank you for your time.

Kenny Diffenderfer
----- Original Message -----
From: "customerassist" <customerassist@daimlerchrysler.com>
To: [redacted]
Sent: Thursday, April 26, 2007 5:14 PM
Subject: Re: DaimlerChrysler Customer Assistance (KMM4813272I25261L0KM)

> Dear [redacted]
>
> Thank you for contacting the Chrysler Group Customer Assistance Center
> regarding your 2005 Chrysler Town and Country.
>
> Your concerns, particularly in view of the expense and inconvenience
> involved in this issue, are understandable. However, your request for
> consideration in this matter must be declined, because the vehicle in
> question has exceeded the time or mileage limitations of the
> manufacturer's warranty at the time the expense was incurred.
>
> Although a more favorable reply could not be provided, sharing your
> concern with us is appreciated.
>
> Thank you again for your email.
>
> Sincerely,
>
> Wayne
>
> Senior Staff Representative
> Chrysler Group Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 16243218
> EMAIL CASE NUMBER: 1717744
> REPLY LINK:
>
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4813272I25261L0K
M&

>
>
> Original Message Follows:
> ---
>
> US Customer Service - Chrysler Brand Site
> Brief Description:
> Electrical problems
> Comments:
> I have a 2005 Town & Country Mini van and the van has had electrical
> problems from almost day 1. the drivers side door electrical switchs (
> power window, door locks) would not work and this happen several times
> and
> everytime it was taken for repairs it worked there and they said that
> if it
> was not doing the problem they could not fix it. Finnally it did the
> problem and they replace a electrical part. But why I'm emailing you is
> because the van has a electrical problem and it was not only centered
> with
> that door, the van now, The drivers power sliding door will not open
> electrcally, the air bag light comes on the check engine light comes
> on,
> and the head light do not come on all the time when you turn them on,
> you
> have to turn them on and off at times to get then to come on. I'm
> sending
> this email to you to see If Chrysler will repair this problems due to
> the
> van having a prior electrical problem or do I as the owner have to pay
> for
> repairs. I would like to thank you for your time , And look forward to
> hearing from you soon.
>
>
>
> VIN:
> 5F[redacted]
> Mileage:
> 50000
> Servicing Dealer:
> Buchanan Auto Park
> Title:
> Mr.
> First Name:
>
> Middl[redacted]
>
> Last [redacted]
>
> Addre[redacted]
>
> Addre[redacted]
>
> City:
> Hagerstown
> State:
> MD

> Zip:
>
> Email [redacted]
>
> Home [redacted]
>
>

DODGE CHRYSLER Jeep

Brands of DaimlerChrysler

CUSTOMER ASSISTANCE CENTER

CHRYSLER SATISFACTION SERVICE CONTRACT REQUEST

C.A.I.R # 16250801 DATE: 6/11/07

VEHICLE AND PURCHASER INFORMATION						
Vehicle Identification Number			In Service Date	4 - Wheel Drive		Odometer Reading
5R[redacted]			11/30/04	No		34,115
Plan Name			Plan Code	Plan Amount		Total
Max Care			M770M	1,225		1,225
Year	Make	Model	Customer First	Last		Home Phone
05	Chry	T&C	[redacted]			
Street Address			City	State	Zip	Telephone
[redacted]			Sbickshinny	PA	[redacted]	

Reason for Request: __ Customer Satisfaction ✓ Other _____

Please Explain: Numerous issues, Almost out of Wty.

Senior Staff Representative: Chris Richards Date: 6/11/07

Senior Staff Manager: _____ Date: _____

Service Contracts
DaimlerChrysler Corporation

Submission Date: 6/11/07

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed May 02 17:07:25 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center.

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.

Sincerely,

Wayne

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16254262
EMAIL CASE NUMBER: 1720210
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4824758I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2005 Grand Caravan is junk
Comments:
I would appreciate it if someone would call me regarding my 2005 Grand Caravan. This vehicle has had multiple problems and I do not feel safe sending my family in it. I have tried contacting someone multiple times but have not gotten to talk to anyone how can help. I am very disappointed.

VIN:
5R[redacted]
Mileage:
28765
Servicing Dealer:
dodge of burnsville/ jeff belzers
Title:
Mr.

First Name: [redacted]

Middle

Last Na

Address

Address 2:

City:
Farmington

State:
MN

Zip: [redacted]

Email:

Work Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed May 09 15:05:50 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4824758I25261L0KM)
You have done NOTHING to address our problems. We have phoned Dodge multiple times and even driven our vehicle to the dealer and talked to them about the issues a week ago and have still not gotten any assistance or answers on what DODGE is going to do. We have now brought the vehicle back to the dealer today because again the headlights (which we were told is not a safety concern) did not want to come on while driving it last night until I turned the lights off and on multiple times. The fog lights also were flashing off and on while driving even though the fog lights were not turned on and when we turned the fog lights on the headlights would turn off. We do not feel safe driving this vehicle at night or more than a few miles from our home which is ridiculous for a vehicle with 29,000 miles. I can't believe what TERRIBLE service we have received from Dodge and number issues we have had with this van. Something needs to be done ASAP.

---- customerassist <customerassist@daimlerchrysler.com> wrote:
> Dear [redacted]
>
> Thank you for contacting the Chrysler Group Customer Assistance Center.
>
> 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.
>
> Sincerely,
>
> Wayne
>
> Senior Staff Representative
> Chrysler Group Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 16254262
> EMAIL CASE NUMBER: 1720210
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4824758I25261L0K
M&
>
>
> Original Message Follows:
> ----------
>
> US Customer Service - Dodge Brand Site
> Brief Description:
> My 2005 Grand Caravan is junk

> Comments:
> I would appreciate it if someone would call me regarding my 2005 Grand
> Caravan. This vehicle has had multiple problems and I do not feel safe
> sending my family in it. I have tried contacting someone multiple times
> but have not gotten to talk to anyone how can help. I am very
> disappointed.
>
>
>
> VIN:
> 5R[redacted]
> Mileage:
> 28765
> Servicing Dealer:
> dodge of burnsville/ jeff belzers
> Title:
> Mr.
> First Name:
>
> Middle [redacted]
>
> Last Na
>
> Address
>
> Address
>
> City:
> Farmington
> State:
> MN
> Zip:
>
> Email:
>
> Work P
>

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed May 09 15:15:26 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4824758I25261L0KM)
Dear William:

Thank you for contacting the Chrysler Group Customer Assistance Center.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

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

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,

Wayne

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1720210
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4838520I25261L0KM&

Original Message Follows:

You have done NOTHING to address our problems. We have phoned Dodge multiple times and even driven our vehicle to the dealer and talked to them about the issues a week ago and have still not gotten any assistance or answers on what

DODGE is going to do. We have now brought the vehicle back to the dealer today because again the headlights (which we were told is not a safety concern) did not want to come on while driving it last night until I turned the lights off and on multiple times. The fog lights also were flashing off and on while driving even though the fog lights were not turned on and when we turned the fog lights on the headlights would turn off. We do not feel safe driving this vehicle at night or more than a few miles from our home which is ridiculous for a vehicle with 29,000 miles. I can't believe what TERRIBLE service we have received from Dodge and number issues we have had with this van. Something needs to be done ASAP.

---- customerassist <customerassist@daimlerchrysler.com> wrote:
> Dear William:
>
> Thank you for contacting the Chrysler Group Customer Assistance Center.
>
> 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.
>
> Sincerely,
>
> Wayne
>
> Senior Staff Representative
> Chrysler Group Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 16254262
> EMAIL CASE NUMBER: 1720210
> REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4824758I25261L0K
M&
>
>
> Original Message Follows:
> ------------------------
>
> US Customer Service - Dodge Brand Site
> Brief Description:
> My 2005 Grand Caravan is junk
> Comments:
> I would appreciate it if someone would call me regarding my 2005 Grand
> Caravan. This vehicle has had multiple problems and I do not feel safe
> sending my family in it. I have tried contacting someone multiple times
> but have not gotten to talk to anyone how can help. I am very
> disappointed.
>

>
>
> VIN:
> 5R[redacted]
> Mileage:
> 28765
> Servicing Dealer:
> dodge of burnsville/ jeff belzers
> Title:
> Mr.
> First [redacted]
>
> Middle [redacted]
>
> Last N [redacted]
>
> Addres [redacted]
>
> Address 2:
>
> City:
> Farmington
> State:
> MN
> Zip: [redacted]
>
> Email: [redacted]
>
> Work P [redacted]
>

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Apr 30 23:54:49 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My 2005 Grand Caravan is junk

Comments:

I would appreciate it if someone would call me regarding my 2005 Grand Caravan. This vehicle has had multiple problems and I do not feel safe sending my family in it. I have tried contacting someone multiple times but have not gotten to talk to anyone how can help. I am very disappointed.

Sender Information:

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

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu May 03 17:16:48 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My 2 year old Grand Caravan needs too much maintenance

Comments:

Dear Dodge,

My 2005 Grand Caravan is the first American car I have ever owned. I was quite impressed with the Stow and Go seats and the general power and performance of the engine. However, the vehicle has had way too many problems thus far. I have had recurring, inexplicable loss of power to headlights, doors, windows, etc. The front brake rotors need replacing after only 38000 miles. The exhaust oxygen sensor needs replacing. The right rear brakelight socket needs replacing.

I once had a 1980 Celica that I drove until 1998 and the only repair, beyond normal wear and tear, was to the radiator.

Apparently the bad maintenance reputation of American cars is still true. I will not buy another.

On a final note, the dealership (Dodge of Bellevue) wants to charge me between 475 and 650 dollars for the brake job. Midas will do it for 350.

Thanks for listening.

[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri May 04 13:13:55 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Julie,

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments.

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

Thanks again for your email.

Sincerely,

Gail
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16267152
EMAIL CASE NUMBER: 1722383
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4829002I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
My 2 year old Grand Caravan needs too much maintenance
Comments:
Dear Dodge, My 2005 Grand Caravan is the first American car I have ever owned. I was quite impressed with the Stow and Go seats and the general power and performance of the engine. However, the vehicle has had way too many problems thus far. I have had recurring, inexplicable loss of power to headlights, doors, windows, etc. The front brake rotors need replacing after only 38000 miles. The exhaust oxygen sensor needs replacing. The right rear brakelight socket needs replacing. I once had a 1980 Celica that I drove until 1998 and the only repair, beyond normal wear and tear, was to the radiator. Apparently the bad maintenance reputation of American cars is still true. I will not buy another. On a final note, the dealership (Dodge of Bellevue) wants to charge me between 475 and 650 dollars for the brake job. Midas will do it for 350. Thanks for listening. [redacted]

VIN:
XXXXXXXX
Mileage:
38000
Servicing Dealer:
Dodge of Bellevue
Title:
Ms.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Snoqualmie
State:
WA
Zip:
[redacted]
Email
Work

Better Business Bureau of Detroit & Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 644-9100
Fax: (248) 644-5026
E-mail: info@easternmichiganbbb.org
Website: www.easternmichiganbbb.org

May 21, 2007

Mr. Joe Warne, Correspondence Supervisor
DaimlerChrysler Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

RE: BBB Case #5002667 - [redacted]

Dear Mr. Warne:

The Better Business Bureau has received the enclosed complaint from the above referenced individual. In the interest of good business/customer relations, we are presenting this complaint to you for your review and response.

As a voluntary, self-regulatory agency supported by local businesses, we are willing to assist your company in resolving this matter as expeditiously as possible.

The Bureau has not made a judgment as to the validity of the complaint, and understands that there are two sides to every dispute. We are requesting that you review the complaint and provide the Bureau with a written or verbal response to this complaint within the next seven (7) days. A business-reply envelope is enclosed for your convenience.

If you have any questions, please contact the Bureau at (248) 644-9100. You may respond to the complaint at the address listed above, or by facsimile at (248) 644-5026.

Thank you for your cooperation.

Sincerely,

Constance Stevens

Constance Stevens
Dispute Resolution Consultant

5002667-vehicleinfo

RECEIVED
MAY 18 2007
By

Attachment A

Customer Information

Name: [redacted]

Address [redacted]

North Haven, CT [redacted]

Home Phone: [redacted] Work Phone: [redacted]

Vehicle Information

VIN: 1D4GP45RX5B[redacted]

Model: Dodge Caravan Year: 2005

Mileage: 28,080

Concern (s): Many problems since purchase, have to keep returning vehicle to Dealer 3 & 4 times to repair - Saftey problems are my main concern, this is our 3rd Caravan and never had issues "wrong" like this. - still not resolved with same issues. loosing days with no car

Dealer Information

Servicing Dealer(s): Exective Dodge/Jeep 406 South orchard Rd, Wallingford

Selling Dealer: " " "

See attached (receipts from Dealer)

I am under warranty now - But some problems I feel are Saftey Issues, like the sliding door - not opening for my children wonder of an emergency - They can't get out!

Description for Complaint ID # 5002667

[redacted]
North Haven, CT [redacted]
[redacted]

DaimlerChrysler Corporation
Joe Warne
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

Consumer:
[redacted]
NORTH HAVEN, CT [redacted]

Car Year: 2005
In Possession: No
Miles Kms:
Miles: 28
Car Make: Dodge
Car Model: Caravan
VIN: 1D4GP45RX5B[redacted]

Last Dealer: No
Last Dealer Addr: EXECUTIVE DODGE
Last Dealer City:
Last Dealer State: WALLINGFORD
Sell Dealer: CT
Sell Dealer Addr: EXECUTIVE DODGE
Sell Dealer City:
Sell Dealer State: WALLINGFORD

Issue 1:
Issue 2: AUTOMATIC PASSENGER SLIDING DOOR
Issue 3: CLICKING IN FRONT DRIVER DOOR
Issue 4: REVING/CREEKING NOISE IN FRONT END
Issue 5: HEADLAMPS NOT WORKING PROPERLY
Issue 6: RECALL ON WINDSHEILD WIPER MOTOR
Issue 7: HOWLING SOUND UNDER HOOD/RACK LEAKING
Issue 8:
Issue 9:
Issue 10:
Outcome:

```
RO No: 125497    Opened: 17OCT05   Closed: 17OCT05   Mileage: 5841
Line Code: B  Booker: 2014          Comeback: N
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
2020  241   ILOF  6K                   6,000 MILE FACTORY RECOMMENDED MAINTENAN
                                       NCE
                                       PTS$     1.01 LBR$     0.00 MSC$    0.00
*--- 9 of 10 - Dealer: EXD-S ------------------------------------------------*
RO No: 123125    Opened: 28JUL05   Closed: 28JUL05   Mileage: 2960
Line Code: A  Booker: 2020          Comeback: N
Complaint: LOF    REPLACE ENGINE OIL AND FILTER,LUBRICATE SUSPENSION FILL ALL FL
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................
2020  2003  CP4   LOF                  REPLACE ENGINE OIL AND FILTER,LUBRICATE
                                        SUSPENSION FILL ALL FLUIDS
                                       PTS$    10.45 LBR$    12.95 MSC$    0.00
*--- 10 of 10 - Dealer: EXD-S -----------------------------------------------*
RO No: 120870    Opened: 19MAY05   Closed: 19MAY05   Mileage: 8
Line Code: A  Booker: 852           Comeback: N
Complaint: PDI    PREP FOR DELIVERY
Cause: PERFORMED THE NEW VEHICLE INSPECTION
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION..............................

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 127394    Opened: 14DEC05   Closed: 14DEC05   Mileage: 7801
Line Code: A  Booker: 2019          Comeback: N
Complaint: 8D     CUSTOMER AT TIME WHEN TURNING ON THE HEADLAMPS THEY WONT COME
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2019  266   ISP   SOP                   SPECIAL ORDER PARTS HAS BEEN ORDERED FOR
                                        R YOUR CONCERN
                                        PTS$     0.00 LBR$     0.00 MSC$    0.00
*--- 8 of 10 - Dealer: EXD-S ----------------------------------------------------*
RO No: 125497    Opened: 17OCT05   Closed: 17OCT05   Mileage: 5841
Line Code: A  Booker: 2014          Comeback: N
Complaint: LOF    REPLACE ENGINE OIL AND FILTER,LUBRICATE SUSPENSION FILL ALL FL
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2020  241   ILOF  LOF                   REPLACE ENGINE OIL AND FILTER,LUBRICATE
                                         SUSPENSION FILL ALL FLUIDS
                                        PTS$    11.95 LBR$    12.95 MSC$    0.00
Line Code: B  Booker: 2014          Comeback: N
Complaint: 6K     6,000 MILE FACTORY RECOMMENDED MAINTENANCE
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 135125    Opened: 21SEP06   Closed: 21SEP06   Mileage: 19654
                                        PTS$    58.73 LBR$    43.50 MSC$    0.00
*--- 5 of 10 - Dealer: EXD-S ----------------------------------------------------*
RO No: 128253    Opened: 19JAN06   Closed: 19JAN06   Mileage: 9294
Line Code: A  Booker: 2019          Comeback: N
Complaint: LOF    REPLACE ENGINE OIL AND FILTER,LUBRICATE SUSPENSION FILL ALL FL
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2019  2030  CP4   LOF                   REPLACE ENGINE OIL AND FILTER,LUBRICATE
                                         SUSPENSION FILL ALL FLUIDS
                                        PTS$    12.00 LBR$    12.95 MSC$    0.00
*--- 6 of 10 - Dealer: EXD-S ----------------------------------------------------*
RO No: 127884    Opened: 05JAN06   Closed: 05JAN06   Mileage: 8713
Line Code: A  Booker: 2020          Comeback: N
Complaint: CK     CUSTOMER STATES HEADLAMPS INTERMITENTLY NOT WORKING.SOP
Cause: SHORTED
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2020  266   WD95  08803601              Switch, headlamp and instrument panel -
                                         Test and replace (B)
                                        PTS$    46.27 LBR$    21.75 MSC$    0.00
*--- 7 of 10 - Dealer: EXD-S ----------------------------------------------------*

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 302939    Opened: 29JAN07   Closed: 29JAN07   Mileage: 24684
Line Code: A  Booker: 2053          Comeback: N
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2053  266   WD95  ALIGN                CUSTOMER STATES PERFORM ALIGNMENT
                                       PTS$     0.00 LBR$     0.00 MSC$    0.00
2053        WD95  9999                 NO DESCRIPTION
                                       PTS$     0.00 LBR$     0.00 MSC$   39.00
Line Code: B .Booker: 2053          Comeback: N
Complaint:        CUSTOMER STATES AFTER POWER STEERING RACK DONE POWER STEERING
Cause: STEERING PUMP FAILURE
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2053  266   WD95  19700110             Pump, steering - Test and replace 2.0 DO
                                       OHC-3.3-3.8 engines (B)
                                       PTS$   128.45 LBR$   135.90 MSC$    0.00
*--- 4 of 10 - Dealer: EXD-S ----------------------------------------------*
RO No: 135125    Opened: 21SEP06   Closed: 21SEP06   Mileage: 19654
Line Code: A  Booker: 2041          Comeback: N
Complaint:        CUSTOMER STATES PERFORM RECALL #F10
Cause: RECALL
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2041  2038  WD95  08F10182             F10 WIPER MODULE

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
RO No: 304880    Opened: 18APR07   Closed: 19APR07   Mileage: 27438
Line Code: B  Booker: 2058          Comeback: N
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2058  2063  WD95  08525002              Motor, Power Sliding Door - Test and rep
                                        place Right (B)
                                        PTS$   288.40 LBR$    37.75 MSC$    0.00
Line Code: C  Booker: 2058          Comeback: N
Complaint: BULB   REPLACE BURNT OUT BULB(S)
Cause:
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2058  2063  CP    BULB                  REPLACE BURNT OUT BULB(S)
                                        PTS$     2.03 LBR$     0.00 MSC$    0.00
*--- 3 of 10 - Dealer: EXD-S ----------------------------------------------------*
RO No: 302939    Opened: 29JAN07   Closed: 29JAN07   Mileage: 24684
Line Code: A  Booker: 2053          Comeback: N
Complaint: CK     CUSTOMER STATES THERE IS A HOWLING SOUND COMING FROM UNDER THE
Cause: RACK LEAKING
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2053  266   WD95  19000105              Gear assembly, power steering - Replace
                                         All other engines (A)
                                        PTS$   222.32 LBR$   196.30 MSC$    0.00

Press B, S#, Return for next page, EST#, ?, or E to Exit:
```

```
*--- 1 of 10 - Dealer: EXD-S ----------------------------------------------------*
RO No: 305133    Opened: 26APR07   Closed: 27APR07   Mileage: 27662
Line Code: A  Booker: 2066           Comeback: N
Complaint:        CUSTOMER STATES PASSENGER SLIDING DOOR INOP
Cause: INTERNAL DEFECT
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2066  2063  WD95  08193101              Module, power sliding door/liftgate - Re
                                        eplace Power liftgate (B)
                                        PTS$    74.20 LBR$    30.20 MSC$    0.00
*--- 2 of 10 - Dealer: EXD-S ----------------------------------------------------*
RO No: 304880    Opened: 18APR07   Closed: 19APR07   Mileage: 27438
Line Code: A  Booker: 2058           Comeback: N
Complaint:        CUSTOMER STATES FRONT TIRE ON DRIVER SIDE MAKES LOUD CLICKING
Cause: DIAG
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................
2058  2063  WD95  85410500              DIAGNOSIS
                                        PTS$     0.00 LBR$    30.20 MSC$    0.00
Line Code: B  Booker: 2058           Comeback: N
Complaint:        CUSTOMER STATES AUTOMATIC SLIDING DOOR WONT OPEN MANUALLY FROM
Cause: STICKING
SA... TECH. TYPE. OPCODE....... CB-RO.. DESCRIPTION............................

Press S#, Return for next page, EST#, ?, or E to Exit:
Invalid Reply
```

2346128 305133

INVOICE

EXECUTIVE DODGE JEEP
406 SOUTH ORCHARD STREET
WALLINGFORD, CT 06492
PHONE (203) 949-7430 SERVICE (203) 949-7437
FAX # (203) 284-4076
www.executivedodge.com

[redacted]
NORTH HAVEN, CT [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 2066 MILT GLEASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	05	DODGE CARAVAN SXT	1D4GP45RX5B[redacted]		27659/27662	T1238

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAY05 IS			12:00 26APR07		VARI	CASH	27APR07

R.O. OPENED	READY	OPTIONS:
08:00 26APR07	14:08 27APR07	STK:50777 DLR:43951 1)REC'D WHEEL LOCK KEY 2)NOTHING OWED BUT GREAT SERVICE 3)EASYCARE-TOTALCARE-72/75-100DED

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES PASSENGER SLIDING DOOR INOP
CAUSE: INTERNAL DEFECT
08193101 Module, power sliding door/liftgate -
Replace Power liftgate (B)
2063 WD95 (N/C)
1 5016276AB SWITCH-OVERHEAD CONSOLE (N/C)
FC: 58 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

27662 VERIFIED THAT PASSENGER SLIDING DOOR WOULD NOT OPEN WITH OVERHEAD CONSOLE SWITCH FOUND FAILED SWITCH ASSEMBLY IN OVERHEAD CONSOLE FOR POWER SLIDING DOOR REPLACED SWITCH ASSEMBLY VERIFIED REPAIR
****

*********THANK YOU FOR CHOOSING*********
EXECUTIVE DODGE AND JEEP OF WALLINGFORD

YOUR 100% SATISFACTION IS OUR GOAL

CUSTOMER

STATEMENT OF LIMITED WARRANTY
ALL MOPAR PARTS COME WITH A 12 MONTH OR 12,000 MILE WARRANTY, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL 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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE
X

CUSTOMER COPY

2346128 305493

INVOICE

EXECUTIVE DODGE JEEP
406 SOUTH ORCHARD STREET
WALLINGFORD, CT 06492
PHONE (203) 949-7430 SERVICE (203) 949-7437
FAX # (203) 284-4076
www.executivedodge.com

[redacted]
NORTH HAVEN, CT [redacted]
HOME: [redacted]

PAGE 1

SERVICE ADVISOR: 2066 MILT GLEASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	05	DODGE CARAVAN SXT	1D4GP45RX5B[redacted]		28000/28078	T190

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAY05 IS			16:30 08MAY07		VARI	CASH	09MAY07

R.O. OPENED	READY	OPTIONS:
08:00 08MAY07	13:22 09MAY07	STK:50777 DLR:43951 1)REC'D WHEEL LOCK KEY 2)NOTHING OWED BUT GREAT SERVICE 3)EASYCARE-TOTALCARE-72/75-100DED

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SLIDER DOOR INOP WITH OVERHEAD BUTTON
SOP SPECIAL ORDEREDED LATCH ASSEMBLY DUE TO CODE
RAN FROM BCM
2063 CP 0.00 0.00
****

B CUSTOMER STATES DRIVER SIDE TIRE CLICKS WHEN DRIVING
CK CHECKED, UNABLE TO DUPLICATE PROBLEM AT THIS TIME
2063 CP 0.00 0.00
28078 VERIFIED FRONT END HAS CLICKING NOISE WHILE DRIVING. FOUND BOTH FRONT SWAY BAR LINKS FAILED REPLACED BOTH FRONT SWAY BAR LINKS RROAD TESTED TO VERIFY REPAIR
****

C CUSTOMER STATES FRONT END CREAKS WHEN ENTERING/EXITING VEHICLE
CAUSE: NOISY
02201005 Link, front stabilizer/sway bar - Replace Both (C)
2063 WD95 (N/C)
4 6508274AA NUT (N/C)
2 4743669AA LINK-STABILIZER BAR (N/C)
FC: 68 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

02200502 Cushion, front sway bar - Replace One and/or both (C)
2063 WD95 (N/C)
2 4743024AD BUSHING-SWAY ELIMINATOR (N/C)
FC: 68 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

CUSTOMER

STATEMENT OF LIMITED WARRANTY
ALL MOPAR PARTS COME WITH A 12 MONTH OR 12,000 MILE WARRANTY, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE
X

CUSTOMER COPY

2346128 305493

INVOICE

EXECUTIVE DODGE JEEP
406 SOUTH ORCHARD STREET
WALLINGFORD, CT 06492
PHONE (203) 949-7430 SERVICE (203) 949-7437
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[redacted]
NORTH HAVEN, CT [redacted]
HOME: [redacted]

PAGE 2

SERVICE ADVISOR: 2066 MILT GLEASON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	05	DODGE CARAVAN SXT	1D4GP45RX5B[redacted]		28000/28078	T190

DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24MAY05 IS			16:30 08MAY07		VARI	CASH	09MAY07

R.O. OPENED	READY
08:00 08MAY07	13:22 09MAY07

OPTIONS: STK:50777 DLR:43951 1)REC'D WHEEL LOCK KEY 2)NOTHING OWED BUT GREAT SERVICE 3)EASYCARE-TOTALCARE-72/75-100DED

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

28078 VERIFIED FRONT END HAS A CREAKING NOISE FOUND FAILED /WORN SWAY BAR BUSHINGS REPLACED SWAY BAR BUSHINGS VERIFIED REPAIR

****

*********THANK YOU FOR CHOOSING*********
EXECUTIVE DODGE AND JEEP OF WALLINGFORD

YOUR 100% SATISFACTION IS OUR GOAL

CUSTOMER

STATEMENT OF LIMITED WARRANTY
ALL MOPAR PARTS COME WITH A 12 MONTH OR 12,000 MILE WARRANTY, WHICHEVER COMES FIRST. IF OUR REPAIR OR REPLACEMENT FAILS IN NORMAL SERVICE WITHIN THAT PERIOD, WE'LL 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
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE
X

CUSTOMER COPY

FIRST CLASS

UNITED STATES POSTAGE

PITNEY BOWES

02 1A $ 01.99⁰

0004634926 MAY 21 2007

MAILED FROM ZIP CODE 48076

THE Better Business Bureau®

Better Business Bureau/
Detroit and Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Mr. Joe Warne, Corespondence
Supervisor
Daimler Chrysler Corporation
P.O. BOX 21-8004
Auburn Hills, MI 48321-8004

May 24, 2007

Better Business Bureau
Ms. Constance Stevens
Fax: 248-644-5026

RE: # 5002667-[redacted]
CAIR: 16331347

Dear Ms. Stevens:

Thank you for referring the customer's concerns with her 2005 Dodge Grand Caravan.

We regret to learn of the problems the customer has experienced with this vehicle. If they are still currently experiencing difficulties with the vehicle, it is our suggestion they bring it to the attention of their local dealership. If the dealership requires additional technical assistance, they can contact our Star Center which provides dealerships technical help. The customer has a 3 year/36,000 mile Basic Limited Warranty which started on May 25, 3005. Beyond that, she does have the remaining 7 year/70,000 mile Powertrain Warranty.

Thank you for writing and allowing us to review this with you.

Sincerely,

Maggie
Senior Staff

MG/kat

Dear To Whom It Concerns 5-17-07

I am sending a letter asking why we have not heard from you about the letter we sent about the Town and Country Chrysler 2005. I am sending another copy.

I talked to some one in customer service. They said you would call and give us a restitution.

Our Reference # 16020915

Our phone # [redacted]

Thanks,

[redacted]

Bellevue, Ohio [redacted]

February 22, 2007

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

To Whom It Concerns:

We bought a new car so we could be free of problems for many years to come. But all we have been doing is going to the Kasper's Garage in Sandusky , Ohio with many things to get fixed. We bought this car as a new car on Jan 24, 2006 off the lot. We bought it with a little over 4.000 miles on it.. It is our very first time to own a Chrysler Vehicle. I am not so sure I would want to buy another Chrysler product.
We bought a 2005 Town and Country Stow and Go Chrysler Van. We like the car and the way it drives. But we have had many things go wrong with it.
The dash was not throwing heat out correctly so they lined the dash up and fixed that. Then we started having brake problems. I put my foot on the brake and it would go down while stopping at a light or stop sign. They replaced the Master cylinder and Antilock brakes and ABS system. Then they replaced the brakes and rotors and pads on back and turned the rotors and replaced brakes and pads on the front.

They replaced a motor on left front window because it stopped working. The headlight would not come on and they replaced the head light switch. The airbag light is now on and is to be replaced when part comes in. We also have trouble with inside courtesy lights they would not come on 2/9/07. Also we are currently having some Winning problems with the steering when the vehicle is sitting still and when you turn the steering wheel. And when you start it the makes a screeching noise when starting. What is going to go wrong next? It also makes a clunking noise when going down the road.

We have only had this van for 1 year. I don't mind making payments for something that works but this is ridiculous. I don't know what will happen next. What is going to happen when our miles hits 36,000. It is 26,000 now.

This is not our fault that all these things are going wrong. We bought a vehicle to enjoy not worry what is going to happen next. This is the worse vehicle we have ever owned for problems.

Please help us. We don't know what to do next.

Please contac[redacted]
Our address i[redacted]
Bellevue, Ohio [redacted]

[redacted]
Bellevue, OH [redacted]

TOLEDO, OH 435
PM
23 MAY 2007 PM 1

National Flag Day
USA First-Class

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

RECEIVED
MAY 31 2007

48321+0021

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jun 07 22:44:18 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied with our 2005 Town and Country

Comments:

We purchased this 2005 Town and Country under 2 years ago and have seem to have all sorts of issues with it. So far I have had to replace my EGR vavle and water pump. I have also been told I need to replace my sway bar bushings and links and my passenger power sliding door does not operate anymore. The headlights don't turn on all the time, you have to keep going back and forth to get the to turn on, and then they shutoff while driving. You can tell the fromt window motors are slowly dieing since each week they get more sluggish. I have had Honda's and Ford's and never had these issues. I liked the features of this van and thought Chrysler had quality vehicles. This will probably be the last Chrysler vehicle I will ever own.
[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Jun 11 11:40:55 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the issues with your vehicle.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you again for your email.

Sincerely,

Myndie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16383392
EMAIL CASE NUMBER: 1745445
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4901679I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Unsatisfied with our 2005 Town and Country
Comments:
We purchased this 2005 Town and Country under 2 years ago and have seem to have all sorts of issues with it. So far I have had to replace my EGR vavle and water pump. I have also been told I need to replace my sway bar bushings and links and my passenger power sliding door does not operate anymore. The headlights don't turn on all the time, you have to keep going back and forth to get the to turn on, and then they shutoff while driving. You can tell the fromt window motors are slowly dieing since each week they get more sluggish. I have had Honda's and Ford's and never had these issues. I liked the features of this van and thought Chrysler had quality vehicles. This will probably be the last Chrysler vehicle I will ever own.
[redacted]

VIN:
5R[redacted]
Mileage:
50000
Servicing Dealer:
Sam Leman
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Bloomington
State:
IL
Zip:
[redacted]
Email:
Home P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jun 21 23:02:49 EDT 2007
Subject: Reply to DaimlerChrysler (KMM4901679I25261L0KM)
Reply Comments:

I have noticed small spots of rust all over the vehicle, just about all the panels have some rust. From what I understand there is a rust warranty for 5 year/100000 mile. Is the rust that I have covered by this warranty and how do I go about getting this fixed?

[redacted]

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Jun 25 09:06:21 EDT 2007
Subject: Re: Reply to DaimlerChrysler (KMM4901679I25261L0KM)
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding the rust on your vehicle.

The perforation warranty is a 5-year or 100,000-mile Outer-Panel Rust-Through Limited Warranty that covers the cost of all parts and labor needed to repair exterior sheet metal panels if perforated by corrosion. The dealership will have to diagnose the vehicle to see if the perforation warranty applies to the rust on your vehicle.

Also, our records indicate that the following recall campaign have not been performed by an authorized DaimlerChrysler dealer.

Recall Campaign #G09 - IMPACT SENSOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

Sincerely,

Myndie

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16383392
EMAIL CASE NUMBER: 1745445
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4929934I25261L0KM&

Original Message Follows:

Comments:
I have noticed small spots of rust all over the vehicle, just about all the panels have some rust. From what I understand there is a rust warranty for 5 year/100000 mile. Is the rust that I have covered by this warranty and how do I go about getting this fixed? [redacted]

From: [redacted]
To: DCFSasist@daimlerchrysler.com
Date: Sun Jul 08 16:02:29 EDT 2007
Subject: Contact Us@ChryslerFinancial
Email Request:

Brief Description: Contact Us: Not a Chrysler Financial Customer: General: Other

Comments: On Feb. 28 of 2005 I purchased a Dodge Gr. Caravan with 20,000 miles.
The mfg. warranty was still in effect but did purchase the extended warranty. In Dec. of 2006 we were in Mpls. when the headlights went out and of course since it was a Holiday weekend nothing could be done,towing was covered and then I had to make sure I got back home during daylight hours and make another appt. with the local dealer to take care of the problem. Next in the past couple of months the warning light kept coming on and had to pay the bill for that repair.. This past Thurs. when I went to leave work the van would not start,jumping did not work so I left it there and got a ride to my meeting. The next morning I called the dealership and they gave me the choice of them going to get the van or calling the Help line, not realizing that coverage is only if you place this call. I contacted a local facility and he had it down there in about an hour from the time I called, since we had another experience with towing that almost made me miss a flight did not feel like waiting.. Low and behold it was a dead battery considering that the vehicle has only 53,000 miles on it I feel the battery should be covered. Needless to say I will not recommend Dodge to any one and will make sure this get posted as a very dissatisfied customer....

Relationship: Not a Chrysler Financial Customer
Category: General
Sub Category: Other

Sender Information:

Title: [redacted]
First Name:
Middle Initial:
Last Name:
Account Number:
VIN: 5B[redacted]

From: replyform_dcs@daimlerchrysler.com
To: [redacted]
Date: Mon Jul 09 12:19:13 EDT 2007
Subject: Re: Contact Us@ChryslerFinancial
Dear [redacted]:

Thank you for contacting the Chrysler Group Customer Assistance Center.

Your recent email to DaimlerChrysler Motors Corporation was received and reviewed by the Customer Assistance Center.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

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.

Sincerely,

Vivian

Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16485435
EMAIL CASE NUMBER: 1765583
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4959077I25261L0KM&

Sincerely,

Kim
Customer Service Specialist
Chrysler Financial

Original Message Follows:

Brief Description:
Contact Us: Not a Chrysler Financial Customer: General: Other
Comments:
On Feb. 28 of 2005 I purchased a Dodge Gr. Caravan with 20,000 miles. The mfg. warranty was still in effect but did purchase the extended warranty. In Dec. of 2006 we were in Mpls. when the headlights went out and of course since it was a Holiday weekend nothing could be done,towing was covered and then I had to make sure I got back home during daylight hours and make another appt. with the local dealer to take care of the problem. Next in the past couple of months the warning light kept coming on and had to pay the bill for that repair.. This past Thurs. when I went to leave work the van would not start,jumping did not work so I left it there and got a ride to my meeting. The next morning I called the dealership and they gave me the choice of them going to get the van or calling the Help line, not realizing that coverage is only if you place this call. I contacted a local facility and he had it down there in about an hour from the time I called, since we had another experience with towing that almost made me miss a flight did not feel like waiting.. Low and behold it was a dead battery considering that the vehicle has only 53,000 miles on it I feel the battery should be covered. Needless to say I will not recommend Dodge to any one and will make sure this get posted as a very dissatisfied customer....

Account Number:

VIN:
5B[redacted]
Title:

First Name:

Middle

Last N

null:

null:

City:
Auburn,
State:
IA
Zip Code:

Prefer

Home P

Busine

Email:

Friday, August 24, 2007

[redacted]
East Brunswick, NJ [redacted]

Chrysler Customer Service
Fax Number: 865-425-1592
Reference Number: 16562977

To Whom It May Concern:

We recently had the lights on our Town & Country fixed. As per our discussion (reference number: 16562977), please reimburse us for the cost of the service (minus $10 copay) at your earliest convenience.

I've attached the 2 page invoice, the credit card receipt, and this letter, for a total of 4 pages.

If you have any questions, please contact us at [redacted]

Sincerely,
[redacted]

McDONAGH
CHRYSLER • JEEP
400 Route 18
EAST BRUNSWICK, NJ 08816
SERVICE: (732) 254-4500
MAIN #: (732) 254-2300
PARTS (732) 254-2317
FAX (732) 254-2190

CHRYSLER Jeep mopar DaimlerChrysler Motors Corporation

CELL: 732-763-5795

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
39998	CHRIS 162	1223	08/23/07	CHCS66120

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		48,613	SILVER/	

[redacted]
EAST BRUNSWICK, NJ [redacted]

YEAR / MAKE / MODEL: 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST
DELIVERY DATE:
VEHICLE I.D. NO.: 2 C 4 G P 5 4 L 6 5 R [redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F.T.E. NO.:
P.O. NO.:
R.O. DATE: 08/23/07
[redacted]
COMMENTS:
MO: 48614

JOB# 1 CHARGES----------

LABOR----------
J# 1 51CHZ05 HEADLIGHTS TECH(S):161 94.00
HEADLIGHTS DO NOT TURN ON ALL TIMES - REPLACE SWITCH
VEH NEEDS NEW HEAD LIGHT SWITCH
REPLACED HEAD LIGHT SWITCH

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION----------	UNIT PRICE-	
	1	ZL671DV-AC	SWITCH LI 8053003	53.48	53.48
				TOTAL - PARTS	53.48

JOB# 1 TOTALS----------

LABOR	94.00
PARTS	53.48
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	147.48

JOB# 2 CHARGES----------

LABOR----------
J# 2 00CHZ23PT 23 POINT INSPECT TECH(S):161 0.00
PERFORM NO CHARGE 23 POINT VISUAL INSPECTION
INCLUDES: EXTERIOR INSPECTION, TIRE WEAR INSPECTION,AIR
PRESSURES, CHECK/INSPECT FLUID LEVELS AND CONDITION, INSPECT
BRAKES, SHOCKS/STRUTS, TRANSFER CASE, DIFFERENTIAL,CV JOINTS
/BOOTS,ALL BELTS, HOSES, AIR FILTER, COOLING SYSTEM,WIPERS,
LIGHTS,STEERING COMPONENTS, U/JOINTS,SUSPENSION AND EXHAUST

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

MISC------	CODE--------	DESCRIPTION----------	CONTROL NO---------	
JOB # A	SS	SHOP SUPPLY		4.70
			TOTAL - MISC	4.70

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS----------
WAITING - REPLACE SWITCH

TECHNICIAN CERTIFICATION----------
161 JOHN SOWDER II 8129

 [CONTINUED ON NEXT PAGE] 08:53am

CHRYSLER

CHRYSLER • JEEP
400 Route 18
EAST BRUNSWICK, NJ 08816
SERVICE: (732) 254-4500
MAIN #: (732) 254-2300
PARTS (732) 254-2317
FAX (732) 254-2190

Jeep

Mopar
DaimlerChrysler Motors Corporation

CELL: 732-763-5795

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
39998	CHRIS 162	1223	08/23/07	CHCS66120

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		48,613	SILVER/	

[redacted]
EAST BRUNSWICK, NJ [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/23/07

[redacted]

COMMENTS

MO: 48614

TOTALS----------

TOTAL LABOR....	94.00
TOTAL PARTS....	53.48
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	4.70
TOTAL MISC DISC	0.00
TOTAL TAX.....	10.65
TOTAL INVOICE $	**162.83**

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

THANK YOU FOR USING MCDONAGH CHRYSLER-JEEP FOR YOUR SERVICE
IF YOU HAVE ANY PROBLEMS PLEASE DON'T HESITATE TO CALL
CHRIS LARDIERI, BILL DELUCCIA, OR RAY NAYLOR YOUR SERVICE
ADVISORS

CUSTOMER SIGNATURE

MCDONAGH CHRYSLER JEEP
400 RT 18 NORTH
EAST BRUNSWICK, NJ 08816
732-254-2300
1671012478

-chant ID: 1671012478

Sale

xxxxxxxx1011

:X Entry Method: Swiped

:al: $ 162.83

'23/07 08:56:57

/#: 066120 Appr Code: 549344

rvd: Online Batch#: 000057

Customer Copy
THANK YOU!!
COME AGAIN!

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Jul 30 14:37:47 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My 2005 Town and Country is having everal electrical problems and is out of warranty

Comments:

My 05 Chrysler Town and Country is having several electrical problems. My van went out of warranty at 36,000 miles and now only having my van less than two years I'm faced with high dollar repairs. I'm a repeat customer and I plan on purchasing a dodge ram trk this winter. Me and my family where headed out to eat on the 4th of July only to have the van stop running on the highway I had to call other family to come and get the kids and my wife because there were too many of us for the tow trk to pickup. When the dealer checked the van it was the fuel sending unit and it was showing we had gas when we didn't. Now the turn signals stopped working and the windshield wipers have stopped as well and my wife was out with the kids when it started raining and she couldn't see to drive or even signal to move over. Next the passanger window will not work now and the door locks are locking and unlocking at various times and last the headlights will sometime not come on only the day run lights will work and we had to drive home on a very dark highway with only day run lights and that's not safe because the light is more dem than the normal beam of light from the lights when on. My wife has had it with this van and wants to sell it and get another type of van or car. I keep telling her to wait until I can reach Chrysler to see if they will step up to the plate and get these issues resolved. As noted above the warranty is out however I strongly feel it's wrong to have any customer have a product so new have so many problems and think it's ok for that customer to spend Hundreds of dollars to trouble shoot these problems and hope they get fixed. I will be dropping my van off this Friday for them to replace the fuel sending unit (that shouldn't have went out already!!!)and I will have to have them check all these others issues (God only knows how much that will cost me). Please tell me you will do the right thing and step up to help resolve all my issues. I feel it's Chryslers responsibility to take care of these issues once and for all!!! No customer should have to go through what I've been going through. Having a family I don't have extra money to throw at this van but at the same time it's my family having to ride in this UNSAFE and UNRELIABLE VAN. Please put your family in my place and see if you don't become as upset as I have.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Aug 01 13:54:18 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Tracy,

Thank you for contacting the Chrysler Customer Assistance Center.

Your recent email was received and reviewed by the Customer Assistance Center.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Thank you again for your email.

Sincerely,

Josh
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16565611
EMAIL CASE NUMBER: 1784569
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5018529I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
My 2005 Town and Country is having everal electrical problems and is out of warranty

Comments:
My 05 Chrysler Town and Country is having several electrical problems. My van went out of warranty at 36,000 miles and now only having my van less than two years I'm faced with high dollar repairs. I'm a repeat customer and I plan on purchasing a dodge ram trk this winter. Me and my family where headed out to eat on the 4th of July only to have the van stop running on the highway I had to call other family to come and get the kids and my wife because there were too many of us for the tow trk to pickup. When the dealer checked the van it was the fuel sending unit and it was showing we had gas when we didn't. Now the turn signals stopped working and the windshield wipers have stopped as well and my wife was out with the kids when it started raining and she couldn't see to drive or even signal to move over. Next the passanger window will not work now and the door

locks are locking and unlocking at various times and last the headlights will sometime not come on only the day run lights will work and we had to drive home on a very dark highway with only day run lights and that's not safe because the light is more dem than the normal beam of light from the lights when on. My wife has had it with this van and wants to sell it and get another type of van or car. I keep telling her to wait until I can reach Chrysler to see if they will step up to the plate and get these issues resolved. As noted above the warranty is out however I strongly feel it's wrong to have any customer have a product so new have so many problems and think it's ok for that customer to spend Hundreds of dollars to trouble shoot these problems and hope they get fixed. I will be dropping my van off this Friday for them to replace the fuel sending unit (that shouldn't have went out already!!!)and I will have to have them check all these others issues (God only knows how much that will cost me). Please tell me you will do the right thing and step up to help resolve all my issues. I feel it's Chryslers responsibility to take care of these issues once and for all!!! No customer should have to go through what I've been going through. Having a family I don't have extra money to throw at this van but at the same time it's my family having to ride in this UNSAFE and UNRELIABLE VAN. Please put your family in my place and see if you don't become as upset as I have.

VIN:
5R[redacted]
Mileage:
62447
Servicing Dealer:
Ringgold Dodge/Ringgold,GA
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Ringgold
State:
GA
Zip:
[redacted]
Email:
Work Ph

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Wed Aug 01 15:49:17 EDT 2007
Subject: RE: DaimlerChrysler Customer Assistance (KMM5018529I25261L0KM)
I really hate to hear Chrysler doesn't care enough to make the difference. Not one hour after reading this email my engine light came on (yet another new problem God only knows what this will be) not that Chrysler cares. I wasn't asking Chrysler to pick up the bill but to at least meet me half way with it. This would have cost Chrysler a few hundred dollars but the outcome would have when been praise and customer respect but given Chrysler's lack of concern I feel I will have to look toward Ford for my new truck costing Chrysler more than just a few hundred dollars it will now mean a loss of thousands.

I use to tell people how wonderful our Chrysler products were (given the fact I drive a town and country myself) but no more. From this point forward I will only speak of how when we needed help the most they turned their backs to us. I will tell others how they need to look somewhere else.

-----Original Message-----
From: customerassist [mailto:customerassist@daimlerchrysler.com]
Sent: Wednesday, August 01, 2007 1:55 PM
To: [redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM5018529I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center.

Your recent email was received and reviewed by the Customer Assistance Center.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Thank you again for your email.

Sincerely,

Josh
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16565611
EMAIL CASE NUMBER: 1784569
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5018529I

25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
My 2005 Town and Country is having everal electrical problems and is out of
warranty

Comments:
My 05 Chrysler Town and Country is having several electrical problems. My
van went out of warranty at 36,000 miles and now only having my van less
than two years I'm faced with high dollar repairs. I'm a repeat customer
and I plan on purchasing a dodge ram trk this winter. Me and my family
where headed out to eat on the 4th of July only to have the van stop
running on the highway I had to call other family to come and get the kids
and my wife because there were too many of us for the tow trk to pickup.
When the dealer checked the van it was the fuel sending unit and it was
showing we had gas when we didn't. Now the turn signals stopped working and
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shoot these problems and hope they get fixed. I will be dropping my van off
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do the right thing and step up to help resolve all my issues. I feel it's
Chryslers responsibility to take care of these issues once and for all!!!
No customer should have to go through what I've been going through. Having
a family I don't have extra money to throw at this van but at the same time
it's my family having to ride in this UNSAFE and UNRELIABLE VAN. Please put
your family in my place and see if you don't become as upset as I have.

VIN:
5R[redacted]
Mileage:
62447
Servicing Dealer:
Ringgold Dodge/Ringgold,GA
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Ringgold
State:
GA
Zip:
[redacted]
Email:
Work P

This message is for the designated recipient only and may contain privileged, proprietary
or otherwise private information. If you have received it in error, please notify the sender
immediately and delete the original. Any other use of the email by you is prohibited.

Dansk - Deutsch - Espanol - Francais - Italiano - Japanese - Nederlands - Norsk - Portuguese
Svenska: www.cardinalhealth.com/legal/email

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Aug 02 07:53:07 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Issues with 2005 Dodge Grand Caravan

Comments:

Is this normal for a 2005 Dodge Grand Caravan?
5 sets of rotors
5 sets of
front brake pads
2 sets of rear brake pads
Front calibuers
Master
Cylinder
Brake Booster
Serpentine Belt
Passenger Door Channel Cable
replaced 2 times
Replaced Headlamp switch

We are looking for an
explaination of why this keeps happening? We owned a 2002 Dodge Grand Caravan without ANY problem and upgraded for the NEW Stow and Go seating and got ALOT more than we bargained for. We are going to be in the market again real soon (we want to get rid of the headaches this van is causing us) and just wonder if all the newer Dodge's are made the same, or if we should look into other Makes at this point?
Sincerely,
[redacted]

Sender Information:

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

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Sat Aug 04 10:39:45 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Unhapppy with the wearing of the whole car

Comments:

---

recently my family was preparing to take a vacation, while my husband was changing the oil he noticed the oil in the transmission was a dirty black, the left front tire is wearing, there are rust spots on the inner door and under the hood , on occasions the headlights will not go on and when we got to our destination we had to replace the rotars and pads. When my husband, who is a mechanic took off the rotars it was discover that the car has the wrong pads on. We own two Chrysler vehicles and are glad to say the one that get the most use on a daily basis we have not had one problem with since buying. We previously owned a 1990 Voyager and I'll tell you I would still be driving that because we feel that it was much better car. Thank You - [redacted]

Sender Information:

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

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Tue Aug 07 19:37:59 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Lisa:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

I do show your vehicle is still within the manufacturer's warranty. It is recommended you have these issues addressed by your local dealership as the repairs for most of the issues you have reported should be covered by warranty. The only ones I can see that would not be are the brake pads and rotors (this warranty expired at 12 months or 12,000 miles) and the tires (they are covered by the tire manufacturer - Goodyear, 800-321-2136).

Our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer:

F10 - WINDSHIELD WIPER MOTOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local Chrysler dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

Sincerely,

Vivian

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16587806
EMAIL CASE NUMBER: 1790704
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5041091I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Unhapppy with the wearing of the whole car
Comments:
recently my family was preparing to take a vacation, while my husband was changing the oil he noticed the oil in the transmission was a dirty black, the left front tire is wearing, there are rust spots on the inner door and under the hood , on occasions the headlights will not go on and when we got to our destination we had to replace the rotars and pads. When my husband, who is a mechanic took off the rotars it was discover that the car has the wrong pads on. We own two Chrysler vehicles and are glad to say the one that get the most use on a daily basis we have not had one problem with since buying. We previously owned a 1990 Voyager and I'll tell you I would still be driving that because we feel that it was much better car. Thank You - [redacted]

VIN:
25[redacted]
Mileage:
15371
Servicing Dealer:

Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:

City:
bridgeport
State:
CT
Zip:
[redacted]
Email:
Home P

To: Iron Trail Motors
1301 South 17th Street
Virginia, MN 55792
218-741-2355

Daimler Chrysler Corporation
800 Chrysler Dr Ste 1001W
Auburn Hills, MI 48326
Phone: 248-576-5741

RECEIVED
AUG 0 8 2007
OWNER RELATIONS

From: [redacted]
Eveleth, MN [redacted]

Date: July 30, 2007

Re: 2005 Dodge Grand Caravan
VIN: 2D4GP44L05R[redacted]
Date of Purchase: May 3, 2005

Problem: Headlights go out while driving vehicle

This letter is to inform you that under the Minnesota Lemon Law (Minnesota Statutes, section 325F.665) in re to my 2005 Dodge Grand Caravan I hereby request either a replacement or a refund for this vehicle.

This vehicle has been brought to Duluth Dodge (4755 Miller Trunk Hwy Hermantown, MN 55811) on three occasions to have this problem fixed. They could not fix it. (December 5, 2005, December 12, 2005, and February 1, 2006)

I contacted Daimler Chrysler Corporation (November 5, 2006) in re to this problem.
I was told to bring it to another dealer. (Letter from Chrysler dated November 8, 2006. Reference Number: 15629023, E-mail Case Number: 1575910)

I brought the vehicle to Iron Trail Motors and they could not fix it either. (June 5, 2007)

This problem still exists. Most recently on July 19, 2007.

I am also requesting information on Chrysler's arbitration program.

[redacted]

cc: Iron Trail Motors
Daimler Chrysler Corporation

[redacted]
Eveleth, MN[redacted]

CERTIFIED MAIL™

7004 0550 0001 3013 7541

UNITED STATES POSTAL SERVICE

0000

48326

U.S. POSTAGE
PAID
EVELETH, MN
55734
JUL 30 '07
AMOUNT
$4.80
00048962-02

USA FIRST-CLASS FOREVER

RETURN RECEIPT REQUESTED

431-00-00

Daimler Chrysler Corporation
800 Chrysler Drive Ste 1001 W
Auburn Hills, MI
48326

ATTENTION: [redacted]

Reference #: 16602403

FAX #: [redacted]

8/11/07

To Whom It May Concern,

Yesterday, 8/8/07, I spoke with Ahmad at Chrysler Financial regarding a disputable matter concerning our 2005 Dodge Caravan.

Our vehicle was diagnosed as needing a headlight switch. The problem lies with the repair shop not recording the same symptoms that we had brought to their attention on two occasions over the past year (both times while the vehicle was under warranty).

Ahmad spoke with myself and David at Bergey's Chrysler in Franconia, PA. He concluded that we would pay for the bill, then be reimbursed minus a $25 deductible. This letter is attached to the fax.

Thank you.

Sincerely, [redacted]

AUG. 10. 2007 2:36PM NO. 320 P. 3

CHRYSLER Dodge Jeep

- SERVICE
- PARTS
- RENTALS
- AUTO BODY
- 24HR TOWING

Bergey's

CHRYSLER - JEEP - DODGE

SALES • SERVICE • PARTS
430 HARLEYSVILLE PIKE
FRANCONIA, PA. 18924

BERGEY'S AUTO BODY
3RD & HAMLIN AVENUE
TELFORD, PA. 18969

SERVICE: 215-721-3480
TOLL FREE: 1-877-BERGEY-5
AUTO BODY: 215-723-9050

HOME PHONE NO.	MOBILE PHONE/BEEPER NO.	WORK PHONE NO.	PURCHASE ORDER NO.	DATE	INVOICE NO.
[redacted]				08/09/2007	RR333869C

YEAR	MAKE	MODEL	LICENSE NO. - STATE	COLOR	VEHICLE SERIAL NUMBER
2005	DODGE	CARAVAN	FTT1177	LINEN GO	1D4GP25B55B[redacted]

102542 - CASH Del. date:
[redacted]
TELFORD, PA [redacted]

MILEAGE IN	SERV. ADVISOR	VEHICLE NO.
41,954	2483	

MILEAGE OUT	PARKING SPOT OUT	DUE DATE
41,954	A1	08/09/07

*** Repair order date: 08/09/2007

---------- Job# 1 ----------

LABOR:

Concern: CUSTOMER STATES THE HEADLIGHTS GO ON AND OFF WHILE DRIVING - INSTALL ORDERED SWITCH

Correction: REPLACE HEADLIGHT SWITCH 72.00

PARTS: Qty	Part number	Description	List price	Net	
1	CR1DW671J8AA	SWITCH	77.00	77.00	77.00

Total for Job# 1 149.00

---------- Job# 2 ----------

LABOR:

Concern: CUSTOMER STATES THE AIR BAG LIGHT IS STILL COMING ON - WE NEED TO SEE IF WE CAN DRIVE AND CATCH IT WHILE IT IS ACTIVE

Correction: SYSTEM NOT DIAGNOSED AT CUSTOMER'S REQUEST BODY COMPONENTS 0.00

TOTALS:

.....Total LABOR	72.00
.....Total PARTS	77.00
.....Sales Tax	8.94
Please pay this amount:	157.94

Customer Signature

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 express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

#1119-Cut

CUSTOMER COPY

Have there been complaints of headlights not coming on or turning off while your driving? This has been happening to my car + my mechanic could not find a problem.

0080130/#26209 / G09 PITTSBURGH

[redacted]

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) | Notification Code

5B[redacted] | G09

This servi[redacted]on my vehicle *(check one if applicable)*:

- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☒ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Nam[redacted]

Last Nam[redacted]

Street Ad[redacted]

City Scottdale

State PA Zip Code [redacted]

Email Address _____

GREG'S CAR CARE

We Fix Cars. Jesus Fixes Lives.

Greg and Kathy K... Owners
2.1 S. Broadway
Scottdale,
(724

CUST [redacted] DATE 6-18-07

NAME [redacted] PHONE NO. ( ) [redacted]

ADDR [redacted]

CITY [redacted] STATE

SOLD BY	CASH	CHECK	CHARGE	COD	ON ACCT.	PAID OUT	MDSE. RETD.

QUANTITY	DESCRIPTION	PRICE	AMOUNT
	9 ft. Air Bag Suspension		34 00
	Welding Bit		13 00
	Labor		80 00
			127 00
		Tax	7 62
			134 62
	Computer Check		45 00
			179 62
	ORIGINAL	Tax	2 70
	paid		182 32
		TAX	
Received by		TOTAL	

All claims and returned goods must be accompanied by this bill.

0001498

Thank You

PRINTED WITH SOY INK

GS-226-3

PRINTED IN U.S.A.

[redacted]

Scott. PA [redacted]

PITTSBURGH PA 152

24 JUL 2007 PM 1 T

Daimler Chrysler
PO Box 4639
Oak Ridge, TN
37831

RECEIVED JUL 27 2007

Atten: Reimbursement

SSZ1600T Customer Assistance System 08/31/07 A01TF873
CMD: Check Screen 14:42:20
Password:

==========

AC: CAIR: 16691552 83 Check #: St: A Ck 01 OF 01
Vin: 1C4GP45R15B[redacted] Cust: [redacted] Category: P Mail: X
Payee: [redacted]

Address [redacted]
Address2:
City/ST/Zip: KANSAS CITY MO [redacted] Country: USA
Submitted :
Approved : [redacted] 83
Sent to CAP : [redacted]
ISSUE Date :
Void :

Warr. Total:	52.58
CAIR Total:	0.00
Cumm. Total:	52.58
Current Check Total:	643.05

Reason Code Description 01 of 01
Lamps and Switches - Complete Failure

Emotion	Amount
3	643.05
	0.00
	0.00

==========

F13=InfoLkup F14=Primary F15= F16=VIN/CAIR F17= F18=AltFkey
F19=Reprchse F20= F21= F22= F23= F24=Print
Under limit; Check has been approved

PROGRAM: CSSI620Z-v01 Servicenet 2.0 PROGRAM DATE: 07/28/07
PART 01 OF 01 BILLING MONTH 07/07 TIME: 08:41

R E P A I R I N F O R M A T I O N

FMC/FLEET CODE : 28757
[redacted]
KANSAS CITY MO [redacted]

7

SERVICE DLR CODE : 60111
SHERWOOD CHRYSLER JEEP DODG
1915 NORTH SALISBURY BLVD.
SALISBURY MD 21801
PHONE : 410-548-4600

AUTHORIZATION #	RO #	DCX INVOICE	VIN	MILEAGE	REPAIR DATE
88812	401370	W 000701074	1C4GP45R15B[redacted]	55,206	2007-07-09

DRIVER NAME/PIN #	CLIENT #/SERVICE ID/CARD #	UNIT #
[redacted]		503646

REPAIR PROVIDED :CHECK ENGINE LIGHT CLEARED DTC CODES. HEADLAMPS INOP REMOV
E AND REPLACE CONTROL MODULE

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
[redacted]		MODULE	1	110.00

LOP	LOP DESCRIPTION	ATA CODE	LBR AMT
08190801	Electrical Module Module, front contr	034-004-192-03	168.30

TOTAL TAX: 5.50 TOTAL GROSS: 283.80 TOTAL CLAIM: 283.80

R E P A I R I N F O R M A T I O N

FMC/FLEET CODE : 28757
[redacted]
KANSAS CITY MO [redacted]

8

SERVICE DLR CODE : 42806
SHEPARD CHRYSLER DODGE
RTE 1 NEW COUNTY
ROCKLAND ME 04841
PHONE : 207-594-2154

AUTHORIZATION #	RO #	DCX INVOICE	VIN	MILEAGE	REPAIR DATE
88812	063548	W 000701070	1C4GP45R15E[redacted]	57,000	2007-07-19

DRIVER NAME/PIN #	CLIENT #/SERVICE ID/CARD #	UNIT #
[redacted]		503646

REPAIR PROVIDED :HEADLIGHTS AND FRT+REAR WASHERS INOPERATIVE.HAS A NEW FRON
T CONTROL MODULE 1 WEEK AGO.OK FOR A WEEK.

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
05102969AB		FUSE BOX	1	347.50

TOTAL TAX: 11.75 TOTAL GROSS: 359.25 TOTAL CLAIM: 359.25

643.05

Attn. Susan Chrysler Motor Corp

IN 03:14PM 9/19/07
OUT 05:36PM 9/14/07
24-HOUR DAY

ENTERPRISE LEASING COMPANY _A FLORIDA CORPORATION_
1239 HOMESTEAD RD N 239-369-6008
LEHIGH ACRES FL 33936-6003 3576
RENTAL TYPE D SOURCE DO3578 - 999

RENTAL AGREEMENT
D782286
PAGE 1 OF 1

UNIT 1
UNIT # SMH019
LIC# U162VV
MODEL GCAR
COLOR INF RED
IN 23412
OUT 23312
V# 2D4GP44L07R[redacted]

RENTER
[redacted] # 16708832
LEHIGH ACRES FL [redacted]
LOCAL:
(H) [redacted]

SUMMARY OF CHARGES
DAY = 24 HOUR PERIOD
MILES
NO CHARGE

5 DAYS @ 34.66 173.30

DR. LICENSE XXXXXXXX[redacted]
STATE FL EXPIRE 12/04/09
DOB 12/04/62 HT 5 3 WT
EYES BROWN HAIR BROWN
S.S.#
EMPLOYER

BILL TO Y CUST # 612689
GULF COAST DODGE
ATTN: LEE*MATTHEW*
15565 S. TAMIAMI TRAIL
FT. MYERS FL
239-482-2200 33908

VLF REC 1.70
5 DAYS DW @ 14.99 74.95
Damage Waiver

ADDITIONAL DRIVER
NO OTHER DRIVER PERMITTED

CLAIM INFO
POL/CLAIM/PO#
RO497229/122077
INSURED

LOSS DATE
THEFT ACCIDENT

TYPE CAR
DOVAN FWD

SHOP GULFCOAST DO
PHONE 239-482-2200
NAME

PERMISSION TO LEAVE STATE
YES NO X

CUSTOMER SIGNATURE ON FILE

PAYMENT INFORMATION

AMOUNT	PD.BY	TYPE	DATE	AUTH
50.00	VISA	SALE	9/14/07	063837
50.00	VISA	SALE	9/17/07	041298
25.05-	VISA	RFND	9/19/07	

CLOSED TICKET PAYMENT INFO

TOTAL CHARGES 249.95
DEPOSITS 100.00
REFUND 25.05-

BILL TO CUST 612689 175.00

OPENED BY #790DY RYAN C POISSANT
CLOSED BY #896DX WHITNEY R TILKA
15461 S TAMIAMI TRL
FORT MYERS FL 33908-4230
239-482-0998

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Sep 18 14:16:33 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Problems with my Dodge Grand Caravan

Comments:

Have had problems with dash board lights flashing, head lights flashing, radio popping, etc. Dealer is refusing to help. Have had these problems since February when I bought the car. Finally was sent to Glen Polk in Gainesville, TX. Found out the vehicle has been in a wreck. Received the vehicle back in 6 weeks and now the problem is worse. Please help.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Sep 26 09:30:45 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Dodge Customer Assistance Center regarding the dash board light issue you are experiencing with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Bethanie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16748056
EMAIL CASE NUMBER: 1831713
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5164286I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Problems with my Dodge Grand Caravan
Comments:
Have had problems with dash board lights flashing, head lights flashing, radio popping, etc. Dealer is refusing to help. Have had these problems since February when I bought the car. Finally was sent to Glen Polk in Gainesville, TX. Found out the vehicle has been in a wreck. Received the vehicle back in 6 weeks and now the problem is worse. Please help.

VIN:
5B[redacted]
Mileage:
37000

Servicing Dealer:
Clay Cooley Chevrolet
Title:
[redacted]
First [redacted]
Middle [redacted]
Last N [redacted]
Addres [redacted]
Address 2:
City:
healdton
State:
OK
Zip: [redacted]
Email: [redacted]
Home [redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Oct 22 01:49:21 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Van has been jerky, lights dim and flicker, had parts changed, nothing helped

Comments:

I have a 2004 Dodge Caravan. I have had it for 2 years. It has a 3.0 motor and 104,000 miles on it. For the past 2 months my van has had many problems. While driving down the road the radio will pop and the van will slightly jerk. Then the head lights dim and any interior lights will flicker, including the milage and other lights on the dashboard. Then the gauges will bounce back and forth non stop, from the lowest point to the highest. When this first started happening I noticed if I accelorated above 40mph the gauges would quit bouncing but nothing else would. This would continue unless I pulled over on the side of the road and sit for a few minutes. After sitting I would start my van and everything would be fine unless I droves for a few more miles. So I thought it was the alternator. I got that switched but nothing stopped. During all of this frustration my A.C. quit blowing so I had to get the front A.C. part changed. Since then it has not worked properly. I have taken it to the best car repair places in town and they are confused. If you know what is wrong please let me know. Thank you.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Oct 22 16:56:14 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center regarding the electrical issue in your 2004 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 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 our 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.

Also, our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer:

G09 05 RS IMPACT SENSOR

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thank you again for your email.

Sincerely,

Alex

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16859450
EMAIL CASE NUMBER: 1855343
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5224881I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Van has been jerky, lights dim and flicker, had parts changed, nothing helped

Comments:
I have a 2004 Dodge Caravan. I have had it for 2 years. It has a 3.0 motor and 104,000 miles on it. For the past 2 months my van has had many problems. While driving down the road the radio will pop and the van will slightly jerk. Then the head lights dim and any interior lights will flicker, including the milage and other lights on the dashboard. Then the gauges will bounce back and forth non stop, from the lowest point to the highest. When this first started happening I noticed if I accelorated above 40mph the gauges would quit bouncing but nothing else would. This would continue unless I pulled over on the side of the road and sit for a few minutes. After sitting I would start my van and everything would be fine unless I droves for a few more miles. So I thought it was the alternator. I got that switched but nothing stopped. During all of this frustration my A.C. quit blowing so I had to get the front A.C. part changed. Since then it has not worked properly. I have taken it to the best car repair places in town and they are confused. If you know what is wrong please let me know. Thank you.

VIN:
5R[redacted]
Mileage:
104000
Servicing Dealer:
Jackboro hwy W.F, TX
Title:

First Name:
[redacted]
Middle
Last N
Addres
Addres

City:
Iowa Park
State:
TX
Zip:
[redacted]
Email:
Home Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Oct 31 15:32:21 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Dealership unable to fix warranty issue.

Comments:

Intermittently the head lights will not work and passenger window will not work. After several visits the dealership is unable to replicate the problem. What can you do to solve this problem?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Sat Nov 03 12:58:38 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear Bob:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2005 Chrysler Town and 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 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.

Thanks again for your email.

Sincerely,

Jessica

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16895204
EMAIL CASE NUMBER: 1862688
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5252172I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Dealership unable to fix warranty issue.
Comments:
Intermittently the head lights will not work and passenger window will not work. After several visits the dealership is unable to replicate the problem. What can you do to solve this problem?

VIN:
5R[redacted]
Mileage:
28000
Servicing Dealer:
Puyallup Chrysler

Title:

First [redacted]

Middle

Last N

Addres

Addres

City:

Sumner

State:

WA

Zip:

Email:

Work P

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Oct 31 20:54:31 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Certified vehicle cannot be fixed
Comments:

To whom it may concern:

We purchased a certified used Town and Country
van in January 2007 from Lithia Centennial Chrysler in Centennial, CO. When
we purchased the van, there were a few problems that needed to be
addressed. The driver=92s side window would not roll up or down. After we
bought it and drove it for a few days we noticed that the driver's side
sliding door squeaked. There was a humming sound in the front right when
turning right. We took the van in a week after purchase and the service
department determined that the driver side window worked fine. We picked it
up and the window now rolled down (service didn=92t find a problem - yet th=
e
sales person pointed it out to us when we looked at it). The humm noise was
due to a brake and they greased the door. We have had the van in a couple
of times to fix the humm sound and squeaking in the door - it still does
both.

The major issue is the following all occurs simultaneously while
driving down the road or sitting at an idle while the vehicle is running:
The ABS, Brake, etc lights come on the dashboard come on while driving down
the road. All of the gauges go from one extreme to the other. The
ventilation system will die out. The radio shuts off. The headlights
flicker. On occasion the vehicle will stall. We have had the vehicle in 8
times for this and just took it in again. We have been more than patient in
order to get this fixed. When we got the vehicle back after the "1st fix"
and being in the shop for well over a week, half a tank of gas was gone.
They did not replace any of the fuel. It costs about $50 to fill the fuel
tank. I have been in constant contact with the GM and Service Manager, but
the problem cannot be fixed. Chrysler is now sending an engineer out to try
and fix the problem. We purchased this as a Certified vehicle thinking it
would be a reliable vehicle for years to come. Because of all of these
issues, we have lost a significant amount of income due to missed work from
dropping it off and picking it up and waiting for loaners. Through all of
these visits to the service department, I have not received a single survey
on how my experience was. This is a 5 Star Dealer why wouldn't I get a
single survey out of all of these visits. We also rented a van for our
summer vacation because the van was not reliable ($500 expense). These
extra expenses and frustration is not sitting well with my experience of a
Chrysler product. I asked the GM to find a replacement and compensate me
for my monetary losses (as he agreed they do not know how to fix this
issue) - he told me that he would work on a trade minus depreciation of my
vehicle. I would not be looking for another vehicle if this Cerified
vehicle was reliable, thus I find this unacceptable. What is Chrysler going
to do to rectify this situation? I purchased a Certified vehicle that
Chrysler cannot fix and I don't feel as though I am being treated as an

appreciated customer.=20

=20
[redacted]
Aurora, CO

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Nov 01 14:40:11 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear Mark:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Town and Country concerning not being able to get vehicle fixed.

I do apologize for any inconvenience that this has been causing you. I did call Lithia and speak to Orlando, who stated to me that you picked up the vehicle on Saturday and that it was fixed. If you are still having problems with your vehicle please feel free to contact us again, either by email or telephone 1-800-992-1997 Monday thru Friday 8:00 am to 5:30 pm.

Thank you again for your email.

Sincerely,

Stephanie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16896016
EMAIL CASE NUMBER: 1862908
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5248417I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Nov 05 19:19:34 EST 2007
Subject: Re: Chrysler LLC Customer Assistance (KMM5248417I25261L0KM)
Stephanie -

I'll call you tomorrow. We did take the vehicle in again and Lithia performed some work. We have had it in 9 times now for the same issue - after picking up the vehicle on Saturday, it is still having the same problem. I would like Chrysler to step in and help me out. The Chrysler engineer was on site to help, but the problem still exists.

[redacted]

>From: customerassist <customerassist@chrysler.com>
>To: [redacted]
>Subject: Re: Chrysler LLC Customer Assistance (KMM5248417I25261L0KM)
>Date: Mon, 5 Nov 2007 13:36:54 -0500 (EST)
>
>Dear [redacted]
>
>Thank you for contacting the Chrysler Customer Assistance Center
>regarding your 2005 Town and Country concerning not being able to get
>vehicle fixed.
>
>I do apologize for any inconvenience that this has been causing you. I
>did call Lithia and speak to Orlando, who stated to me that you picked
>up the vehicle on Saturday and that it was fixed. If you are still
>having problems with your vehicle please feel free to contact us again,
>either by email or telephone 1-800-992-1997 Monday thru Friday 8:00 am
>to 5:30 pm.
>
>Thank you again for your email.
>
>Sincerely,
>
>Stephanie
>
>Senior Staff Representative
>Chrysler Customer Assistance Center
>
>For any future communications related to this email, please refer to the
>following information:
>REFERENCE NUMBER: 16896016
>EMAIL CASE NUMBER: 1862908
>REPLY LINK:
>http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5248417I25261L0
KM&
>
>
>

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 09 00:23:45 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

All lights strobe when heated seats are on

Comments:

When we use the heated seats in our van, all lights strobe (dash, headlights, interior). This has happened since we bought the van new. The dealer stated this was acceptable behavior and known to Chrysler. Because I don't drive her van much, I wasn't bothered by it. But when I recently drove it at night with both the heated seats on, the dash light strobing was very irritating. This can't be "acceptable" behavior. In fact, this could be considered dangerous. Please let me know what the fix is for this problem.

Thanx!

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jan 11 10:18:25 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Edward:

Thank you for contacting the Chrysler Customer Assistance Center regarding your lights.

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 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 Customer Service Representatives.

Thank you again for your email.

Sincerely,

Stephanie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17099819
EMAIL CASE NUMBER: 1917225
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5421687I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 11 02:50:20 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

COMPLAINT

Comments:

I am writing regarding the complete unsatisfaction of your product. I had purchased this van from the dealer just over 3 years ago, and it has been the worst purchase I have EVER made. From day one we had nothing but problems!Nothing was ever fixed properly dispite all of my wife's efforts and various places we have attempted to have our problems corrected at. We have (still is more like the word) experienced a rather loud "clunking" coming from the front passenger wheel area. After SEVERAL attempts of getting it corrected (especially while under warranty) we were told if we want it solved to "TURN UP THE RADIO!" The headlights will not come on at times or while driving will go off. Couldn't be fixed because they "could not duplicate" what was happening! We have had to replace a few items that we should not have placed for a car that was less than 2 years old. This is the first car out of several that my wife or I have owned that we cannot seem to keep brakes and tires on. Dare I mention that it has more rust on it than my nephews 1990-something first car purchase? Also last winter, the driver side window fell of track. Took it to a DODGE dealer. When they fixed it, the handle on the door is now screwed up. If you open the door from the inside, you have to manually press the handle back to it's normal resting place for the door to shut properly. Good bye to valet parking, they can't seem to shut a door without doing the "extra required step" that is needed.

Finally, after 3 years of complete unhappiness, we decided, by the advice of a friend to complete a carfax report. It came back clean, but I am truly convinced otherwise.

I must say, due to the experience that we had over this cursed van, we will never purchase another Dodge or other related vechiles from your company again. I will be telling everyone who will listen of our bad experience. Perhaps they will listen since the certified mechanics do not seem to and the dealer is only good for the sale of the car and not the service.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 15 12:27:41 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Eric:

Thank you for contacting theDodge Customer Assistance Center regarding the issues you have had with your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your 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 develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

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

Recall Campaign # G09 05 RS IMPACT SENSOR

Please contact your local authorized Dodge dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email.

Sincerely,

Mark Cooper

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17109587
EMAIL CASE NUMBER: 1919192
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5431448I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
COMPLAINT
Comments:
I am writing regarding the complete unsatisfaction of your product. I had purchased this van from the dealer just over 3 years ago, and it has been the worst purchase I have EVER made. From day one we had nothing but problems!Nothing was ever fixed properly dispite all of my wife's efforts and various places we have attempted to have our problems corrected at. We have (still is more like the word) experienced a rather loud "clunking" coming from the front passenger wheel area. After SEVERAL attempts of getting it corrected (especially while under warranty) we were told if we want it solved to "TURN UP THE RADIO!" The headlights will not come on at times or while driving will go off. Couldn't be fixed because they "could not duplicate" what was happening! We have had to replace a few items that we should not have placed for a car that was less than 2 years old. This is the first car out of several that my wife or I have owned that we cannot seem to keep brakes and tires on. Dare I mention that it has more rust on it than my nephews 1990-something first car purchase? Also last winter, the driver side window fell of track. Took it to a DODGE dealer. When they fixed it, the handle on the door is now screwed up. If you open the door from the inside, you have to manually press the handle back to it's normal resting place for the door to shut properly. Good bye to valet parking, they can't seem to shut a door without doing the "extra required step" that is needed. Finally, after 3 years of complete unhappiness, we decided, by the advice of a friend to complete a carfax report. It came back clean, but I am truly convinced otherwise. I must say, due to the experience that we had over this cursed van, we will never purchase another Dodge or other related vechiles from your company again. I will be telling everyone who will listen of our bad experience. Perhaps they will listen since the certified mechanics do not seem to and the dealer is only good for the sale of the car and not the service.

VIN:
5B[redacted]
Mileage:
74000
Servicing Dealer:
Eastgate Dodge
Title:
[redacted]
First
Middle
Last N
Addres
Addres
City:

Mount Pleasant
State:
PA
Zip:
Email:
Home P

COMPLAINT INFORMATION:

BBB Case # 5898309 - Chrysler

Customer Information:

[redacted]
East Alton ,IL, [redacted]

Daytime Phone -
Evening Phone -
Fax -
E-mail - [redacted]

The details of the consumer's complaint are:

Complaint Involves:

Customer's Statement of the Problem:

Car Make: dodge
Car Model: Voyager
Vin Number: 1d4gp25r95b[redacted]

Dealer information:
Name: damlier chrysler
Address:
Postal Code:
City:
State:

Dealer Seller:

Name:
Address:
Postal Code:
City:
State:

Issue 1:door locks inop-nationwide problem!!!!
Issue 2:
Issue 3:
Issue 4:
Issue 5:
Issue 6:
Issue 7:
Issue 8:
Issue 9:
Issue 10:

Complaint Background:

Product/Service:
Purchase Date:
Problem Occurred:
Talked to Company:

Name of Salesperson:

Purchase Price:

Disputed Amount:

Desired Settlement:

I asked Dodge to update my BCM(which is a common problem and should have been done under warranty). i took van in while under warranty for this problem.....and was told my alarm system was the fault. I have to take van apart.and figure it out myself. Contacted several dodge mechanics via internet.....and found this to be a defect in 2005 vans. Dodge should fix the problem.....since its a safety problem as well.

Privacy Policy Trademarks Terms of Use

What Do I Do Next?

The Better Business Bureau is awaiting your initial response with regard to this complaint.

In the meantime:

Respond to this complaint

For more detail on these choices, **click here**.

The BBB has received a complaint about your business

Sent Via:	Email (ODR)
From:	BBB of Detroit & Eastern Michigan
To:	Joe Warne, Correspondence Supe
To Email:	**Joe Warne, Correspondence Supe**
Subject:	The BBB has received a complaint about your business
Date Sent:	1/18/2008
Attachments:	

Click here for printer friendly version

01/18/2008

Dear Representative of Chrysler:

The Better Business Bureau received a complaint about your business. The complaint was submitted on 1/4/2008 1:48:11 PM and was assigned an ID of 5898309. The consumer's information appears below:

To respond to this complaint simply click on the "**Respond to this Complaint**", link located on the left, when you are ready to answer.

Please review this information and respond within the next Seven calendar days.

Regards,

Constance Stevens
The Better Business Bureau

January 29, 2008

Better Business Bureau
Ms. Constance Stevens
Fax: 248-644-5026

RE: # 5898309[redacted]
CAIR: 17144017

Dear Ms. Stevens:

Thank you for referring the customer's concerns with her 2005 Dodge Caravan.

After reviewing the customer's concerns, I contacted him and spoke to his wife. I had requested they fax in a copy of the repair order for the repair to the door locks. The customer returned and left me a voice mail message, indicating he did not want to deal with Chrysler, LLC, regarding this. I contacted the Service Department of the dealer who repaired the vehicle, Alton Dodge, who faxed me a copy of the receipt. As a goodwill gesture to the customer, we did reimburse him the $45.00 cost for the final repair. The customer should be receiving this check shortly.

Thank you for writing and allowing us the opportunity to review the customer's concern.

Sincerely,

Maggie
Senior Staff

MG/kat

Alton Dodge
www.davemungenast.com
350 Homer Adams Parkway
ALTON, ILLINOIS 62002
(618) 465-7766
St. Louis Toll Free 355-1121

0301IDOCS156458

CELL: 541-8802

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
22258	CHRIS DESHERLIA 9059	894	01/17/08	DOCS156458

[redacted]
SOUTH ROXANA, IL [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		41,574	BLUE/	

YEAR / MAKE / MODEL: 05/DODGE/CARAVAN
DELIVERY DATE / DELIVERY MILES
VEHICLE I.D NO.: 1 D 4 G P 2 5 R 9 5 B [redacted]
SELLING DEALER NO. / PRODUCTION DATE
F. T. E. NO. / P.O. [redacted] R.O. DATE: 01/17/08
[redacted] BUSINESS PHONE
COMMENTS

LABOR & PARTS
J# 1 09002 BODY/ELECT DODGE HOURS: TECH(S): 9017 45.00
PERFORM BULLITEN FOR DOOR LOCKS INOP #08-040-04
.5HR CP
PERFORMED COMPUTER ENHANCEMENT

JOB # 1 TOTAL LABOR & PARTS 45.00

COMMENTS
WAITER

TOTALS

THANK YOU FOR VISITING ALTON TOYOTA / DODGE FOR YOUR SERVICE NEEDS. OUR GOAL IS 100% CUSTOMER SATISFACTION. IF FOR ANY REASON YOU FEEL WE HAVE NOT EXCEEDED YOUR EXPECTATIONS ON THIS VISIT, PLEASE CONTACT ANY OF OUR SERVICE MANAGEMENT TEAM SO WE MAY ADDRESS YOUR CONCERNS IMMEDIATELY. WE HOPE YOU ENJOY OUR NEW DRIVE-IN SERVICE ENTRANCE FOR YOUR CONVENIENCE AND COMFORT.

TOTAL LABOR....	45.00
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 $	**45.00**

CUSTOMER SIGNATURE

**********DUPLICATE INVOICE**********

DISCLAIMER OF WARRANTIES
THE SELLER, HEREBY EXPRESSLY 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 VEHICLE.

SHOP SALES
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4000 MILES FROM DATE OF WORK

PARTS SALES
NO RETURNS ON ELECTRICAL COMPONENTS
NO RETURNS AFTER 10 DAYS
NO RETURNS ON SPECIAL ORDERS
20% HANDLING CHARGE ON ALL RETURNS

NO CLAIMS WITHOUT THIS INVOICE

I want to thank you for bringing your automobile to us for service.

Sincerely,
Dave Mungenast, Sr.

St. Louis Acura
13720 Manchester Road
St. Louis, MO 63011
314-822-2872
www.stlouisacura.com

St. Louis Honda
5939 South Lindbergh Blvd.
St. Louis, MO 63123
314-894-1330
www.stlhonda.com

Alton Dodge
350 Homer Adams Pkwy.
Alton, IL 62002
314-355-1121
www.davemungenast.com

Lexus of St. Louis
13990 Manchester Road
St. Louis, MO 63011
314-822-7681
www.lexusstlouis.com

North County Hyundai
3917 Dunn Road
St. Louis, MO 63042
314-731-HYUNDAI (4986)

Reynolds and Reynolds 8F4LZRKNE DC1R8003-Q (11/07)
BF1605 Q (11/07)

From: [redacted]
To: customerassist@chrysler.com
Date: Sat Jan 26 15:19:27 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

problems with my vehicle

Comments:

---

i have tried to call your customer service department with no help.i am at my wits end with this company.i have had so many problems with my van that i want to trade it in for a ford or chevy!i have had headlight switch replaced,2 airbag sensors replaced,ball joints,sliding door problem,brake problem oxygen sensor,now i had to pay 300 dollars to fix sway bar linkage and bushings that the dealer told me was the problem and so i took it elsewhere and had that replaced along with tie rod ends and it still makes the noise.i am tired fo it i will never buy a dodge again and will inform everyone else not to either.is there anything you can help me with?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 28 14:37:49 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Brenda:

Thank you for contacting the Chrysler Customer Assistance Center.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thank you again for your email.

Sincerely,

Josh

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17160702
EMAIL CASE NUMBER: 1931388
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5464318I25261L0KM&

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 31 10:02:37 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Candyce:

Thank you for contacting the Chrysler Customer Assistance Center regarding headlight issues.

We are very sorry to learn of your dissatisfaction with the handling of your Town and Country's service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction but hope you will understand our position.

Thanks again for your email.

Sincerely,

Leslie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17174953
EMAIL CASE NUMBER: 1934815
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5472651I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 30 21:24:39 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Headlights fail 2 times conditions appear it will be a third time

Comments:

At 11,ooo miles my headlights failed. The dash switch was replaced. At 34,ooo miles it failed again..and was replaced again. I now have 42,000 miles and indications are present that it is going to fail again. Classic has been unable to determine a cause of this continuing hazard as they can not duplicate it in the shop.We have to wait for the part to fail. I would like to speak with a Chrysler representative to resolve this issue as I plan to keep the vehicle. There must be a logical resolution for this continuing problem.
Thank you for any assistance that you can offer for
this frustrating and dangerous situation.
[redacted]

Sender Information:

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

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Feb 04 08:29:13 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

My headlights blink and sometimes do not come on when I turn the switch on.

Comments:

The service department cannot find anything wrong with my lights so they want to change the switch, which they did once already in 2006. This seems to be a patch job, doing something just to say you did it. Can you tell me or maybe them any more information?

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Feb 05 15:05:04 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Donna:

Thank you for contacting the Chrysler Customer Assistance Center regarding the electrical issue with your 2005 Dodge Grand Caravan.

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 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 Customer Service Representatives.

Thanks again for your email.

Sincerely,

Karrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17186039
EMAIL CASE NUMBER: 1937440
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5483975I25261L0KM&

DOWS227085

VANDE HEY BRANTMEIER DUCHOW CENTRAL GARAGE OF CHILTON INC.

P.O. BOX 327 CHILTON, WI 53014
(920) 849-9301 1-800-234-3664

DODGE Jeep

DOWS227085

CAIR #172816066

CUSTOMER No.	ADVISOR	TAG No.	INVOICE DATE	INVOICE No.
253630	ROBERT D SALZMAN 1222		12/18/07	DOWS227085
[redacted]	LABOR RATE / LICENSE No. [redacted]	MILEAGE 26,037	COLOR INFERNO RED	STOCK No.
CHILTON, WI [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		DELIVERY DATE 10/29/04	DELIVERY MILES 114
	VEHICLE I.D. No. 2 C 4 G P 4 4 R 5 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE 03/23/04
	F. T. E. No.	P.O. No.	R.O. DATE 12/17/07	
[redacted]	COMMENTS			MO: 26038

LABOR & PARTS----------
J# 1 08CHZ ELECTRICAL HOURS: TECH(S):951 0.00

08-80-36-01
UC .30

CK AND ADVISE- THE VEHICLES PARKING LIGHTS COME ON AT TIMES
BY THEMSELVES AND STAY ON FOR AWHILE AND THEN TURN OFF AGAIN
. LAST TIME IT HAPPENED WAS SATURDAY NIGHT. ALSO AFTER
VEH IS SHUT OFF AND KEYS REMOVED, IF OPEN DOOR THE VEH
MAKES A DINGING SOUND LIKE THE KEYS ARE STILL IN THE
IGNITION. THIS HAPPENED SUNDAY EVENING.
FOUND THE HEADLIGHT SWITCH IS NOT ALWAYS TURNING OFF. STICKS
AT 2.3 VOLTS AT TIMES. VEH NEEDS A HEADLIGHT SWITCH.
REPLACED THE HEADLIGHT SWITCH, VERIFIED REPAIR. 22.95

PARTS------	QTY---	FP-NUMBER----------	DESCRIPTION--------	U/COST--	E/COST--	U/PRICE	
JOB # 1	1	ZL671J8-AC	SWITCH LIGHT	29.00	29.00	40.60	40.60
			JOB # 1 COST TOTAL		29.00		
			JOB # 1 TOTAL PARTS				40.60
			JOB # 1 TOTAL LABOR & PARTS				40.60

COMMENTS----------
CONTACT H 849-2031, W 849-7498

R/O TAX	0.00
R/O TOTALS	40.60

63.55 TOTAL

CLAIM TOTALS	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Lighting control switch & bezel

APPROVED BY SIGNATURE

********** PRE-INVOICE **********

INTERNAL
Dale Schlitt 12-18-07

~~#22159401~~
Sch 4015 1/19/08

12-20-07
need auth goodwill
~~waiving deductible~~
requires auth

 ACCOUNTING COPY-W [END OF INVOICE] 08:18am

FedEx Kinko's
Office and Print Services

FedEx Kinko's
5755 Peach Street
Erie, Pennsylvania 16509
Telephone:(814) 866-5679
Fax:(814) 866-0478

Fax Cover Sheet

Date MARCH 11, 2008

Number of pages (including cover page) 3

To:
Name MIKE BROZOWSKI
Company CHRYSLER
Telephone
Fax 248 512 8084

From: [redacted]
Name
Compa
Telepho

Comments

173096851 file #

More than 1,200 locations worldwide. For the location nearest you, call 1-800-2-KINKOS. Visit our website at fedexkinkos.com.

Fairview Chrysler Jeep Inc.

LEGENDARY SERVICE SINCE 1920

NEW & USED CAR SALES • MOPAR PARTS

P.O. #D 7589 West Ridge Road
Fairview, PA 16415

Phone
474-5551

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
7894	LIZ 67	547	03/11/08	CHCS68163

[redacted]	LABOR RATE / [redacted]	MILEAGE 32,271	COLOR GOLD/	STOCK NO.
ERIE, PA [redacted]	YEAR / MAKE / MODEL 05/DODGE/GR CARAVAN		DELIVERY DATE 02/18/05	DELIVERY MILES
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L 5 5 R [redacted]		SELLING DEALER NO. TRANSIT	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/10/08	
[redacted]	COMMENTS E# 50.00 DED			

JOB# 1 CHARGES

LABOR

JOB# 26CHZ MISC MAINTENANCE TECH(S):15

DEDUCTIBLE FROM RO 68158
TRY HEADLAMP SWITCH, BUT COULD NOT ACTUALLY GET TO
ACT UP, DOES HAVE AFTERMARKET REMOTE WHHICH COULD
CAUSE PROBLEMS WITH THE ELECTRICAL SYSTEM

MISC	CODE	DESCRIPTION	CONTROL NO	
	W6	CHRY CUSTOMER DEDUCT	68158	50.00
			TOTAL - MISC	50.00

JOB# 1 TOTALS

MISC	50.00
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	50.00

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	50.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.00
TOTAL INVOICE $	**53.00**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

PAGE 1 OF 1 CUSTOMER COPY (END OF INVOICE] 03:58pm

Fairview Chrysler Jeep Inc.

LEGENDARY SERVICE SINCE 1920

NEW & USED CAR SALES • MOPAR PARTS

P.O. #D 7589 West Ridge Road
Fairview, PA 16415

Phone
474-5551

CUSTOMER NO. 7894	ADVISOR LIZ	TAG NO. 67 547	INVOICE DATE 03/11/08	INVOICE NO CHCS68158
[redacted] ERIE, PA [redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 32,271	COLOR GOLD/	STOCK NO.
	YEAR / MAKE / MODEL 05/DODGE/GR CARAVAN		DELIVERY DATE 02/18/05	DELIVERY MILES
	VEHICLE I.D. NO 2 D 4 G P 4 4 L 5 5 R [redacted]		SELLING DEALER NO. TRANSIT	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/10/08	
[redacted]	COMMENTS E# 50.00 DED			

JOB# 1 CHARGES

LABOR

JOB#	OPCODE	DESCRIPTION	TECH(S)	WARRANTY
1	08GHZ	ELECTRICAL	15	

CUSTOMER STATES THAT THE HEADLAMPS WON'T TURN ON, HAVE TO
MESS WITH THE SWITCH TO GET THEM TO COME ON
INTERMINT. DOES NOT WORK
REPLACED HEADLAMP SWITCH
LABOR OP 08803601
EXT. CONTRACT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		ZL651J8-AE	SWITCH LI B053003		
				TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	W4	CHYS SERV CONT	68163	
			TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

TOTALS

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**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

Thank You!

Received Date

3/11/08

Posted date
3/7/08
Last Name
[redacted]

VIN (LAST 8 DIGITS)
5B[redacted]

C A I R #
17294511

March 8, 2008

Chrysler Customer Service
P.O. Box 21-8004
Auburn Hills, Michigan

In re: Head Light Switch Defect
17294511

Dear Sir:

We purchased a Town + Country Chrysler Van Nov 2005 and are very pleased with it except the past month every time we hit a bump the parking lights come on. We took it back to the Chrysler Dealer in which time we found out the "switch lightning Control" was defective and needed replaced for which "Krebs Chrysler" took care of. We feel because of the low milage it should be covered. They told us to write to you. Enclose is a copy of the repairs we had done. We have been Jeep and Chrysler owners for years and would appreciate anything you can do for us.

Sincerely,
John H Zang

[redacted]

CHRYSLER Jeep

Krebs Chrysler Jeep Inc.
1015 William Flynn Hwy., Rte 8
Glenshaw, PA 15116
(Greater Pittsburgh Area)

Visit our Website at
www.krebschryslerjeep.com
e-mail: krebscj@nauticom.net

[redacted]
PITTSBURGH, PA [redacted]

SERVICE ADVISOR JAMES J POTTER

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
04MAR08	06MAR08		1C4GP45R75E[redacted]	11957	T1699		06MAR08	153079

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:13	10:38	05	CHRYSLER TOWN AND CO[redacted]		73.00	01JAN05	54	54

MILEAGE IN	MILEAGE OUT	LICENSE NO.
29265	29265	[redacted]

A PARKING LIGHTS FLASH WHEN HITTING BUMPS						
08 INSTALL HEADLIGHT SWITCH						
	722	CPC	1.00	73.00	73.00	
1 1DW671J8AA						
SWITCH-LIGHTING CONTROL			70.00	70.00	70.00	

FIVE STAR

CHRYSLER Jeep SERVICE

STICK WITH THE SPECIALISTS

Paid by check

WE APPRECIATE YOUR BUSINESS*
CALL FOR YOUR NEXT APPOINTMENT

SERVICE HOTLINE (412) 486-0112
kcjservice@nauticom.net

SALES (412) 486-2500

HOURS OF OPERATION
SERVICE & PARTS
Mon, Tue, Wed - 8:00 AM to 6:00 PM
Thur - 8:00 AM to 9:00 PM
Fri - 8:00 AM to 5:00 PM

SALES
Mon thru Thur - 9:00 AM to 9:00 PM
Fri and Sat - 9:00 AM to 5:00 PM

EARLY BIRD DROP OFF AVAILABLE
SHUTTLE SERVICE AVAILABLE
RENTAL CARS AVAILABLE

We employ Technicians certified by National Institute for AUTOMOTIVE SERVICE EXCELLENCE
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SERVICE ISN'T JUST OUR BUSINESS, IT'S OUR COMMITMENT TO YOU!

WE RECYCLE
WE CARE
We Use Safety-Kleen's Environmental Services

DESCRIPTION	TOTALS
LABOR AMOUNT	73.00
PARTS AMOUNT	70.00
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	143.00
LESS	0.00
SALES TAX	10.01
PLEASE PAY THIS AMOUNT	153.01

FOR CASHIER'S USE AND INITIALS
1. I.D. CHECK ☐
2. PAYMENT MADE BY: AMOUNT
CASH ☐
CHECK ☐
CREDIT CARD ☐
TYPE OF CREDIT CARD
HOUSE CHARGE ☐

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 express 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.

AUTHORIZED BY DATE

SEE CLEARLY WITH A NEW SET OF WIPER BLADES
ARE YOUR TIRES READY FOR WINTER DRIVING?
FULL LINE OF ACCESSORIES TO PROTECT YOUR VEHICLE FROM THE WINTER WEATHER.

EXPLANATION OF REPAIRS AND CHARGES REVIEWED WITH CUSTOMER _____

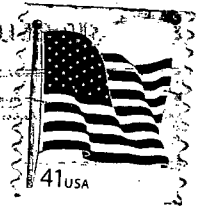
SERVICE CONTRACT

POLICY NO.	APPROVAL NO.	AMT. $
DEDUCTIBLE	COVERAGE	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY

[redacted]
Pittsburgh, PA



Chrysler Customer Service
P.O. Box 21-8004
Auburn Hills, Michigan
48321-8004

48321+8004

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Apr 01 20:15:50 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

There is an electrical issue with my van that the dealership cannot fix.

Comments:

For the past 10,000 miles, my van has been experiencing an electrical issue that the dealership cannot fix. The dealership manager stated that al parts that should be effecting this issue have been replaced and they do not know what else to do. The issue is the following: While driving or parked, the dash lights flicker, my head lights flicker, the dials go up and down (not relative to its function), the air will turn on (when the air is turned off), the passanger airbag light will turn on and off (so I don't know when it is really functional), the radio will turn off while listening to it, the gas gauge is not accurate, etc. The issues started when the vehcile still had the original warranty on it (even though we still have the extended warranty in effect.) How do we correct this issue? Please help.
Thank you!!!

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 02 16:08:41 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Debora,

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We regret the problem your vehicle has experienced 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.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized 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 our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

As you have been working with an authorized dealership but the problem not yet resolved, seeking a second opinion from a different dealer may be a viable option. Given below are the few authorized Chrysler Dealers in your vicinity:

Darner Chrysler Jeep
837 West Main Street
Mesa, AZ 85201-7194
Phone: 480-969-7311

Earnhardt?s Chrysler Jeep
577 E Baseline Rd
Tempe, AZ 85283-1252
Phone: 480-345-7700

Power Chrysler Jeep
6460 E McDowell Rd
Scottsdale, AZ 85257
Phone: 480-994-4999

Thank you again for your email. We appreciate you and your business.

Sincerely,

Sam Johnson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17378138
EMAIL CASE NUMBER: 1985654
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5621908I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
There is an electrical issue with my van that the dealership cannot fix.
Comments:
For the past 10,000 miles, my van has been experiencing an electrical issue that the dealership cannot fix. The dealership manager stated that al parts that should be effecting this issue have been replaced and they do not know what else to do. The issue is the following: While driving or parked, the dash lights flicker, my head lights flicker, the dials go up and down (not relative to its function), the air will turn on (when the air is turned off), the passanger airbag light will turn on and off (so I don't know when it is really functional), the radio will turn off while listening to it, the gas gauge is not accurate, etc. The issues started when the vehcile still had the original warranty on it (even though we still have the extended warranty in effect.) How do we correct this issue? Please help. Thank you!!!

VIN:
5R[redacted]
Mileage:
41100
Servicing Dealer:
Superstition Springs Chrysler-Jeep
Title:

First Name:

Middle [redacted]

Last Na

Addres

Address 2:

City:
Mesa
State:
AZ
Zip: [redacted]

Email:

Work Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Apr 08 17:11:43 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Excessive amount of service

Comments:

This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

Sender Information:

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

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Apr 09 08:18:27 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)
Actually I've already had that taken care of yesterday. But that does't answer anything that my message was about.
-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]

Sent: 4/9/2008 8:02:33 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep® dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17398771
EMAIL CASE NUMBER: 1990261
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635080I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Excessive amount of service
Comments:
This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs

new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

VIN:
5R[redacted]
Mileage:
54000
Servicing Dealer:
Glenbrook Dodge
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Fort Wayne
State:
IN
Zip:
[redacted]
Email:
Work Ph

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 09 08:02:27 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Michael:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep® dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17398771
EMAIL CASE NUMBER: 1990261
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635080I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Excessive amount of service
Comments:
This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

VIN:

5R[redacted]

Mileage:

54000

Servicing Dealer:

Glenbrook Dodge

Title:

Mr.

First Name:

[redacted]

Middle

Last N

Addres

Addres

City:

Fort Wayne

State:

IN

Zip:

Email:

Work P

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 09 09:44:16 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)
Dear Michael:

Thank you for contacting the Chrysler Customer Assistance Center.

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

Thanks again for your email.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 1990261
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635327I25261L0KM&

Original Message Follows:

Actually I've already had that taken care of yesterday. But that does't answer anything that my message was about.
-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]

Sent: 4/9/2008 8:02:33 AM
Subject: Re: Chrysler LLC Customer Assistance (KMM5635080I25261L0KM)

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

In response to your email we would like to inform you that our records indicate your vehicle is involved in the factory recall campaign listed below.

Recall Campaign # G09 05 RS Impact Sensor

Please contact your local authorized Chrysler, Dodge, or Jeep® dealer to make arrangements for an inspection and to arrange for these repairs. The recall services are performed free of charge.

Thanks again for your email, we value you and your business.

Sincerely,

Eric Parker

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17398771
EMAIL CASE NUMBER: 1990261
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5635080I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Excessive amount of service
Comments:
This vehicle has about 54000 miles on it. I have had to have the Rack (steering) replaced, tires replaced, the headlamp switch doesn't always work, the passenger sliding door doesn't open by itself any more, it needs new rear brakes, and both wireless headsets are now broken. Also sometimes the check engine light comes on the goes off. I have had the vehicle a year and a half, this many problems seems excessive to me. Also the Dealer promised to replace the winshield, but still hasn't. It has three cracks in it. I had a Fort Winstar with over 100k miles on it and it didn't have anything near as many problems. Is this amount of problems usual for one of your products?

VIN:
5R[redacted]

Mileage:
54000
Servicing Dealer:
Glenbrook Dodge
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Address 2:
City:
Fort Wayne
State:
IN
Zip:
[redacted]
Email:
Work Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Apr 10 10:09:27 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

MULTIPLE MAJOR ISSUES IN 3 YR OLD CAR

Comments:

Where Do I begin...

Let's start at about November of 2004, when I would turn the headlights on and they would turn onand off when they felt like it, or flash constantly. Then, the A/C had a leak in the rear in 05/2005. Not to mention the leak again in 10/2005 but then it was the heater coil. Next would be the A/C again in 2006 which needed to be fixed again. Then we enter 2007, with burning oil. Replaced many things including intake manifold gasket. Of course it took 6 months to diagnose the problem and then yet again we have another oil leak. Fixed again in 12/2007. February 2008 began using fuel rapidly. Once again in the shop for another week for a leak detection pump, etc. Now we are in April of 2008 with yet another problem, I now have a leaking powersteering line or pump or both. Please feel free to check the records on this car for accuracy, for there are only 35,000 miles on the vehicle and it is only 3 years old. Not to mention the annoying rattle under the car for the past 3 years when the car is run at about 1200 RPM that no one can seem to tell me what it is. Please help me. This should not be happening to a 3 yr old vehicle or any vehicle for that matter. Thank you for your time.

[redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Apr 10 13:30:30 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Melissa:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret for the inconvenience you have been experiencing. After checking our previous records we request you to 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 Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17404986
EMAIL CASE NUMBER: 1991498
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5638581I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
MULTIPLE MAJOR ISSUES IN 3 YR OLD CAR
Comments:
Where Do I begin... Let's start at about November of 2004, when I would turn the headlights on and they would turn onand off when they felt like it, or flash constantly. Then, the A/C had a leak in the rear in 05/2005. Not to mention the leak again in 10/2005 but then it was the

heater coil. Next would be the A/C again in 2006 which needed to be fixed again. Then we enter 2007, with burning oil. Replaced many things including intake manifold gasket. Of course it took 6 months to diagnose the problem and then yet again we have another oil leak. Fixed again in 12/2007. February 2008 began using fuel rapidly. Once again in the shop for another week for a leak detection pump, etc. Now we are in April of 2008 with yet another problem, I now have a leaking powersteering line or pump or both. Please feel free to check the records on this car for accuracy, for there are only 35,000 miles on the vehicle and it is only 3 years old. Not to mention the annoying rattle under the car for the past 3 years when the car is run at about 1200 RPM that no one can seem to tell me what it is. Please help me. This should not be happening to a 3 yr old vehicle or any vehicle for that matter. Thank you for your time. [redacted]

VIN:
5R[redacted]
Mileage:
35272
Servicing Dealer:
IMPERIAL CHRYSLER JEEP
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
BLACKSTONE
State:
MA
Zip:
[redacted]
Email:
Work P

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Apr 14 20:10:30 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Having severe mechanical issues with 2005 Dodge Caravan Dealership is not responsive

Comments:

This vehicle was purchased in March 2006 from the dealer and has been nothing but problems ever since. It was a pre-owned vehicle with 25,000 miles. It has been in the shop 3 times just for airbag issues alone without resolution from the dealer. I have now been driving without airbags since August 2006. Additionally the car will just "shut down" while driving. I have contacted the dealer with this issue and have been told "it only happens once and will never happen again, don't worry about it". I do not find this an acceptable response, especially since it HAS happened again! Among other problems with this vehicle are bushings, tire-rod and wiring problems. Often I will have to turn the headlights on 3-4 times before they actually go on. I am at my wits end... no one can seem to figure out what is wrong with this vehicle. I am trying to get the name of the factory representative in Syracuse NY. Is there any way you can point me in the right direction? Anything you can do to help would be greatly appreciated. Please provide me with the name and contact information of someone at Chrysler who can help me resolve these issues.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Apr 15 12:26:55 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Cerio,

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Caravan.

We appreciate the time and effort you took to write to us.

In response to your email regarding the issue with your vehicle, we regret that you are still experiencing problems and understand how frustrating you would feel; however, we realize our reputation depends in part on the quality of service provided by our dealers. Because dealers are independently owned businesses, they are responsible for addressing concerns directly related to their sales and service activities, as well as their personnel. Although we do not have the authority to resolve concerns related to dealer workmanship, service scheduling, or repair pricing, you may want to pursue the matter directly with dealership management for further resolution.

We suggest you seek a second opinion from another authorized dealership. Below mentioned are the dealerships in your vicinity:

Val's Motors
2.7 Miles Away
756 STATE FAIR BLVD
SYRACUSE, NY 13209-1314
315-487-6211

Sam Dells Dodge
4.2 Miles Away
1011 WEST GENESEE STREET
SYRACUSE, NY 13204-2244
315-472-6633

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 Customer Service Representatives.

Thanks again for your email.

Sincerely,

Loreen Kennedy
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17417001
EMAIL CASE NUMBER: 1994544
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5648619I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Having severe mechanical issues with 2005 Dodge Caravan Dealership is not responsive

Comments:
This vehicle was purchased in March 2006 from the dealer and has been nothing but problems ever since. It was a pre-owned vehicle with 25,000 miles. It has been in the shop 3 times just for airbag issues alone without resolution from the dealer. I have now been driving without airbags since August 2006. Additionally the car will just "shut down" while driving. I have contacted the dealer with this issue and have been told "it only happens once and will never happen again, don't worry about it". I do not find this an acceptable response, especially since it HAS happened again! Among other problems with this vehicle are bushings, tire-rod and wiring problems. Often I will have to turn the headlights on 3-4 times before they actually go on. I am at my wits end... no one can seem to figure out what is wrong with this vehicle. I am trying to get the name of the factory representative in Syracuse NY. Is there any way you can point me in the right direction? Anything you can do to help would be greatly appreciated. Please provide me with the name and contact information of someone at Chrysler who can help me resolve these issues.

VIN:
5R[redacted]
Mileage:
40161
Servicing Dealer:
Val's Summit
Title:
Ms.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:

City:
Liverpool
State:
NY
Zip:
[redacted]
Email:
Work Ph

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Tue Apr 15 20:04:53 EDT 2008
Subject: Reply to Chrysler LLC (KMM5648619I25261L0KM)
Reply Comments:

REFERENCE NUMBER: 17417001
EMAIL CASE NUMBER: 1994544

[redacted]
Thank you for your quick response but I guess I am a little confused. Your email states that Chrysler "does not have the authority to resolve concerns related to dealer workmanship..." This car was under recall (G09) for the issues regarding the airbags. Are the dealerships using the "Chrysler" name not held to any standards to perform the proper work from your recalls? How can that be? How can Chrysler send out a recall to all of its customers but then not hold the dealership that is addressing that recall responsible for fixing the issue properly? Forgive me, but that does not seem logical. If a dealership can not properly service Dodge vehicles...they should not be allowed to use the "Chrysler/Dodge" trademark. I guess my next question is who is responsible for paying for any airbag related issues that were not fixed when this vehicle was recalled? Please let me know where to go from here. Thank you

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 16 09:14:12 EDT 2008
Subject: Re: Reply to Chrysler LLC (KMM5648619I25261L0KM)
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We appreciate the time and effort you took to write to us.

In response to your email regarding air bag, 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 Customer Service Representatives available to address the questions and concerns you may have.

If we can be of any assistance to you in the future, please feel free to contact us.

Thanks again for your email. We appreciate you and your business.

Sincerely,

Loreen Kennedy
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17417001
EMAIL CASE NUMBER: 1994544
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5651146I25261L0KM&

Original Message Follows:

Comments:
REFERENCE NUMBER: 17417001 EMAIL CASE NUMBER: 1994544 Loreen, Thank you for your quick response but I guess I am a little confused. Your email states that Chrysler "does not have the authority to resolve concerns

related to dealer workmanship..." This car was under recall (G09) for the issues regarding the airbags. Are the dealerships using the "Chrysler" name not held to any standards to perform the proper work from your recalls? How can that be? How can Chrysler send out a recall to all of its customers but then not hold the dealership that is addressing that recall responsible for fixing the issue properly? Forgive me, but that does not seem logical. If a dealership can not properly service Dodge vehicles...they should not be allowed to use the "Chrysler/Dodge" trademark. I guess my next question is who is responsible for paying for any airbag related issues that were not fixed when this vehicle was recalled? Please let me know where to go from here. Thank you

SSZ160OT Customer Assistance System 05/19/08 B06T0FD7
CMD: Check Screen 16:27:26
Password:

AC: CAIR: 17521252 83 Check #: St: A Ck 01 OF 01
Vin: 1C4GP45R25B[redacted] Cust:[redacted] Category: P Mail: X
Payee: HALLMARK CARDS
ATT[redacted]
Address1: [redacted]
Address2:
City/ST/Zip: KANSAS CITY MO [redacted] Country: USA
Submitted :
Approved : 051908 162726 RSM20 83
Sent to CAP :
ISSUE Date :
Void :

Warr. Total:	607.64
CAIR Total:	0.00
Cumm. Total:	607.64
Current Check Total:	379.94

Reason Code Description 01 of 01

Defective EGR System	Emotion	Amount
	3	379.94
		0.00
		0.00

F13=InfoLkup F14=Primary F15= F16=VIN/CAIR F17= F18=AltFkey
F19=Reprchse F20= F21= F22= F23= F24=Print
Under limit; Check has been approved

3

REPORT: RSSI04B CHRYSLER LLC PAGE: 5

PROGRAM: CSSI620Z-v01 Servicenet 2.0 PROGRAM DATE: 03/29/08
PART 01 OF 01 BILLING MONTH 03/08 TIME: 12:36

R E P A I R I N F O R M A T I O N

[redacted]

SERVICE DLR CODE : 66556
BEAVERTON CHRYSLER DODGE
10760 S W CANYON ROAD
BEAVERTON OR 970051898
PHONE : 503-646-0516

AUTHORIZATION #	RO #	CHRY INVOICE	VIN	MILEAGE	REPAIR DATE
A88812	069866	W 000784894	1C4GP45R25B[redacted]	42,397	2008-03-07

DRIVER NAME/PIN #	CLIENT #/SERVICE ID/CARD #	UNIT #
[redacted]	28757	503455

REPAIR PROVIDED :REPL. EGR VALVE,H/LAMP SWITCH,LF DOOR MLDG,NREPLACE AND BA
LANCE BOTH FRONT TIRES

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
04861662AE		VALVE	1	94.06
0ZL671DVAC		SWITCH	1	63.38
0WW05CD7AA		MLDG	1	54.60
0402020047		TIRES	2	176.32
NPN		MATERIALS	1	23.00

LOP	LOP DESCRIPTION	ATA CODE	LBR AMT
25014510	Emission control Emisson control Valve, exhaust gas 3.3-3.8 liter engine	043-001-023-03	178.00
08803601	Electrical Switches/Modules Switch, headlamp an	034-001-007-03	44.50
23021109	Body Exterior-Grille/Mol Molding, door body Front door-Right or left	002-031-009-03	89.00
27020300	Retail Service Tire Rotation/Balan Tire(s) Replace Service Net Claims Only	017-001-002-06	30.00
27030100	Retail Service Alignment Two or Four Wheel A Service Net Claims Only	015-004-000-27	59.95

TOTAL TAX: 0.00 TOTAL GROSS: 812.81 TOTAL CLAIM: 812.81

PLEASE REMIT TO : CHRYSLER LLC, P.O. BOX 98245, CHICAGO, IL 60693-8173

$379.94

CAIR Details

CAIR ID: 17540727

CAIR Summary			
CAIR#:	17540727		
CAIR Type:	CUSTOMER	**Status:**	CLOSED
VIN:	1D4GP24R8 5B[redacted]	**Contact Type:**	TELEPHONE
Mileage:	49613	**Last Updated By:**	JNB3 87
Curr Resp:	JNB3 87	**Last Updated Date:**	05/27/2008

Reason Code	Narrative	Zone	Date	NIC
Electrical Inquiry		87	05/27/2008	JNB3

Contact Information

Vehicle Owner: [redacted]
TROY
MI[redacted]

Servicing Dealer: CUTTER DODGE-CHRY-JEEP OF PEARL CI
905 KAMEHAMEHA HWY
PEARL CITY
HI 96782 2501

Vehicle Co-owner:

Representative:

CAIR Narrative	Zone	Date	NIC
Fleet customer requests policy assistance for out of warranty repair of win	87	05/27/2008 9:15:04	JNB3
dow regulator and headlamp switch for fleet van. As a gesture of goodwill,	87	05/27/2008 9:15:04	JNB3
Chrysler will reimburse the customer for parts only for this repair, not t	87	05/27/2008 9:15:04	JNB3
o exceed $220.66.	87	05/27/2008 9:15:04	JNB3

Print **Close**

PROGRAM: CSSI620Z-v01 Servicenet 2.0 PROGRAM DATE: 04/26/08
PART 01 OF 01 BILLING MONTH 04/08 TIME: 13:04

R E P A I R I N F O R M A T I O N

FMC/FLEET CODE : 28785
VPSI/VPNJ
1220 RANKIN
TROY MI 48083

SERVICE DLR CODE : 44797
CUTTER DODGE-CHRY-JEEP OF P
905 KAMEHAMEHA HWY
PEARL CITY HI 967822501
PHONE : 808-564-9640

AUTHORIZATION #	RO #	CHRY INVOICE	VIN	MILEAGE	REPAIR DATE
HQ480781	007009	W 000794610	1D4GP24R85B[redacted]	49,613	2008-04-09

DRIVER NAME/PIN #	CLIENT #/SERVICE ID/CARD #	UNIT #
VAN POOL	HI22613	HI22613

REPAIR PROVIDED :DRVIER POWER WINDOW INOP, H/LITE DON'T COME ON WHEN TURNED TO ON POSITION; REPLACE REGULATOR AND HEADLAMP SWITCH

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
04894527AA	002018011	REGULATOR	1	158.75
0ZL671DVAC		SWITCH	1	61.91
NPN		HAZ WASTE	1	25.00

LOP	LOP DESCRIPTION	ATA CODE	LBR AMT
23341009	Body Window Regulator Regulator, front do 4D sedan-Van-Wagon-Electric-Ri	002-018-011-03	240.00
08803601	Electrical Switches/Modules Switch, headlamp an	034-001-007-03	204.00

TOTAL TAX: 32.49 TOTAL GROSS: 722.15 TOTAL CLAIM: 722.15

PLEASE REMIT TO : CHRYSLER LLC, P.O. BOX 98245, CHICAGO, IL 60693-8173

Parts Only
$220.66 total

CAIR 17540727

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri May 30 11:25:21 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

my head lights keep going out on my 2005 Caravan, after looking up on line I find that a lot of people are having this problem. Part # fp-55102969-ab Block Non 8015009, why is this not covered under warranty when it is a on going issue?

Comments:

Dodge Dealer informed me that it is not covered under warranty. Yet this is a on going Issue people are having with the Caravan. Also the fact that you recalled 2000-2001 Caravans for the same reason. I do not feel I should have to pay $300.00 to fix a problem you know is going on. The Dealer ship informed me that they could replace some part but they could not garanttee that it would fix it. It is costing me $100.00 to have them do nothing to my Van.

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri May 30 15:06:14 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Debra:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

In response to your email, we would like to inform you that we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

Sincerely,

Paul Santiago
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17553904
EMAIL CASE NUMBER: 2024037
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5739768I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
my head lights keep going out on my 2005 Caravan, after looking up on line I find that a lot of people are having this problem. Part # fp-55102969-ab Block Non 8015009, why is this not covered under warranty when it is a on going issue?

Comments:
Dodge Dealer informed me that it is not covered under warranty. Yet this is a on going Issue people are having with the Caravan. Also the fact that you recalled 2000-2001 Caravans for the same reason. I do not feel I should have to pay $300.00 to fix a problem you know is going on. The Dealer ship informed me that they could replace some part but they could not garanttee that it would fix it. It is costing me $100.00 to have them do nothing to my Van.

VIN:
5B[redacted]
Mileage:
79500
Servicing Dealer:
K & M Doge
Title:
Mrs.
First N[redacted]

Middle [redacted]

Last Na[redacted]

Address[redacted]

Address 2:

City:
Grand Rapids
State:
MI
Zip:

Email:

Home Ph[redacted]

Welch, Gold & Siegel, P.C.

Attorneys at Law

17555751

~~1680884~~

May 20, 2008

Chrysler, LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Re: [redacted]
2005 Town & Country Minivan
VIN No.: 2C4GP44R65R[redacted]
Our File No.: 414628

Dear Ladies and Gentlemen:

[redacted] recently consulted with Welch, Gold and Siegel, regarding her car as noted above, which she purchased in August or September of 2005.

On many occasions, the lights in her dashboard along with her headlights and radio will blink for one second, go dark for a minute and then come back on. Sometimes the lights will blink repeatedly for approximately one minute. The dealer, Monroeville Dodge, has attempted to alleviate this problem but without success. This is a problem that has occurred with this model before as noted in the database of the National Highway Transportation Safety Administration.

This is to request that you send a representative to the dealer so that he or she can examine Ms. [redacted] car to determine the problem.

Thank you for your prompt attention to this matter.

Sincerely yours,

WELCH, GOLD & SIEGEL, P.C.

T. ANDREW SWAIN, ESQUIRE

TAS/dcg

cc: [redacted], Pittsburgh, PA [redacted]
DaimlerChrysler Corporation, 1000 Chrysler Drive, Auburn Hills, MI 48326
Chrysler Service Contracts, P.O. Box 2700, Troy, MI 48007
Chrysler Service Contracts, 3851 Hamlin Road, Rochester Hills, MI 48309

Welch, Gold & Siegel, P.C.
1240 Lawyers Building
428 Forbes Avenue
Pittsburgh, PA 15219
Telephone: 1-800-375-3089
Telephone: (412) 391-7339
Fax: (412) 391-8232

Welch & Gold & Siegel, P.C.
1240 Lawyers Building • 428 Forbes Avenue
Pittsburgh, Pennsylvania 15219

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.42⁰
0004194095 MAY 22 2008
MAILED FROM ZIP CODE 15201

Chrysler, LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

48321+8007

5/22

17555751

Welch Gold & Siegel, P.C.

Attorneys at Law

RECEIVED
JUL 17 REC'D
SPECIAL INVESTIGATIONS

May 20, 2008

Chrysler, LLC
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Re: [redacted]
2005 Town & Country Minivan
VIN No.: 2C4GP44R65R[redacted]
Our File No.: 414628

Dear Ladies and Gentlemen:

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Sincerely yours,

WELCH, GOLD & SIEGEL, P.C.

T. ANDREW SWAIN, ESQUIRE

TAS/dcg

cc: [redacted] Pittsburgh, PA[redacted]
DaimlerChrysler Corporation, 1000 Chrysler Drive, Auburn Hills, MI 48326
Chrysler Service Contracts, P.O. Box 2700, Troy, MI 48007
Chrysler Service Contracts, 3851 Hamlin Road, Rochester Hills, MI 48309

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428 Forbes Avenue
Pittsburgh, PA 15219
Telephone: 1-800-375-3089
Telephone: (412) 391-7339
Fax: (412) 391-8232

Welch & Gold & Siegel, P.C.
1240 Lawyers Building • 428 Forbes Avenue
Pittsburgh, Pennsylvania 15219

UNITED STATES POSTAGE
PITNEY BOWES
02 1P $ 000.42⁰
0004194095 MAY 22 2008
MAILED FROM ZIP CODE 15201

431 00-06

DaimlerChrysler Corporation
1000 Chrysler Drive
Auburn Hills, MI 48326

48326+2766

From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Jun 03 09:45:05 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Headlights on my 2005 Town and County turn off

Comments:

To whom this may concern;

Recently my 2005 Town and County's headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediatly stop and turn the swtich off and on until the lights came back on so she could continue driving. Luckly, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else. We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us $178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possiblity of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this swtich. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost. I can be reached at [redacted] M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at [redacted]. Thank you for you time and assistance.

Dave

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Jun 04 09:00:15 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the 2005 Chrysler Town and Country.

We regret to read of your dissatisfaction in our 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 develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Furthermore, we would like to inform you that letters are the most efficient way to submit requests for reimbursement consideration on service repair costs.

Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you're requesting

Please note that we need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Furthermore, provide the above information in document form, attach the receipts and send it to:

Chrysler Customer Assistance Center
P.O. Box 4639
Oak Ridge, TN 37831

After we read your letter, we will try to contact you by phone to provide you with a prompt response.

Also, our records indicate that your vehicle is involved in the factory recall campaigns listed below:

Recall Campaign # F01 REAR A/C AND HEATER TUBE CORROSION
G09 05 RS IMPACT SENSOR

Please contact your local authorized Jeep dealer to arrange for an inspection and for the repairs. The recall services are performed free of charge.

Thanks again for your email. We value your continued business with us.

Sincerely,

Mike Hanes
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17562439
EMAIL CASE NUMBER: 2026045
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5747406I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Headlights on my 2005 Town and County turn off
Comments:
To whom this may concern; Recently my 2005 Town and County's headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediatly stop and turn the swtich off and on until the lights came back on so she could continue driving. Luckly, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else. We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us $178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possiblity of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this swtich. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost. I can be reached at 217-554-5862 M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at [redacted] Thank you for you time and assistance. [redacted]

VIN:
5R[redacted]
Mileage:

70000

Servicing Dealer:

Carmack Car Capital, Danville, IL

Title:

Mr.

First [redacted]

Middle [redacted]

Last N [redacted]

Addres [redacted]

Addres [redacted]

City:

Oakwood

State:

IL

Zip: [redacted]

Email: [redacted]

Home Ph [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Jun 04 14:48:44 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We apologize for the inconvenience caused to you.

In response to your email regarding the headlight lamp and the windshield problem, we would like to inform you that a review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail. We suggest that you perform the repair services and preserve the repair receipts. If in future your vehicle is involved in the same recall campaign, you will be reimbursed.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in all recalls that are published. Simply go to one of our brand site: www.Dodge.com and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thank you for your email and for sharing your concern with us.

Sincerely,

Lisa Parker

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17565586
EMAIL CASE NUMBER: 2026665
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5748597I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Recall inquiry
Comments:
Many problems! Automatic door not working and water leaks. Today had to have headlight lamps and windshield wiper motor replaced- did not function properly.

VIN:

5R[redacted]

Mileage:

54000

Servicing Dealer:

Carmax

Title:

Mrs.

First Name:

Middle

Last N

Addres

Address 2:

City:

Cartersville

State:

GA

Zip:

Email

Home

RECEIVED DATE:

6/18/08

POSTED DATE:

6/13/08

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

5R[redacted]

C A I R #

00000000

NON – SCANABLE ITEMS:

NO

MACK CAR CAPITAL
24 N VERMILLION
DANVILLE, IL 61832
217-443-6803

TERMINAL ID.:
MERCHANT #: 947-718281.02-5511

ECHECK
ACCOUNT: ****9014
CHECK: 7575

SALE
BATCH: 000021 INV: 000117
May 31, 08 16:22
AUTH: 566859

IRN: [redacted]

AUTH NUM [redacted]

DESCRIPTION

TOTAL $118.11

I AUTHORIZE THE MERCHANT TO
CONVERT MY CHECK TO AN ELECTRONIC
FUNDS TRANSFER OR PAPER DRAFT,
AND TO DEBIT MY ACCOUNT FOR THE
AMOUNT OF THE TRANSACTION.

IN THE EVENT THAT MY DRAFT OR EFT IS
UNPAID, I AGREE THAT A FEE OF $25.00
OR AS ALLOWABLE BY LAW, MAY BE
CHARGED TO MY ACCOUNT VIA DRAFT OR EFT.

DIRECT INQUIRIES TO:
GLOBAL PAYMENTS, INC.
1-800-364-5855

THANK YOU
PLEASE COME

[redacted]

[redacted] 7575

OAKWOOD, IL [redacted]

30 MAY 2008

[redacted]

PAY TO THE ORDER OF CARMACK $ 118.11

One Hundred Eighteen dollars & 11/100 DOLLARS

Security features are included. Details on back.

EL

UNITED SERVICES FEDERAL CREDIT UNION
1716 SPIELBUSCH, ROOM 405
TOLEDO, OH 43624

ELECTRONICALLY PRESENTED

ELECTRONICALLY PRESENTED

[redacted]

MP

[redacted]

TERMINAL ID.:
MERCHANT #: [redacted]

ECHECK
ACCOUNT: ***[redacted]
CHECK: 7563

SALE
BATCH: 000017 INV: 000099
May 24, 08 14:04
AUTH: 721726
IRN: [redacted]

AUTH NUM 721-726

DESCRIPTION

TOTAL $60.00

I AUTHORIZE THE MERCHANT TO
CONVERT MY CHECK TO AN ELECTRONIC
FUNDS TRANSFER OR PAPER DRAFT,
AND TO DEBIT MY ACCOUNT FOR THE
AMOUNT OF THE TRANSACTION.

IN THE EVENT THAT MY DRAFT OR EFT IS
UNPAID, I AGREE THAT A FEE OF $25.00
OR AS ALLOWABLE BY LAW, MAY BE
CHARGED TO MY ACCOUNT VIA DRAFT OR EFT.

DIRECT INQUIRIES TO:
GLOBAL PAYMENTS, INC.
1-800-364-5855

THANK YOU
PLEASE COME AGAIN

CUSTOMER COPY

[redacted]

7563

[redacted]

OAKWOOD, IL [redacted]

23 May 20 08

PAY TO THE ORDER OF Carmack $ 60.00

Sixty dollars & 0/100 DOLLARS

Security features are included. Details on back.

UNITED SERVICES FEDERAL CREDIT UNION
1716 SPIELBUSCH, ROOM 205
TOLEDO, OH 43624

ELECTRONICALLY PRESENTED

ELECTRONICALLY PRESENTED

ELECTRONICALLY PRESENTED

FOR [redacted]

[redacted]

CUSTOMER #: 58546

199538

INVOICE

PAGE 1

CARMACK CAR CAPITOL

3722-3724 N. Vermilion
Danville, IL 61832
Danville - 443-6803

[redacted]

OAKWOOD, IL [redacted]
HOME: [redacted]
BUS: CELL: SERVICE ADVISOR: 67 JAMES GLITHERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GOLD	05	CHRYSLER TOWN AND CO	2C4GP44R65R[redacted]		69379/69379	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD			12:00 23MAY08		0.00	CHECK	23MAY08

R.O. OPENED	READY	OPTIONS:
23MAY08	23MAY08	

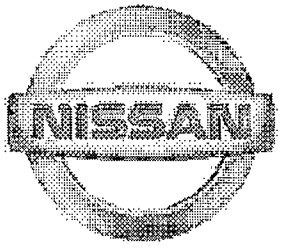
LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES HEADLIGHTS WORK INTERMITTEN SHUT OFF RANDOMLY
340 PERFORM DIAGNOSIS. FAILURE OF HEADLAMP
SWITCH. ORDERED REPLACEMENT. EST TO REPLACE
$184.00 (DIAG WILL APPLY)
39 CPC 60.00 60.00

PARTS: 0.00 LABOR: 60.00 OTHER: 0.00 TOTAL LINE A: 60.00

****

WE AT CARMACK CAR CAPITOL KNOW THAT OUR WORK IS NOT FINISHED UNTIL OUR CUSTOMER IS COMPLETELY SATISFIED.IF,FOR ANY REASON,YOU ARE NOT COMPLETELY SATISFIED WITH ANY SERVICES WE HAVE PROVIDED, PLEASE CONTACT YOUR SERVICE ADVISOR AT 443-6803
THANK YOU!



ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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)

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 express 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

DESCRIPTION	TOTALS
LABOR AMOUNT	60.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.00
LESS DISCOUNTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	60.00

CUSTOMER COPY

CUSTOMER #: 58546

199711

INVOICE

PAGE 1

CARMACK CAR CAPITOL

3722-3724 N. Vermilion
Danville, IL 61832
Danville - 443-6803

[redacted]
OAKWOOD, IL [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 67 JAMES GLITHERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GOLD	05	CHRYSLER TOWN AND CO	2C4GP44R65R[redacted]		69599/69599	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN01 DD			15:00 30MAY08		0.00	CHECK	30MAY08

R.O. OPENED	READY	OPTIONS:
30MAY08	30MAY08	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER REQUESTS REPLACEMENT OF HEADLAMP SWITCH AS PER ESTIMATE (SOP IN)			
100 COMPLETED			
39 CPC		60.80	60.80
1 ZL671J8AC 08053003 SWITCH-LIGHTING CONTROL	53.19	53.19	53.19

PARTS: 53.19 LABOR: 60.80 OTHER: 0.00 TOTAL LINE A: 113.99

****

WE AT CARMACK CAR CAPITOL KNOW THAT OUR WORK IS NOT FINISHED UNTIL OUR CUSTOMER IS COMPLETELY SATISFIED. IF, FOR ANY REASON, YOU ARE NOT COMPLETELY SATISFIED WITH ANY SERVICES WE HAVE PROVIDED, PLEASE CONTACT YOUR SERVICE ADVISOR AT 443-6803
THANK YOU

NISSAN Jeep HYUNDAI

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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)

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	60.80
PARTS AMOUNT	53.19
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	113.99
LESS DISCOUNTS	0.00
SALES TAX	4.12
PLEASE PAY THIS AMOUNT	118.11

CUSTOMER COPY

Chrysler Customer Assistance Center
P.O. Box 4639
Oak Ridge, TN 37831

To whom this may concern;

Recently my 2005 Town and County's headlights would intermittently just shut off while driving creating an extremely unsafe condition. On more than one occasion, my wife would be driving the van at night at high speeds and the headlights would go out causing her to immediately stop and turn the switch off and on until the lights came back on so she could continue driving. Luckily, nobody was hurt. For two weeks, we did not drive the van at night for fear of injuring ourselves or someone else.

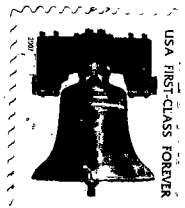
We took the van to Carmack Car Capital in Danville Illinois and they replaced the headlamp switch which cost us $178.11. I asked the technician if there had been a safety recall for this problem and he said there has not been one issued. I would like to request your company consider recalling vans that use this same switch since there is a very real possibility of someone getting injured or killed when their lights fail when driving at high speeds. I would also request reimbursement of the cost I was charged to replace this switch. A headlamp switch is not a normal maintenance item and should not fail for any reason. I understand I am outside my warranty period, but with an item that is so important to the safe operation of the vehicle, I would not think I should be responsible for this cost.

I can be reached at [redacted] M-F (7:30 to 4 central time) or you can e-mail this address or my home e-mail at [redacted]. I hope we can come to successful resolution to this issue and I can continue my commitment to Chrysler vehicles. Thank you for you time and assistance.

[redacted]
Oakwood, IL [redacted]
[redacted] w)
(h)
VIN=2C4GP44R65R[redacted]
Purchased- Frank Boucher Chrysler
10155 Washington Ave
Sturtevant, WI 53177
(262) 886-0300
Date of purchase- July 2004?
Problem- Headlights would go out while driving creating serious safety issues.
Mileage when problem started= 69,000
Action requested- reimbursement of $178.11.

[redacted]

[redacted]



CHRYSLER CUSTOMER ASSISTANCE CENTER
P.O BOX 4639
OAK RIDGE, TN 37831

379 NEE 1 408C 00 06/13/08
NOTIFY SENDER OF NEW ADDRESS
:CHRYSLER
PO BOX 218007
AUBURN HILLS MI 48321-8007

37831+4639-39 B02
48321@8007

DC: 40321000707 *2959 06003 13 25

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Jun 26 16:08:58 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Difficulty turning on headlights and when on turn off while driving

Comments:

Purchased in July 2005, I've had some significant issues with this vehicle that dealerships can't help unless I pay extraordinary costs and I hope this is not the new standard.

A Dodge customer since 1987, I am ready to leave for another company. There's too much to the history but here's a sample.

When the switch is turned, the headlights do not come on. I bring it in in 2005 and 2006. Switch is changed, problem still exists. I deploy for most of 2007. I return and have the same problems. They want to charge me to analyze the problem. They also want to charge me nearly $600 for a tune up explaining I have "special plugs."

I go to another dealer in Macon, Georgia (Five Star Dodge). They check the lights but can't figure it out either.

Problem -- my lights won't come on without constant back and forth of the switch and at times they turn off while driving (it's happened no less than six times in the last four months).

This vehicle has other problems but this is my greatest concern and $600 tune ups is not the answer.

Please help.

Thank you,

Col.
[redacted]

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Jun 27 07:29:08 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret for the inconvenience you have been experiencing. However, to assist you at the earliest we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have the following information handy:

? Vehicle Identification Number (VIN)
? Date of last contact at dealership
? Current vehicle mileage
? An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:

EMAIL CASE NUMBER: 2041622
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5793654I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Difficulty turning on headlights and when on turn off while driving
Comments:
Purchased in July 2005, I've had some significant issues with this vehicle that dealerships can't help unless I pay extraordinary costs and I hope this is not the new standard. A Dodge customer since 1987, I am ready to leave for another company. There's too much to the history but here's a sample. When the switch is turned, the headlights do not come on. I bring it in in 2005 and 2006. Switch is changed, problem still exists. I deploy for most of 2007. I return and have the same problems. They want

to charge me to analyze the problem. They also want to charge me nearly $600 for a tune up explaining I have "special plugs." I go to another dealer in Macon, Georgia (Five Star Dodge). They check the lights but can't figure it out either. Problem -- my lights won't come on without constant back and forth of the switch and at times they turn off while driving (it's happened no less than six times in the last four months). This vehicle has other problems but this is my greatest concern and $600 tune ups is not the answer. Please help. Thank you, Col. [redacted]

VIN:
5B[redacted]
Mileage:
69780
Servicing Dealer:
Butler Chrysler, Warner Robins, Ga
Title:
Mr.
First [redacted]

Middle

Last N

Addres

Addres

City:
Warner Robins
State:
GA
Zip: [redacted]

Email:

Work Ph

RECEIVED DATE:

6/18/08

POSTED DATE:

5/27/08

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

5R[redacted]

C A I R #

00000000

NON – SCANABLE ITEMS:

NO

Chrysler LLC
P.O. Box 21-8004
Auburn Hill, MI 48321-8004

Re: 2005 Chrysler Town and Country VIN# 2C4GP54L65R[redacted]

June 6, 2008

I sent the enclosed letter to Halpert Chrysler Jeep, Inc. regarding a warranty issue I had on the above 2005 Town and Country and it was returned as undeliverable. Please review the letter I originally sent to Halpert Chrysler Jeep, Inc. and advise me of your position. I appreciate your consideration in this regard.

[redacted]
Rocky River, OH [redacted]
Tel: [redacted]

May 23, 2008

Halpert Chrysler Jeep, Inc.
36845 Euclid Ave
Willoughby, OH 44094
Attn: Mr. Halpert

Re: 2005 Chrysler Town and Country VIN# 2C4GP54L65R[redacted]

May 23, 2008

Dear Mr. Halpert

I purchased the above 2005 Chrysler Town and Country in April of 2005 from your dealership at which time I had a three year, 36,000 mile warranty. We began to have issues with headlights in the spring of 2006 were the headlights would not turn on although it was only at intermittent times. I brought the van in to be serviced to your dealership on 03/23/06 for this issue as well as a recall item related to the air conditioning. The van was well within the warranty period as it was less than a year from purchase and it only had 10,971 miles on it.

The recall repair was performed but nothing was done regarding the light switch problem because the technician was "unable to duplicate the problem" according to the invoice. The issue never completely went away, however, although it was only sporadic.

I recently took the van to Spitzer Lakewood for another unrelated issue and they discovered that the light switch was faulty and replaced it. Although the warranty had expired by approximately a week, they were kind enough to waive the labor charge but charged me $26.94 for the part.

I believe I am entitled to a refund for the part from Halpert Chrysler for not originally doing what Spitzer Lakewood did for me which was to replace the switch while it was in the warranty period. If I don't receive a refund, I will approach the Chrysler corporate office, the Ohio Attorney General's office or file a complaint until I get satisfaction. I wanted to address the matter with you first, however, because I found the sales experience a pleasant one and I think I owe you the opportunity to make it right first. Thank you for your attention to this matter. I have enclosed the relevant invoices for your review.

Very truly yours,

[redacted]
Rocky River, OH [redacted]
Tel: [redacted]

HALPERT
CHRYSLER JEEP, INC.

36845 EUCLID AVENUE WILLOUGHBY, OHIO 44094 (440) 946-5700
www.halpertauto.com Email: sales@halpertchrysler.com

Easy to get to... Easy to deal with!

WRO

R/O	VIN			DATE IN
25224	2 C 4 G P 5 4 L 6 5 R [redacted]	[redacted]		03/23/06
YEAR 2005	MAKE CHRYSLER	MODEL T & C LXI	GRAY BLUE	TIME IN 12:21
MILES IN 10971	MILES OUT 10972	FIRST USE 04/05/05	LISC. DFK9333	MENTOR OH [redacted]	CLOSED 03/23/06
SEE ALSO 64124			[redacted]	WRITER 6557LS

(1) AT TIMES AT NITE HEAD LIGHTS WONT TURN ON
HAVE TO FLIP SWITCH 6 TIMES?SWITCH FAILS
HD LITE SW AT TIMES WONT TURN ON REPLACE SWIT
(Tech:06) A

Warranty Claim
08803601 14 ERRAT T06 3
(F)ZL671DVAC (SWITCH) 1
.....(Warranty).....

HL Switch BAD

When service work is performed by HALPERT CHRYSLER-JEEP, INC. and the vehicle is operated under normal use, the work performed, which may include parts and labor, will be covered from defects for ninety (90) days or 4,000 miles from the day of completion, whichever may come first. In the event there should be a defect in the specified work done during this coverage period, it will be the customer's obligation to bring the vehicle back to the service department of HALPERT CHRYSLER-JEEP, Inc. for this work to be done as no outside expenditures will be reimbursed. Effective January 1, 1992, the genuine Mopar Parts and Accessories Replacement Warranty was lengthened from 90 days or 4,000 miles to 12 months or 12,000 miles. See dealer for complete details. Some restrictions and exclusions apply. All parts replaced during the repair will be offered for your inspection. Please retain your copies of the receipted repair orders and the repair cost estimates.

Next Service JUN '06 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.

X CUSTOMER'S SIGNATURE

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 10 days or without this invoice. Returned items must be unopened and in original package.

	W.C	INT.		CUSTOMER
			Labor	.00
			Parts	.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Sub Total	.00
			Tax	.00
			Total	.00

Page 1 of 1 Job 65

25224 Customer Copy

Labor Rate 62.30

AUTOSOFT FORMS 1-877-427-4367

HALPERT
CHRYSLER JEEP, INC.

36845 EUCLID AVENUE WILLOUGHBY, OHIO 44094 (440) 946-5700
www.halpertauto.com Email: sales@halpertchrysler.com

Easy to get to... Easy to deal with!

WRO

R/O	VIN		DATE IN
25223	2C4GP54L65R[redacted]	[redacted]	03/23/06

YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHRYSLER	T & C LXI	GRAY BLUE		11:59
MILES IN / MILES OUT		FIRST USE	LISC.	MENTOR OH [redacted]	CLOSED
10971	10972	04/05/05	DFK9333		03/23/06
SEE ALSO				H:[redacted]	WRITER
64124					6557LS

(1) RRT 05-005 MIL ILLUM FOR P0135 02 SENSOR 1/1 OXYGEN — Warranty Claim
HEATER PERFORMANCE — 08194296 RR 05005 T06 8
RE PROGRAM PCM 08-19-42-96 FC 15 =0.8
RAPID RESPONCE TRANSMITTAL
(Tech:06) A .....(Warranty).....

(2) HD LIGHTS INOP WONT TURN ON AT TIMES HAVE — Warranty Claim
TO FLIP SWITCH 6 TIMES — separate
(Tech:00) A .....(Warranty).....

RRT 05-005

When service work is performed by HALPERT CHRYSLER-JEEP, INC. and the vehicle is operated under normal use, the work performed, which may include parts and labor, will be covered from defects for ninety (90) days or 4,000 miles from the day of completion, whichever may come first. In the event there should be a defect in the specified work done during this coverage period, it will be the customer's obligation to bring the vehicle back to the service department of HALPERT CHRYSLER-JEEP, Inc. for this work to be done as no outside expenditures will be reimbursed. Effective January 1, 1992, the genuine Mopar Parts and Accessories Replacement Warranty was lengthened from 90 days or 4,000 miles to 12 months or 12,000 miles. See dealer for complete details. Some restrictions and exclusions apply. All parts replaced during the repair will be offered for your inspection. Please retain your copies of the receipted repair orders and the repair cost estimates.

Next Service JUN '06 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.

X CUSTOMER'S SIGNATURE

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 10 days or without this invoice. Returned items must be unopened and in original package.

	W'C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			
Total			.00

Page 1 of 1 Job 365

25223 Customer Copy

Labor Rate 62.30

AUTOSOFT FORMS 1-877-427-4367

SPITZER LAKEWOOD

13815 Detroit Avenue, Lakewood, Ohio 44107

(216) 521-1000 Fax: (216) 521-7650

YOUR ONE-STOP EXPERTS FOR FACTORY & MAINTENANCE REPAIRS ON ALL CHRYSLER CORPORATION VEHICLES

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
27219	KIMBERLY A BOUTELL 296		04/26/08	CHCS95660

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		34,632	MAGNESIUM/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		

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

F.T.E. NO.	P.O. NO.	R.O. DATE
		04/12/08

[redacted]
ROCKY RIVER, OH [redacted]

[redacted] BUSINESS PHONE

COMMENTS MO: 34632

LABOR & PARTS----------

J# 1 02GHZ SUSPENSION TECH(S) 461 WARRANTY

CUSTOMER STATES THAT WHEN CAR IS COASTING THE BACK PART OF
THE VEHICLE IS VIBRATING AND MAKING A NOISE
INSPECTED ALL REAR SUSPENSION AND FOUND THE REAR BRAKES
NEEDED TO BE CLEANED, CLEANED REAR BRAKES AND ADJUSTED
EXHAUST, INSPECTED ALL REAR SUSPENSION AND COULD NOT
FIND ANYTHING LOOSE OR BINDING, NO FURTHER REPAIRS NEED TO
BE MADE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 08GHZ08 EXTERIOR LAMPS TECH(S) 76 WARRANTY

SOMETIMES YOU HAVE TO WIGGLE THE SWITCH TO GET HEADLIGHTS TO
COME ON
INSPECTED AND FOUND THAT THE MULTIFUCTION SWITCH WAS
DEFECTIVE, REPLACED SWITCH AND RETESTED OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	ZL671DV-AC	SWITCH LI 8053003		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 2	DSA	DSA	95660	25.00
			TOTAL - MISC	25.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)

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.

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

WORK PERFORMED ON THIS REPAIR ORDER IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Reynolds and Reynolds ERAINTINVE CC665472 O (12/06)

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 02:04pm

SF602449 (02

SPITZER LAKEWOOD

13815 Detroit Avenue, Lakewood, Ohio 44107

(216) 521-1000 Fax: (216) 521-7650

YOUR ONE-STOP EXPERTS FOR FACTORY & MAINTENANCE REPAIRS ON ALL CHRYSLER CORPORATION VEHICLES

CUSTOMER NO. 27219	ADVISOR KIMBERLY A BOUTELL 296	TAG NO.	INVOICE DATE 04/26/08	INVOICE NO. CHCS95660
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 34,632		COLOR MAGNESIUM/	STOCK NO.
ROCKY RIVER, OH [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 6 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 04/12/08	
[redacted] BUSINESS PHONE	COMMENTS			MO: 34632

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	25.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.94
TOTAL INVOICE $	**26.94**

```
*************************************************
*                                               *
* [ ] CASH    [ ] CHECK    CK NO. [        ]    *
*                                               *
* [ ] VISA    [ ] MASTERCARD    [ ] CHARGE      *
*                                               *
* RECEIVED BY.....                              *
*                                               *
*************************************************
```

THANK YOU FOR YOUR BUSINESS!!

ALL REPAIRS AND/OR CHARGES HAVE BEEN EXPLAINED TO MY SATISFACTION.

.....(INITIALS)

CUSTOMER SIGNATURE

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.

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION.

WORK PERFORMED ON THIS REPAIR ORDER IS GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

Reynolds and Reynolds ERAINTINVE CC665472 Q (12/06)

CUSTOMER COPY

[END OF INVOICE] 02:04pm

SF602449 (02/02)

[redacted]

Rocky River, OH [redacted]

CLEVE OH 441
23 MAY 2008 PM 5

HUNTINGT
MAY 23 2008
CLEVELAND OH 44115 USPS

Halpert Chrysler Jeep, Inc.
36845 Euclid Ave
Willoughby, OH 44094
Attn: Mr. Halp

NIXIE 441 DE 1 00 05/27/08

RETURN TO SENDER
NOT DELIVERABLE AS ADDRESSED
UNABLE TO FORWARD

C: 44116371406 *0673-20617-23-38

44094+4491
44116@3714

RECEIVED DATE:

6/23/08

POSTED DATE:

6/13/08

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

5R[redacted]

C A I R #

00000000

NON – SCANABLE ITEMS:

NO

Customer Number: **7055**

Invoice No: **12039**

INVOICE

PAGE 1

BUICK GMC DODGE

1115 N. Bright Leaf Blvd. P.O. Box 2280
SMITHFIELD, NORTH CAROLINA 27577
PHONE 919-934-8101
N.C. TOLL FREE 1-800-682-6922

[redacted]

CLAYTON, NC [redacted]

Home: [redacted] **Bus:** **Cell:**

Email: |

SERVICE ADVISOR: **259 JEANIE KUNZE**

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	05	DODGE CARAVAN	2D4GP44L85R[redacted]		57670 57670	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN58			11JUN08			CASH	16JUN08

R.O. OPENED	READY	OPTIONS: ENG:3.8_Liter_SMPI
14:3		

LINE		LIST	NET	TOTAL
A NO	D, NO WINDOW OPERATION, ONLY ELECTRICAL			
	NAL ADVISE			
	REPROGRAMMED BOTH MODULES			
			328.00	328.00
	ONT CONTROL	149.00	149.00	149.00
		264.00	264.00	264.00
	**********			

Ref. No. 175 84 725

DEACON JONES BUICK PONT
1115 N BRIGHTLEAF BLVD
SMITHFIELD, NC 27577
919-934-8101

TERMINAL I.D.: 00754200080134337380 00
80134337380

MERCHANT #:

VISA
**********9889
SALE
RECORD #: 11
DATE: JUN 16, 08
BATCH: 56

INV: 000011
TIME: 17:01
AUTH: 063768

TOTAL $786.72

DONALD SHARROCK

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. 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)

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 express 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

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 328.00
PARTS AMOUNT	$ 413.00
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 16.40
TOTAL CHARGES	$ 757.40
LESS INSURANCE	$ 0.00
SALES TAX	$ 29.32
PLEASE PAY THIS AMOUNT	**$ 786.72**

Customer Copy

Copyright 2000 ADP, Inc. SERVICE INVOICE X-512 280-1 XS12C

[redacted]
CLAYTON, NC[redacted]

RESEARCH TRIANGLE REGION
NC 275 3 L
17 JUN 2008 PM

USA FIRST-CLASS FOREVER

DAIMLER CHRYSLER MOTORS COMPANY LLC
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS, MICHIGAN 48321-8004

48321-8004

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Jul 09 02:32:34 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Malfunction originates during service call, then charged for follow-up service but malfunction persists.

Comments:

I brought my van to Mendenhall Auto Center on 7/1/08 to replace a headlight switch. After leaving the lot, I discovered the power locks were not functional although they had worked fine when I dropped the van off. I called on 7/2 to inform the dealership of the situation and set up a time when the van could be brought in for repair. The van was taken back to Mendenhall Auto Center on the morning of 7/8/08. I was informed the technician had cleared out an error code and that the error was unrelated to the previous work performed by the dealership. After significant discussion regarding how I could be held responsible for an error code that originated DURING a service call, I gave my credit card number to the service rep and my wife picked up the van, then took me home. Upon arriving home, the power locks were not functional. I am not pleased that I am being held responsible for a failure that occurred while my vehicle was being repaired by a Dodge-authorized service center, then be charged for maintenance that either did not occur or was so ineffective that it couldn't last past leaving the lot. I will be calling again on 7/10 to discuss this service failure, but am very reluctant to take the vehicle back to Mendenhall Auto Center for further evaluation.

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Jul 10 09:21:05 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your recent email. In response to your email, we we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can also seek a second opinion from another authorized dealership.

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

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17675571
EMAIL CASE NUMBER: 2048574
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5816451I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Malfunction originates during service call, then charged for follow-up service but malfunction persists.

Comments:
I brought my van to Mendenhall Auto Center on 7/1/08 to replace a headlight switch. After leaving the lot, I discovered the power locks were not functional although they had worked fine when I dropped the van off. I called on 7/2 to inform the dealership of the situation and set up a time when the van could be brought in for repair. The van was taken back to Mendenhall Auto Center on the morning of 7/8/08. I was informed the technician had cleared out an error code and that the error was unrelated to the previous work performed by the dealership. After significant discussion regarding how I could be held responsible for an error code that

originated DURING a service call, I gave my credit card number to the service rep and my wife picked up the van, then took me home. Upon arriving home, the power locks were not functional. I am not pleased that I am being held responsible for a failure that occurred while my vehicle was being repaired by a Dodge-authorized service center, then be charged for maintenance that either did not occur or was so ineffective that it couldn't last past leaving the lot. I will be calling again on 7/10 to discuss this service failure, but am very reluctant to take the vehicle back to Mendenhall Auto Center for further evaluation.

VIN:
5R[redacted]
Mileage:
33678
Servicing Dealer:
Mendenhall Auto Center
Title:

First Name:

Middle

Last Na

Address

Address

City:
Douglas
State:
AK
Zip:

Email:

Work P

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Jul 10 21:24:34 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

headlights not working and no satisfaction from chrysler accident waiting to happen

Comments:

I complained about headlights since the first year i owned the car but was intermitant problem that would not happen when i took to the dealer after some time it became worse and i took it in to the dealer at 32,000 miles to really complain and have them look at it and again they could not make the lights not work, since then it has become really bad and i took it in this year after i had to drive 8 miles with no lights and drove right to there garage so they could see it but they said my extended warranty would not cover it and i feel that chrysler should fix this dangerous situation as i did bring it in at 32,000 miles, Please help with this situation as i feel chrysler is responsible as it has been happening off and on for quite some time now and it is putting me in a dangerous situation that could ultimately end up right in your lap if i get hurt because of this. A response ASAP would be greatly appreciated.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jul 11 14:48:41 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Cathleen:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We have reviewed your email regarding the problem you are experiencing due to the headlights of your Chrysler Town & Country. We appreciate the time and effort you took to write to us. It is always a concern when our customers are disappointed with our product and dealership service. Kindly accept our apologies for the inconvenience caused to you.

We welcome comments and feedback from our customers as it is a way of learning and understanding the needs and expectations of our customers. Moreover, the feedback received helps us evaluate and analyze our products and bring about the needed modification and improvements.

In response to your email, we suggest that you contact our Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). Please have the Reference (CAIR) number and the following information handy before calling the Customer Assistance Center:

? 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

Our Customer Service Representatives available will be glad to address your questions and concerns.

Thanks again for your email and for giving us an opportunity to assist you. We appreciate your patience.

Sincerely,

Stacy Brown
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17683264
EMAIL CASE NUMBER: 2050024
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5820380I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

headlights not working and no satisfaction from chrysler accident waiting to
happen

Comments:
I complained about headlights since the first year i owned the car but was
intermitant problem that would not happen when i took to the dealer after
some time it became worse and i took it in to the dealer at 32,000 miles to
really complain and have them look at it and again they could not make the
lights not work, since then it has become really bad and i took it in this
year after i had to drive 8 miles with no lights and drove right to there
garage so they could see it but they said my extended warranty would not
cover it and i feel that chrysler should fix this dangerous situation as i
did bring it in at 32,000 miles, Please help with this situation as i feel
chrysler is responsible as it has been happening off and on for quite some
time now and it is putting me in a dangerous situation that could
ultimately end up right in your lap if i get hurt because of this. A
response ASAP would be greatly appreciated.

VIN:
5R[redacted]
Mileage:
44000
Servicing Dealer:
Northtown Sheridan
Title:
Mrs.
First [redacted]
Middle
Last N
Addres
Addres
City:
Williamsville
State:
NY
Zip:
Email:
Home P

From: [redacted]
To: customerassistre@chrysler.com
Date: Sat Aug 09 12:47:18 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Intermittent problem with headlights.

Comments:

Headlights don't always turn on with switch. Headlights have also turned off at night while driving. Noted a recall on Pacifica with identical problem. Additionally, many people with T&C, according to internet, are experiencing identical problem as mine. Is Crysler going to issue a recall concerning this very serious safety issue? I have already been to Dodge World in Clifton Park, NY 12065 with this problem. Please let me know what needs to be done to fix problem.

Thank you,
Roger Cleveland

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Aug 11 11:20:03 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We have reviewed your email in regards to the problem with headlights. We regret to read of your dissatisfaction in our 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 develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.
Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. However, in your case, we apparently missed the mark.
Please accept our sincerest apologies for the problems you have had. We hope we will have another chance, sometime soon, to restore your faith in us.

Furthermore, we would like to inform you that, Chrysler LLC has not released any official information regarding the recall for the problem you have been experiencing. If in the future your vehicle is in a factory recall campaign, you will be notified promptly by mail.

If you have further questions, please feel free to contact our office at 1-800-992-1997, between 8:00 a.m. to 5:00 p.m., Monday through Friday, to speak with one of our trained Customer Service Representatives.
Thank you once again for your email. We value you and your business.

Sincerely,

Steve Blue
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17787627
EMAIL CASE NUMBER: 2073497
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5888245I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Intermittent problem with headlights.
Comments:
Headlights don't always turn on with switch. Headlights have also turned
off at night while driving. Noted a recall on Pacifica with identical
problem. Additionally, many people with T&C, according to internet, are
experiencing identical problem as mine. Is Crysler going to issue a recall

concerning this very serious safety issue? I have already been to Dodge World in Clifton Park, NY 12065 with this problem. Please let me know what needs to be done to fix problem. Thank you, Roger Cleveland

VIN:
5B[redacted]
Mileage:
45000
Servicing Dealer:
Dodg World
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
ROUND LAKE
State:
NY
Zip:
[redacted]
Email:
Home Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Aug 12 19:13:08 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Re-occurring Problem

Comments:

These were the symptoms: Dash lights flickering, Warning bell sounds randomly,Instrument needles flicker randomly, radio temporarily cutsout,
headlights flicker. Problem usually occurs during hot weather when engine
at low idle.
Corrective Work By Henry Brown
Reprogram BCM and tighten
power and ground cables.
Problem reoccurs within two months. Is this a
common problem someone knows something about?
The dealer in Vancouver, WA
is clueless!

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Aug 13 11:56:37 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Robert:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret then inconvenience you are experiencing with your vehicle and appreciate the time and effort you took to bring this matter to our attention.

In response to your email regarding the problems you are experiencing with your vehicle, we suggest that if your dealer is unable to resolve your concerns you can seek a second opinion from another authorized dealer.

You can locate a dealership using the "Find a Dealer" area on the Dodge website at http://www.dodge.com.

If your concerns are still not resolved after, consulting another dealership you can contact our Customer Assistance Center at 1-800-992-1997 between 8.00 a.m. to 5.00 p.m., Monday through Friday to speak with our trained Customer Service Representatives.

Thanks again for your email.

Sincerely,

Neil Wright
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17796979
EMAIL CASE NUMBER: 2075464
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5893336I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Re-occurring Problem
Comments:
These were the symptoms: Dash lights flickering, Warning bell sounds randomly,Instrument needles flicker randomly, radio temporarily cutsout, headlights flicker. Problem usually occurs during hot weather when engine at low idle. Corrective Work By Henry Brown Reprogram BCM and tighten power and ground cables. Problem reoccurs within two months. Is this a common problem someone knows something about? The dealer in Vancouver, WA is clueless!

VIN:
5R[redacted]
Mileage:
56374
Servicing Dealer:
Henry Brown Automotive Group
Title:
Mr.
First [redacted]

Middle

Last N

Addres

Address 2:

City:
Casa Grande
State:
AZ
Zip:

Email:

Home Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Sep 15 23:26:57 EDT 2008
Subject: RE: Chrysler LLC Customer Assistance
(KMM5893336I25261L0KM)
I just wanted to let you know that the problem has been fixed=2C but
not by=
 a Dodge dealer. As it turns out the problem was nothing more that a
loose =
cluster plug to the instrument panel. You'd think that after taking
it to t=
wo dealerships they would find something as simple as this. The
repair was =
done by Allstar Auto Electric here in Vancouver=2C WA and the charge
was ba=
se upon one hour of shop time.> Date: Wed=2C 13 Aug 2008 11:57:40 -
0400> Fr=
om: customerassist@chrysler.com> To: seahawk919@msn.com> Subject: Re:
Chrys=
ler LLC Customer Assistance (KMM5893336I25261L0KM)> > Dear Robert:> >
Thank=
 you for contacting the Chrysler Customer Assistance Center >
regarding you=
r 2005 Dodge Grand Caravan.> > We regret then inconvenience you are
experie=
ncing with your vehicle and > appreciate the time and effort you took
to br=
ing this matter to our > attention.> > In response to your email
regarding =
the problems you are experiencing > with your vehicle=2C we suggest
that if=
 your dealer is unable to resolve > your concerns you can seek a
second opi=
nion from another authorized > dealer.> > You can locate a dealership
using=
 the "Find a Dealer" area on the Dodge > website at
http://www.dodge.com.> =
> If your concerns are still not resolved after=2C consulting another
> dea=
lership you can contact our Customer Assistance Center at > 1-800-
992-1997 =
between 8.00 a.m. to 5.00 p.m.=2C Monday through Friday to > speak
with our=
 trained Customer Service Representatives.> > Thanks again for your
email. =
> > Sincerely=2C > > Neil Wright> Customer Service Representative >
Chrysle=
r Customer Assistance Center> > For any future communications related
to th=
is email=2C please refer to the> following information: > REFERENCE
NUMBER:=
 17796979> EMAIL CASE NUMBER: 2075464 > REPLY LINK:
http://www.chrysler.com=
/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM5893336I25261L0KM&> > >
Original=
 Message Follows:> ------------------------> > US Customer Service -
Dodge =
Brand Site> Brief Description: > Re-occurring Problem> Comments:>
These wer=
e the symptoms: Dash lights flickering=2C Warning bell sounds>
randomly=2CI=
nstrument needles flicker randomly=2C radio temporarily > cutsout=2C>
headl=
ights flicker. Problem usually occurs during hot weather when >

engine> at =
low idle. Corrective Work By Henry Brown Reprogram BCM and tighten>
power a=
nd ground cables. Problem reoccurs within two months. Is this a>
common pro=
blem someone knows something about? The dealer in Vancouver=2C > WA>
is clu=
eless!> > > > VIN:> 5R431948> Mileage:> 56374> Servicing Dealer:>
Henry Bro=
wn Automotive Group> Title:> Mr.> First Name:>[redacted] Middle
Initial:[redacted] =
Last Name:>[redacted] Address 1:> [redacted]Dr> Address 2:> >
City:> Casa=
 Grande> State:> AZ> Zip:> [redacted]
Phone:> =
[redacted]

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or on=
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[redacted]

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RETURN RECEIPT REQUESTED

RETURN RECEIPT REQUESTED

DAIMLERCHRYSLER MOTORS CORPORATION CUSTOMER CENTER
PO BOX 21-8004
AUBURN HILLS MI 48321-8004

48321\8004 B198

RECEIVED

AUG 1 2

OWNER RELATIONS

NOTICE TO MANUFACTURER OF FINAL OPPORTUNITY TO REPAIR

This constitutes my notice as a consumer, pursuant to Georgia's Motor Vehicle Warranty Rights Act, *O.C.G.A.* Section 10-1-784(a)(1), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

Defect # 1 HEADLIGHTS EXTREMELY DIFFICULT TO GO ON/OFF

Defect # 2 HEADLIGHTS GO OUT DURING DRIVING

Defect # 3 TRANSMISSION HAS SLIPPAGE

Defect # 4

(Please use another sheet to list additional defects, if any.)

Vehicle make DODGE Model GRAND CARAVAN Year 2005

Vehicle identification number (VIN) 1D4GP24R35B[redacted]

Name/address of selling dealer or lessor BUTLER CHRYSLER JEEP
2817 WATSON BLVD
WARNER ROBINS GA 31093

Date of delivery JULY 9, 2005 Current odometer reading 72,500

Name/address of the facility where repairs were made #1 BUTLER CHRYSLER
2817 WATSON BLVD
WARNER ROBINS GA 31093

#2 FIVE STAR CHRYSLER
3068 RIVERSIDE DRI
MACON GA 31210

Date/s of repair 11/17/05, 2/8/06, 6/8/06, 1/03/07, (AS A MILITARY OFFICER, I DEPLOYED THROUGH END OF 2007) 12/18/07 (REPORTED BUT NOT DOCUMENTED), 4/22/08, 6/11/08

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name [redacted] Home phon[redacted]

Address WARNER ROBINS GA [redacted] Work phon[redacted]

Consumer signature [redacted] Today's date 8/7/08

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by certified mail, return receipt requested, ***to the manufacturer* at the address provided in your owner's manual**. If your vehicle is a motor home, you must send notices to all known manufacturers.

A

(OVER)

BACKGROUND

I notified Butler Chrysler of the headlight problem a number of times. During my last visit I also reported a vibration in my transmission again. They only focused on a $600 tune up claiming it cost so much because of special spark plugs. When I attempted to talk with the owner, he said he couldn't because he was eating lunch. Subsequent calls have had no success because he refuses to take my calls.

I went to the dealer in Macon, Georgia and they said they could not repair the lights

I called the Chrysler Dodge customer service line and after three calls was told they could not repair the problem (despite extreme danger) and would continue to research

Col [redacted]

RECEIVED DATE:

8/26/08

POSTED DATE:

8/22/08

LAST NAME:

[redacted]

VIN (LAST 8 DIGITS)

00000000

C A I R#

00000000

NON – SCANABLE ITEMS:

CIRCLE

YES *NO*

[redacted]
Beech Grove, IN[redacted]

Mr. Robert L. Nardelli
Chairman and Chief Executive Officer,
Chrysler LLC
PO Box 21-8004
Auburn Hills, MI 48321-8004

August 20, 2008

Dear Mr. Narelli,

I am writing to tell you and your company my family's story about our 2006 Chrysler Town and Country minivan. I hope you will take the time to read this and understand our perspective.

In late 2006, after a great deal of research, my wife and I decided to purchase a Town and Country minivan. We chose the touring edition and my wife worked with our dealer to find the right color and options. We were excited to acquire this new vehicle for our family and looked forward to owning one of the best minivans available. This was a major decision for our family of four at the time, with a fifth due in early 2007. This was also a major decision as my wife comes from a family of GM employees. Thanksgiving was filled with plenty of jokes and "ribbing" of defection to the "other side". This is where our Chrysler journey began.

Within a month of having our vehicle we noticed that there was an intermittent problem with our driver's side headlight and driver's side sliding door. These problems were brought to the attention of our dealership. They stated there was a recall for the computer controlled units and they replaced it. Our problem seemed to be fixed. Within another month, we noticed the headlight was still having intermittent outages. This concerned us as only having one headlight is a safety and legal concern. Again we brought this to the attention of our dealership. They had difficulty in diagnosing this problem as it was intermittent. Understanding of how difficult it can be to duplicate an intermittent problem, we decided it would be best to provide documentation of this problem to help diagnose. We took voltage readings of both headlights while the problem was occurring, we video recorded the instances and we logged the times of day, weather and other conditions when this occurred. After a year and a half of making several trips to the dealer and working closely with the service manager, we found and fixed the problem. Thankfully we have not had any problems with the headlight since. Problem solved.

We currently have 42,000 miles on our van and we no longer feel safe driving our family around in this vehicle. We recently took a trip from our home in Indianapolis to Hilton Head South Carolina and it was a stressful trip. The driver's side power window motor failed in the down position, and when I was able to get the window up, it would vibrate open over time. I was able to purchase a tool kit and a new power window motor and

replace it in the parking lot of the parts store. This took time and money from my vacation to do this. I also noticed there was a great deal of noise coming from the front end of the vehicle, a clunking type of noise. This concerned me greatly and I sought the expertise of a dealership for diagnosing. Luckily there were no major suspension issues, just two strut bearings that had gone bad. I elected not to have these replaced while on my vacation as it would require a rental vehicle and an expensive repair bill.

Within the last two weeks, we have had an intermittent air bag warning light. This warning light has been the proverbial "last straw" for us, hence the reason for our letter. Throughout our short ownership of this van there have been more problems occur than we would have expected for this age of vehicle. We are meticulously detailed owners of any vehicle that we have owned. We keep wondering what problem will come up next. We understand that problems occur and parts wear out, but this van has had more issues than any other vehicle that we have owned. We no longer feel safe driving this vehicle!

We are currently seeking options that will allow us to remove this vehicle from our ownership. We have not been satisfied with our Chrysler experience and we will likely be out thousands of dollars to rid ourselves of this vehicle. With all the research that we did on minivans, which included, speaking to other owners, reading several reports, comparing with other manufacturers and taking the insurance industry crash test ratings into consideration we thought we were purchasing one of the best minivans on the market. I even have family that work in the Windsor plant that makes these vans and they highly recommended it! This has been such a great disappointment. There is no protection available to us to bring about legal action, nor is it feasible to try and do so. I realize that this is my loss.

At this point in time we must concede that we made a bad decision, but did so based on extensive research that mislead us into thinking this would be the best vehicle for our needs. It would be nice if Chrysler could help us with options to replace this vehicle. To trade this van would result in two to four thousand dollars in loss. In these tough economic times, raising three small children, we can not afford to lose so much on this vehicle. I understand that Chrysler is a large corporation and that one customer's satisfaction is not that important but consider the long term effects of this relationship. Chrysler still markets that it has the best minivan available, and many independent research firms back this claim up. We would love to take the opportunity to try Chrysler again, and would be happy to hear any suggestions you may have for us.

Please feel free to contact either of us for more detail or to speak with us regarding options or suggestions.

Sincerely,

[redacted]

[redacted]
Beech Grove, IN, [redacted]

Mr. Robert L. Nardelli
Chairman and Chief Executive Officer,
Chrysler LLC,
PO Box 21-8004
Auburn Hills, MI 48321-8004

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From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Sep 29 22:08:50 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

My headlights will turn off without reason.
Comments:

My headlights will turn off when I drive at night at any given moment.
Sometimes, I can turn off and back on but, just tonight I couldn't and
Thank God I was only a few blocks from home. Does this require a recall?

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Oct 01 09:32:19 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear April:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

In response to your email, we regret to read of your dissatisfaction in our 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 develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We regret that you are experiencing problems with the headlights of your vehicle and it is too risky to drive. It is our suggestion that you visit the nearest dealership in your vicinity at the earliest.

We also request you to seek out the dealerships that are known for excellence in customer service - our Five Star dealers. Visit http://www.fivestar.com, or call 1-800-677-5-STAR.

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 Customer Service Representatives.

Thanks again for your email.

Sincerely,

Paddy Louis

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17949487
EMAIL CASE NUMBER: 2107567
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5991279I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
My headlights will turn off without reason.
Comments:
My headlights will turn off when I drive at night at any given moment.
Sometimes, I can turn off and back on but, just tonight I couldn't and
Thank God I was only a few blocks from home. Does this require a recall?

VIN:
5R[redacted]
Mileage:
70000
Servicing Dealer:

Title:
Ms.
First Name:
[redacted]
Middle

Last Na

Address

Address

City:
Royse City
State:
TX
Zip:
[redacted]
Email:

Home Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Oct 26 20:10:27 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Town and Country electrical problem

Comments:

I am having electrical problems with my van, I have taken it to two Chrysler dealerships and two garages and NO ONE can find the problem. I cannot drive my car as the headlights and dashlights shut on and off while driving, which means I cannot transport my children anywhere after dark. Please, please help. I am at the end here.

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Oct 28 15:17:53 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We regret the problem with your vehicle and appreciate the time and effort you took to bring this matter to our attention. Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable.

In response to your email, we request you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Time Zones). It is necessary to discuss this issue with you directly.

When calling the Customer Assistance Center, please have your Reference (CAIR) number and the following information handy:

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

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Sean Matthew
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18028517
EMAIL CASE NUMBER: 2123903
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6037058I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Town and Country electrical problem
Comments:
I am having electrical problems with my van, I have taken it to two Chrysler
dealerships and two garages and NO ONE can find the problem. I cannot drive
my car as the headlights and dashlights shut on and off while driving,
which means I cannot transport my children anywhere after dark.

Please,
please help. I am at the end here.

VIN:
5F[redacted]
Mileage:
64000
Servicing Dealer:
Kasper Chrysler Sandusky
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Medina
State:
OH
Zip:
[redacted]
Email:
Home P

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Nov 06 12:13:57 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2005 Dodge Grand Caravan with a 3.3 liter engine: The instrument cluster and headlights flicker and gauges drop to zero.

Comments:

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Nov 06 14:04:19 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction and appreciate the time and effort you took to write to us regarding your concern.

In response to your email, we suggest that you give your local dealer the opportunity to assist you. Given the many variables involved we are unable to diagnose your vehicle problem via email. Their service personnel at the dealership have the factory training, equipment, and information available to diagnose and correct concerns with our vehicles.

In addition, we would like to inform you that our records indicate that your vehicle (1D4GP24R65B324731) is involved in the factory recall campaign listed below.

Recall Campaign # F06 UNDERBODY HEATER HOSES.

If you are having any concern, we suggest that you please contact your local authorized Dodge dealership for an inspection and for the repairs. The recall services are performed free of charge and do not require recall notification letter. Recall repairs can be performed at any point of time by any authorized Dodge dealership.

Should you have any concern, please feel free to contact us.

Thanks again for your email. We appreciate you and your business.

Sincerely,

Dafie Brown
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18062776
EMAIL CASE NUMBER: 2130102
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6051066I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
2005 Dodge Grand Caravan with a 3.3 liter engine: The instrument cluster
and headlights flicker and gauges drop to zero.

Comments:

VIN:
5B[redacted]

Mileage:
87800
Servicing Dealer:

Title:
Mr.
First Name:

Middle

Last Na

Address

Address 2:

City:
Houston
State:
TX
Zip:

Email:

Home P

LISA MADIGAN
ATTORNEY GENERAL
STATE OF ILLINOIS
500 South Second Street
Springfield, IL 62706

PRESORTED
FIRST CLASS

Hasler

016H26506516
$00.47 1
11/03/2008
Mailed From 62701
US POSTAGE

431

1GHUR31 48326

3R199708

OFFICE OF THE ATTORNEY GENERAL
STATE OF ILLINOIS

Lisa Madigan
ATTORNEY GENERAL

November 3, 2008

RECEIVED
NOV 10 REC'D
SPECIAL INVESTIGATIONS

Daimler Chrysler **********
Attn: Customer Call Center
1000 Chrysler Drive
Auburn Hills, MI 48326-2766

Re: [redacted]
File No: 2008-CONSC-00225771

Dear Sir/Madam:

The Consumer Protection Division, of the Office of the Attorney General received a consumer complaint involving your business. We have enclosed a copy of the complaint for your examination.

We would appreciate your review and response to the complaint, as well as any suggestions for a potential resolution. Please include copies of any substantiating documents which relate to this complaint with your response. If the matter has been resolved, we would appreciate knowing it.

Please provide a response within ten days. All communications must be in writing. Direct all correspondence to Consumer Protection Division, Office of Attorney General, 500 South Second Street, Springfield, IL 62706. Refer to the above mentioned file on all correspondence.

Sincerely,

ATTORNEY GENERAL
State of Illinois

Sally Boyle

Sally Boyle
Citizen's Advocate
Consumer Protection Division
(217)782-9243

enclosure

LISA MADIGAN

Illinois Attorney General
Consumer Fraud Bureau
500 South Second Street
Springfield, IL 62706
217-782-1090
1-800-243-0618 (Toll free in IL)
TTY: 1-877-844-5461
www.IllinoisAttorneyGeneral.gov

Office Use Only

CLMS: _____

AG: _____

Fill out the form online, then print and mail to the address above. Include copies (no originals please) of any supporting documents.

YOUR INFORMATION

Name: Mr., Mrs., Ms. (circle one)
[redacted]

City: Mackinaw **State:** IL **Zip code:** [redacted] **County:** Tazewell

Your Telephone Number:
Daytime [redacted]
Evening

Your e-mail address (optional):
[redacted]

Are you a senior citizen? Yes ☑ No ☐

Who referred you to this office? A Local lawyer

NAME OF SELLER OR PROVIDER OF SERVICE

Name: Sam Leman Chrysler Dodge

Address: 161 Detroit Ave ~~61550~~

City: Morton **State:** IL **Zip code:** 61550

Telephone (309) 263-2345
Website:

Additional seller or provider of service involved in transaction:
Name:
Address:
City: **State:** **Zip code:**
Telephone ( )
Website:

Has this matter been submitted to another government agency, an arbitration service, or to an attorney? Yes ☐ No ☑
If yes, please give name, address, telephone number #. _____
Is court action pending? Yes ☐ No ☐

INFORMATION ABOUT THE TRANSACTION

Date of Transaction:

Did you sign a contract? (If yes, please attach a copy) Yes ☑ No ☐

Date contract was signed: 6, 29, 2004

Was the product or service advertised? Yes ☑ No ☐ When? Car 2005 Dodge Caravan (Please attach a copy of the advertisement, if available)

How was the service advertised?
- ☑ Newspaper/magazine
- ☑ Radio advertisement
- ☑ Television advertisement
- ☐ Internet advertisement
- ☐ E-mail solicitation
- ☑ Direct mail solicitation
- ☑ Telephone solicitation
- ☐ Yellow pages of the telephone book
- ☐ Facsimile solicitation
- ☐ Door-to-door solicitation
- ☑ Display at merchant's place of business
- ☐ Display at a trade show/convention, etc.
- ☐ Other _____

Car Loan Thru CEFCU — 1yr. To go on loan 5,081.40

Total Cost of product/service: $ 30,549.00

Amount paid to date/down payment: $ 24,467.60 (Figures should be close)

Method of payment (check one) (Please attach a copy)
Cash ☐ Check ☐ Money Order ☐ Credit Card ☐ Debit Card ☐ Bank Draft ☐
Wire Transfer ☐ Automatic Debit ☐ Other _____

If you paid with a credit card, have you contacted your credit card company to register a dispute? Yes ☐ No ☐

(Under the Federal Fair Credit Billing Act, you have 60 days from the time that you receive your statement to dispute the charge.)

Where did the transaction take place?

- ☐ At my home
- ☐ Over the telephone
- ☐ By mail
- ☐ Over the Internet
- ☐ Trade show/convention/home show
- ☑ At the firm's place of business
- ☐ By facsimile
- ☐ Other (please specify) _____
- ☐ There was no transaction

Have you complained to the company or individual? Yes ☑ No ☐ Both

If yes, provide name and phone number of the individual(s):

Sam Leman Dodge 309-263-2345

Dodge Corporation Complaint Dept.

FOR COMPLAINTS REGARDING MOTOR VEHICLES, PLEASE COMPLETE THIS BOX:

Make:	Model:	Year:	New: Yes ☑ No ☐	As-Is: Yes ☐ No ☑
Dodge	Caravan	2005		
Warranty: Yes ☑ No ☐ **Expiration Date:** Expired 6-08 70,000 miles	**Name of Extended Warranty:** Dodge	**Purchase Date:**	**Current Mileage:** 73,000	**Mileage at Purchase:** New 14 miles

Briefly describe the transaction and your complaint. You may use additional sheets if necessary. **Please attach copies of all contracts, letters, receipts, cancelled checks (front and back), advertisements, or any other documents that relate to your complaint. PLEASE DO NOT SEND ORIGINALS.**

I have fought with Leman since 2004 over Head lights
They will not turn on at times
will not turn off at times
will Blink or flash off + on
will go off at 70 miles an hour going down Interstate.
at first they replaced switches + sensors or module
Then they said they could not duplicate problem, therefore could not fix.
This does not happen nessasarily daily or Weekly, but but almost monthly. Whenever it wants to. Imagine driving 70 mph at Night and have head lights go out. Put that on our tombstone

What form of relief are you seeking? (E.g. exchange, repair, money back, product delivery, etc.) Not Only Repaired Problem Repaired at No Exspense to me But also Solved

READ THE FOLLOWING BEFORE SIGNING BELOW:

In filing this complaint, I understand that the Attorney General is not my private attorney, but rather enforces laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or the person the complaint is directed against, unless box checked below. The above complaint is true and accurate to the best of my knowledge.

Signature [redacted] **Date:** 7-28-08

☐ Check here if you only want to notify our office of your concerns and do not want a mediation process initiated.

Please print and send the completed form to the address at the top of this complaint form.
Incomplete forms may be returned.

We took a June 2008 vacation had trouble with lights on trip. I had a 66,000 mile electronic warranty ended this spring. 70,000 drive train ended in June, 2008

Sam Leman

CHRYSLER • DODGE
161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345

Blue Star Award for Excellence
SINCE 1988

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
14260	JANELLA BROWN 2015	2826	01/06/05	DOCS51146

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	10,188	INFERNO RED	D7172

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/CARAVAN/GRAND SPORT F	06/29/04	14

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

F. T. E. NO.	P. O. NO.	R. O. DATE
		01/06/05

[redacted]
MACKINAW, IL [redacted]

COMMENTS

MO: 10188

LABOR & PARTS

J# 1 08DOZM2 MISC TECH(S):4002 0.00
CUSTOMER STATES HD LIGHTS DO NOT ALWAYS COME -HAVE TO
TURN SWITCH MULTIPLE TIMES
INSPECTED HEADLAMP OPERATION AND FOUND SWITCH FAILED
ORDERED HEADLAMP SWITCH

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 08DOZM MISC ELECTRICAL TECH(S):4002 0.00
CUSTOMER STATES THE DR SIDE FRONT WINDOW DOES NOT ALWAYS
WORK-HAS HAPPENED TWICE
CHECKED WINDOW OPERATION AND CHECKED SWITCH OK
COULD NOT DUPLICATE

JOB # 2 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	65277	JAN	01/06/05	RENTAL	INTERNAL
				TOTAL - SUBLET	0.00

TOTALS

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

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**

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE CONTACT:MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT 309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE MANAGER, MICHAEL BONAK AT SVCMGR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!!

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 03:59pm

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ERAINTINVE SF606665 (06/03)

Sam Leman

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(309) 263-2345
(309) 673-2345

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
14260	JANELLA BROWN 2015	1761	01/13/05	DOCS51485

	LABOR RATE	MILEAGE	COLOR	STOCK NO.
[redacted] MACKINAW, IL [redacted]	[redacted]	10,061	INFERNO RED	D7172

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/CARAVAN/GRAND SPORT F	06/29/04	14

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

F. T. E. NO.	P. O. NO.	R. O. DATE
		01/13/05

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 10061

LABOR & PARTS

J# 1 08DOZ ELECTRICAL TECH(S):4002 0.00
CUSTOMER STATES HEADLIGHTS DONT COME ON INTERMITANTLY
SOP PART
PART THAT CAME IN WAS PACKAGED WRONG
REORDERED PART

JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAITER

TOTALS

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE CONTACT:MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT 309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE MANAGER, MICHAEL BONAK AT SVCMGR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!!

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**

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 09:20am

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FORM EHA-L ZF-A14 (12/98) Reynolds and Reynolds FORMS: www.erosource.com 1-800-944-0996 fax 1-800-531-9055

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(309) 673-2345

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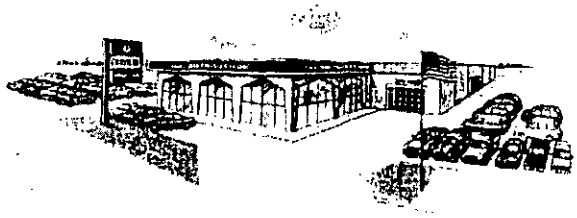

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
14260	BOB SHIPTON 30365	1794	01/14/05	DOCS51560

[redacted] MACKINAW, IL [redacted]	LABOR RATE [redacted]	MILEAGE 10,676	COLOR INFERNO RED	STOCK NO. D7172
	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F		DELIVERY DATE 06/29/04	DELIVERY MILES 14
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 01/14/05	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
359-8673	309-925-5544	MO: 10676

LABOR & PARTS----------
J# 1 08DOZ ELECTRICAL TECH(S):4021 WARRANTY
CUSTOMER STATES HEAD REPALCING HEAD LIGHT SWITCH
NEEDS HEADLAMP SWITCH
REMOVED HEADLAMP SWITCH FROM B3501 AND INSTALLED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	ZL651DV-AA	SWITCH LI 8053003		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS----------
WAITER

TOTALS----------

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

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**

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE CONTACT:MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT 309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE MANAGER, MICHAEL BONAK AT SVCMGR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!!

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 02:15pm

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MORTON, ILLINOIS 61550
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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
14260	JANELLA BROWN 2015	1147	01/21/05	DOCS51857

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	11,028	INFERNO RED	D7172

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/CARAVAN/GRAND SPORT F	06/29/04	14

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

F. T. E. NO.	P. O. NO	R. O. DATE
		01/21/05

[redacted]
MACKINAW, IL [redacted]

[redacted]

COMMENTS

MO: 11029

LABOR & PARTS----------
J# 1 08DOZM MISC ELECTRICAL TECH(S):4033 WARRANTY
CUSTOMER STATES HD LIGHTS DO NOT ALWAYS COME ON-SOP HERE
REPLACED HEADLAMP SWITCH PER PREVIOUS DIAGNOSIS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	ZL651DV-AA	SWITCH LI 8053003		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU ARE NOT SATISFIED IN ANY WAY WITH YOUR VISIT, PLEASE CONTACT:MARY MENDENHALL, CUSTOMER RELATIONS MANAGER AT 309-263-2345 OR CRMGR@MTCO.COM, OR CONTACT OUR SERVICE MANAGER, MICHAEL BONAK AT SVCMGR@MTCO.COM
THANK YOU FOR YOUR BUSINESS!!!!!

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**

CUSTOMER SIGNATURE

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[END OF INVOICE] 09:04am

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CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
14260	TOBY SMITH 14392	1473	05/04/06	DOCS70826

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	33,035	INFERNO RED	D7172

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/CARAVAN/GRAND SPORT F	06/29/04	14

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

F. T. E. NO.	P. O. NO.	R. O. DATE
		05/04/06

[redacted]
MACKINAW, IL [redacted]

[redacted]

COMMENTS

MO: 33035

LABOR & PARTS

J# 1 08DOZM MISC ELECTRICAL TECH(S):4005 WARRANTY

CUSTOMER STATES HEADLIGHTS SOMETIMES DO NOT WORK. VERIFIED
COMPLAINT ON SRV DRIVE. HAD TO ROCK HEADLIGHT SWITH
BACK AND FORTH AND HAD TO PULL OUT ON SWITH THEN ROCK
BACK AND FORTH AND THEN HEADLIGHTS CAME ON. BRIGHT LIGHTS
WOULD COME ON BUT WOULD NOT STAY ENGAUGED
INSPECTED AND COULD NOT DUPLICATE
REPLACED HEADLAMP SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	ZL651DV-AE	SWITCH LI 8053003		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 25DOZRECALLN RECALL NOTIFICATION TECH(S):4005 0.00

ORDER PART FOR F01 RECALL
ORDERED RECALL PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3+00DOZZMPI MULTIPOINT TECH(S):4005 0.00

COURTESY MULTI POINT INSPECTION
MULTI POINT INSPECTION COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
JOB # 1	69022	TOBY		05/04/06	RENTAL	INTERNAL
					TOTAL - SUBLET	0.00

TOTALS

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

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**

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU HAVE ANY QUESTIONS AT ALL ON YOUR REPAIR OR BILL, PLEASE CONTACT YOUR SERVICE ADVISOR . FOR ANY OTHER CONCERNS PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER (CBERSIN@SAMLEMAN.COM) OR OUR SERVICE MANAGER MICHAEL S. BONAK (MBONAK@SAMLEMAN.COM)THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 01:39pm

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Sam Leman

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CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
14260	TOBY SMITH 14392	681	01/12/07	DOCS80660

	LABOR RATE	MILEAGE	COLOR	STOCK NO.
[redacted] MACKINAW, IL [redacted]	[redacted]	46,186	INFERNO RED	D7172

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/CARAVAN/GRAND SPORT F	06/29/04	14

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

F. T. E. NO.	P. O. NO	R. O. DATE
		01/12/07

[redacted]	BUSINESS PHONE	COMMENTS
		MO: 46186

LABOR & PARTS----------

J# 1 08DOZ ELECTRICAL TECH(S):4005 INTERNAL

CUSTOMER STATES AT TIMES THE HEADLAMPS DO NOT WORK WHEN YOU TRY TO TURN THEM ON. OTHER TIMES THE HEADLAMPS STOP WORKING WHILE YOU ARE DRIVING DOWN THE ROAD. IF YOU WORK THE SWITCH BACK & FORTH OR TRY TURNING THE FOG LAMPS ON OR OFF THEY SOMETIMES COME BACK ON.
ON 05-04-06 ON RO# 70826 AT 33035 MILES THE HEADLAMP WAS REPLACED FOR A SIMULAR CONCERN.
INSPECTED AND CHECKED SEVERAL TIMES OK,CHECKED WITH DRB AND FCM SHOWS SWITCH REQUEST BUT DOES NOT TURN HEADLAMPS ON REPLACED FRONT CONTROL MODULE AND CHECKED 35 TIMES OK
LOP#08190801 .2 18 85410000 .6

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		5144579-AC	MODULE FR 8035029		INTERNAL
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 00DOZZMPI MULTIPOINT TECH(S):4005 0.00

COURTESY MULTI POINT INSPECTION
MULTI POINT INSPECTION COMPLETED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

COMMENTS----------

1ST DAY RENTAL

TOTALS----------

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU HAVE ANY QUESTIONS AT ALL ON YOUR REPAIR OR BILL. PLEASE CONTACT YOUR SERVICE ADVISOR . FOR ANY OTHER CONCERNS PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER (CBERSIN@SAMLEMAN.COM) OR OUR SERVICE MANAGER MICHAEL S. BONAK (MBONAK@SAMLEMAN.COM)THANK YOU FOR YOUR BUSINESS!!

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**

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 04:23pm

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ERAINTINVE SF606656 (06/03)

Sam Leman

CHRYSLER • DODGE
161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345

Five Star Award for Excellence
SINCE 1988

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
14260	TOBY SMITH 14392	908	06/27/07	DOCS87029

[redacted]	LABOR RATE / [redacted]	MILEAGE 51,709	COLOR INFERNO RED	STOCK NO. D7172
MACKINAW, IL [redacted]	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F		DELIVERY DATE 06/29/04	DELIVERY MILES 14
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 06/25/07	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 51709

LABOR & PARTS----------

J# 1 26DOZCSPECLOF CHRYSLER BASIC LOF TECH(S):4005 9.85

CHANGE ENGINE OIL & FILTER. INSPECT ALL FLUIDS & TOP OF
AS NEEDED. INSPECT & SET TIRE PRESSURES.
NOTE: ANY SPECIFIC OIL REQUSTS OTHER THAN OUR STOCK BULK
OIL, WILL BE AN ADDITIONAL COST ABOVE THE QUOTED PRICE. ALL
OILS ARE BILLED OUT SEPERATELY ON THE REPAIR ORDER UNDER THE
GAS/OIL/GREASE HEADING.
FREE 16 POINT INSPECTION
FREE VEHICLE WASH (DEPENDING ON WEATHER CONDITIONS & THE
EQUIPMENT)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5281090-BA	FILTER EN 9057006	6.00	6.00
			JOB # 1 TOTAL PARTS		6.00
			JOB # 1 TOTAL LABOR & PARTS		15.85

J# 2 08DOZ ELECTRICAL TECH(S):4008 0.00

CUSTOMER STATES CHECK HEAD LITES PER CHRYSLER
CHRYSLER HAD NO RELATED CASES TO THIS VEHICLE
ENGINEERING HAD NO THOUGHT AS TO WHAT TO DO FOR IT,
OTHER THAN THEY SAID THE VEHICLE NEEDS TO BE EXPERIENCING
THE CONDITION WHEN INSPECTED IN ORDER TO DETERMINE THE
CAUSE.
LIGHTS ARE WORKING NORMALLY AT THIS TIME, NO PROBLEM FOUND.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 25DOZCAMPAIGN RECALL NOTIFICATION TECH(S):4005 WARRANTY

CUSTOMER STATES AIR BAG LITE ON
RECALL ? G09
REPLACED L/F IMPACT SENSOR AND CONNECTORS PER RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	CBX2G091	SENSOR AI 8037155		WARRANTY
JOB # 3	2	5175788-AB	WIRING 2 8015002		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 08DOZM2 MISC TECH(S):4005 INTERNAL

CUSTOMER STATES POWER WINDOWS INOP
INTERMITTENT-HAVE TO HOLD SWITCH AND SLAM DOOR CLOSED
THEN MAY MOVE
INSPECTED AND CHECKED AND FOUND MASTER WINDOW SWITCH SHORTED
REPLACED MASTER WINDOW SWITCH
LOP#08805401 .2 18

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	4685732-AC	SWITCH PO 8053002		INTERNAL

PAID IN FULL

JUN 2 [illegible]

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 02:06pm

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CHRYSLER • DODGE
161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345
(309) 673-2345

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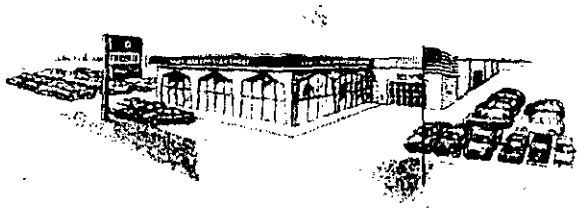

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
14260	TOBY SMITH 14392	908	06/27/07	DOCS87029
[redacted]	LABOR RATE [redacted]	MILEAGE 51,709	COLOR INFERNO RED	STOCK NO. D7172
MACKINAW, IL [redacted]	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SPORT F		DELIVERY DATE 06/29/04	DELIVERY MILES 14
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L X 5 R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO	P. O. NO.	R. O. DATE 06/25/07	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 51709

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-------VEND INV#-INV.DATE-DESCRIPTION----------

JOB # 1	72353	TOBY	06/27/07	RENTAL	INTERNAL
				TOTAL - SUBLET	0.00

G.O.G. & SUPPLIES----------

JOB # 1	1.0	5W20	@ 9.000	/UNIT	9.00
				TOTAL - GOG	9.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	EF	SHOP SUPPLIES/ENVIRONMENTAL		0.49
JOB # 1	CD	CHRYSLER SERVICE DED. (CUST)	87029	100.00
			TOTAL - MISC	100.49

COMMENTS----------
RENTAL

TOTALS----------

[ ] CASH [ ] CHARGE [ ] CHECK/CHECK#

[ ] VISA [ ] MASTERCARD [ ] DISCOVER

TOTAL LABOR....	9.85
TOTAL PARTS....	6.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	9.00
TOTAL MISC CHG.	100.49
TOTAL MISC DISC	0.00
TOTAL TAX.....	1.02
TOTAL INVOICE $	**126.36**

ALL OF US AT SAM LEMAN STRIVE FOR 100% CUSTOMER SATISFACTION IF YOU HAVE ANY QUESTIONS AT ALL ON YOUR REPAIR OR BILL, PLEASE CONTACT YOUR SERVICE ADVISOR . FOR ANY OTHER CONCERNS PLEASE CONTACT OUR CUSTOMER RELATIONS MANAGER (CBERSIN@SAMLEMAN.COM) OR OUR SERVICE MANAGER MICHAEL S. BONAK (MBONAK@SAMLEMAN.COM)THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 02:06pm

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-Sam Leman-

CHRYSLER Dodge Dodge Trucks
161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345 • PEORIA (309) 673-2345

Office of the Attorney General
500 South Second Street
Springfield, IL 62706
20 August 2008

RE: File No: 2008-CONSC-00225771

Dear Sir/Madam:

We have read the complaint as filed by Mr. [redacted] & have reviewed our service records for his 2005 Dodge Caravan. While we sympathize with him, we simply cannot repair something that is not broken when we look at the vehicle. We have made every effort to find something wrong with the vehicle, we have involved Chrysler's technical assistance center as well as their district managers, and our own factory trained technicians. None have been able to duplicate the concern of the lights blinking or flashing on & off. On June 27, 2008 RO # 87029 we looked at the vehicle & worked closely with a factory engineer on this condition, they states in order to determine the cause we will need to experience the condition first, which has not happened.

To date we have made every effort to try to assist Mr. [redacted] with his concern, however we have never been able to duplicate the condition.

Sincerely,

Thomas Schupp
Director of Operations
Sam Leman Automotive Group

File # 2008-CONSC-00225771

This exactly what I had wrote and told you, that they were telling us, do I have this put on my (our) head stone or "is there something that can be done.

I feel I gave then plenty of time to fix problem before I contacted your office for some kind of Help.

[redacted]

The worst problem is that they will go off while driving down an interstate highway at legal speed limits and not necessarily come right back on by wiggeling light switch which has fallen out of dash into my hand while wiggeling before.

File No 2008-CONSC-00225971

10-17-08

Sally Byle

Four weeks ago on a Sat night we were driving from Pekin to East Peoria on route 29, when a car pulled over to us to let us know that our head light were not on. It was dark out but enough light we did not realise they weren't working but they were on.

~~Sept~~ October 14, 2008 we were coming home from Pekin on Allentown Blacktop with bright light on when all of a sudden they turned to dims. I did not touch a thing.

Around a month + a half ago we were coming out of Paradise parking ~~light~~ lot when we realised our lights were not working. In each of these incidents I operated light ~~switch~~ switch a couple of times and lights came on. I pulled back switch for bright lights and they worked.

this has been a continueing problem, but 1st time with bright lights went to dim

[redacted]

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Sam Leman

161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345 • FAX (309) 266-5368

CHRYSLER
DODGE

Office of the Attorney General
500 South Second Street
Springfield, IL 62706
20 August 2008

RE: File No: 2008-CONSC-00225771

Dear Sir/Madam:

We have read the complaint as filed by Mr. [redacted] & have reviewed our service records for his 2005 Dodge Caravan. While we sympathize with him, we simply cannot repair something that is not broken when we look at the vehicle. We have made every effort to find something wrong with the vehicle, we have involved Chrysler's technical assistance center as well as their district managers, and our own factory trained technicians. None have been able to duplicate the concern of the lights blinking or flashing on & off. On June 27, 2008 RO # 87029 we looked at the vehicle & worked closely with a factory engineer on this condition, they states in order to determine the cause we will need to experience the condition first, which has not happened.

To date we have made every effort to try to assist Mr. [redacted] with his concern, however we have never been able to duplicate the condition.

Sincerely,

Thomas Schupp
Director of Operations
Sam Leman Automotive Group

Five Star Award for Excellence
SINCE 1988

Sam Leman

161 DETROIT AVENUE
MORTON, ILLINOIS 61550
(309) 263-2345 • FAX (309) 266-5368

CHRYSLER
DODGE

Office of the Attorney General
500 South Second Street
Springfield, IL 62706
22 September 2008

RE: File # 2008-CONSC-00225771

Dear Sir/Madam:

I have reviewed the latest letter forward to us by your office from Mr. [redacted] Unfortunately, there is no new information in his letter that was not already stated in the original complaint letter field by him. Therefore, I stand by our original response letter with no change on our position.

Sincerely,

Thomas Schupp
Director of Operations
Sam Leman Automotive Group

ENC: 2

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Nov 21 21:23:52 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Headlights keep randomly shutting off

Comments:

My headlights keep shutting off randomly. Tonight while my wife and daughter are driving in Tulsa. Headlight switch was dealer replaced once.
I found many comments in web groups about faulty headlight switches on 2005
-2007 Grand Caravan headlight switches. Has Dodge figured out how to fix
this yet? Recall coming? Do I need to go buy some toggle switches and
wire them in myself to get a reliable switch?

Sender Information:

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

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Nov 24 08:51:14 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Thoron:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret the inconvenience you have experienced and appreciate the time and effort you took to write to us.

We have reviewed your recent email. In response to your email, we would like to inform you that we are unable to diagnose your vehicle via email. Although we recommend that you contact your selling dealer for assistance; any authorized dealer can assist you with your concern. You are not limited to the dealership that sold you the vehicle.

Also, you can seek the dealerships that are known for excellence in customer service - our Five Star dealers. Please visit our website http://www.fivestar.com, or call 1-800-677-5-STAR. If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find a Dealer" area on the Dodge website at (http://www.dodge.com).

Also, our records indicate that the following recall campaign has not been performed by an authorized LLC dealer:

1) F06 UNDERBODY HEATER HOSES

As we cannot always confirm that the needed service has been performed, we suggest that you contact your local authorized Dodge dealer to arrange for an inspection and for the repairs. If required the dealer may perform a corrective action at no charge to you.

You can also access the self-service recall site on the internet to check your vehicle's involvement in any/all recalls that are published. Simply log on to our brand website: www.dodge.com, click on "For Owners" and then enter your Vehicle Identification Number (VIN).

If we can be of any assistance to you in the future, please feel free to contact us. We appreciate you and your business.

Thanks again for your email.

Sincerely,

John Cooper
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18108658
EMAIL CASE NUMBER: 2139357
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6078560I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:
Headlights keep randomly shutting off
Comments:
My headlights keep shutting off randomly. Tonight while my wife and daughter are driving in Tulsa. Headlight switch was dealer replaced once.
I found many comments in web groups about faulty headlight switches on 2005
-2007 Grand Caravan headlight switches. Has Dodge figured out how to fix
this yet? Recall coming? Do I need to go buy some toggle switches and
wire them in myself to get a reliable switch?

VIN:
5R[redacted]
Mileage:
101595
Servicing Dealer:
Chris Nikel
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Oologah
State:
OK
Zip:
[redacted]
Email:
Home P

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 19 19:31:25 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

7 times in 4 different dealers in less than 12 months, to fix same problem that still exist???

Comments:

Please help with this van. Dont know what else to do with it. Seven times
it has been in the dealer to fix the same problem, but still does the same
thing. All the lights flicker (headlights/dashlights/bells ringing) then
it will stall out. Very dangerous for wife to drive with two kids. Dealer
puts it on the computer and what ever it says they replace. Something
different evertime, but its obviously something major they dont to mess
with.
Please help with this problem!!!

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 20 16:12:24 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Dan:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in our 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 develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

In response to your email regarding the repeated problems that you are experiencing with teh lights flickers of your vehicle, we would recommend you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 A.M. and 5:00 P.M. Monday through Friday.

When calling the Customer Assistance Center, please have your Reference number and 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 Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your continued business with us.

Sincerely,

Kelly Nelson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18266127
EMAIL CASE NUMBER: 2173520
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6177099I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
7 times in 4 different dealers in less than 12 months, to fix same problem
that still exist???

Comments:
Please help with this van. Dont know what else to do with it. Seven times
it has been in the dealer to fix the same problem, but still does the same
thing. All the lights flicker (headlights/dashlights/bells ringing) then
it will stall out. Very dangerous for wife to drive with two kids. Dealer
puts it on the computer and what ever it says they replace. Something
different evertime, but its obviously something major they dont to mess
with. Please help with this problem!!!

VIN:
5R[redacted]
Mileage:
54000
Servicing Dealer:
Neil Huffman/Commonwealth/Bales/Harrods
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Louisville
State:
KY
Zip:
[redacted]
Email:
Home P

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 23 12:01:51 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Looking for 2005 Caravan Headlight bulletins
Comments:

Looking for information on headlights do not work.
Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 26 04:28:30 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear Peter:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Caravan.

In response to your email regarding headlight bulletins, we would like to inform you that your local servicing dealership is the best resource. Moreover, we would like to inform you that you may order Technical Service Bulletins by phone via credit card (MasterCard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:

Tech Authority
P.O. Box 360450
Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at
http://www.techauthority.com

Thanks again for your email. We value you and your business.

Sincerely,

Danny Parker
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18280389
EMAIL CASE NUMBER: 2176445
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6187628I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Looking for 2005 Caravan Headlight bulletins
Comments:
Looking for information on headlights do not work.

VIN:
5E[redacted]
Mileage:
95000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]

Middle Initial:

Last Na[redacted]

Address

Address

City:
Bristol
State:
WI
Zip:

Email:

Home Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 26 16:52:08 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
(KMM6187628I25261L0KM)
Thanks for not answering my question.

-----Original Message-----
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Mon, 26 Jan 2009 4:19 am
Subject: Re: Chrysler LLC Customer Assistance (KMM6187628I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Caravan.

In response to your email regarding headlight bulletins, we would like
to inform you that your local servicing dealership is the best resource.
Moreover, we would like to inform you that you may order Technical Service Bulletins by phone via credit card (MasterCard, Visa, American
Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of
your order, by mail to:

Tech Authority
P.O. Box 360450
Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at
http://www.techauthority.com

Thanks again for your email. We value you and your business.

Sincerely,

Danny Parker
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: 18280389
EMAIL CASE NUMBER: 2176445
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

trk_ID=KMM6187628I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
Looking for 2005 Caravan Headlight bulletins
Comments:
Looking for information on headlights do not work.

VIN:
5B[redacted]
Mileage:
95000
Servicing Dealer:

Title:
Mr.
First Name:
[redacted]
Middle

Last Na

Address

Address 2:

City:
Bristol
State:
WI
Zip:
[redacted]
Email:

Home Ph

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 29 10:17:02 EST 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We apologize for the inconvenience caused due the problems with the pulsating head light, dash light, interior light, power door locks, back auto door locks, tires and steering wheel, 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 develop and the improvements that are desired by customers. The information received is used in product development and quality analysis.

In response to your email, we regret to read of your dissatisfaction with the service you have received at Rallye Auto Plaza Inc. It is always a concern when a customer is dissatisfied with the Dealer service. We realize our reputation depends in part on the quality of service provided by our dealers. Kindly accept our sincerest apologies for the problems you have experienced.

We hope that this experience will not cause you to misjudge our products. Information received from customers such as you enables better evaluation of dealers' service activities. Your complaint will be retained in the dealer's file.

In addition, we suggest that you continue to work with your servicing dealer. If the dealer has been unable to determine or resolve your concerns, you can seek a second opinion from another authorized dealership for proper diagnosis and repairs. You can seek the dealerships using the "Find a Dealer" area on the Dodge website at www.dodge.com.

If your concerns are still not resolved after consulting another dealer, please contact our office at 1-800-992-1997, between 8:00 A.M. to 5:00 P.M., Monday through Friday, to speak with one of our trained Customer Service Representatives.

Thanks again for your email and for sharing your concerns with us.

Sincerely,

Katherine Ander
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18290002
EMAIL CASE NUMBER: 2179551
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6195710I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
dissatisfied customer with service
Comments:

MYCARVAN IS ALMOST 4 YEARS OLD FOR THE PAST 3.5 YEARS I HAVE HAD MY CAR
SERVICED EVERY 3,000 MILES OR THERE ABOUT. EVERY TIME I TAKE IT IN TO
RALLEYE SERVICE I COMPLAIN ABOUT MY PLUSATING HEAD LIGHT ,DASH LIGHT AND
INTERIOR LIGHT THEY KEEP TELLING ME THEY DON'T KNOW WHAT IT IS. MY POWER
DOOR LOCKS ALL HAVE BEEN REPLACED AND ONCE AGAIN I TOOK IT IN JAN 19,09 AND
THE BACK AUTO DOOR LOCKS WOULD NOT OPEN THE DOORS THEY SAID THEY HAD TO PUT
IN NEW SOFT WARE, THEY WORKED YEH THEN I HAD MY TIRES ROTATED WHICH I HAD
TO PAY FOR THEY NEVER BALANCED THEM TOOK IT BACK PAID FOR BALANCING ,
STEERING WHEEL SHAKES LIKE IT HAS A NERVOUS CONDITION YOU HAVE TO HOLD THE
WHEEL TIGHT, I'M REALLY ANGRY WITH THE SERVICE BUT WHAT REALLY BUGS ME IS
THE PULSATING LIGHT ARE STILL PULSATING ALWAYS THE SAME ANSWER WE CHECKED
THE COMPUTER DON'T KNOW WHAT IT IS. HELP I VERY DISATISFIED WITH CHRYSLER
I'LL BE GETTING A NEW CAR IN ANOTHER YEAR AND AT THIS RATE IT WON'T BE A
CHYSLER THERE IS DEFINTILY SOME THING WRONG WITH THE ELECTRIAL SYSTEM. NOW
WHEN I START MY CAR IS COLD THE OIL COMES ON [OIL BEING FINE] ONLY GOES OUT
IF YOU SHUT THE CAR OFF AND TURN IT BACK ON. COULD I PLEASE GET SOME
ANSWERS THANKS B. MULLER

VIN:
5R[redacted]
Mileage:
44460
Servicing Dealer:
ralleye monroe ny 10950
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Addres
Address 2:
City:
MONROE
State:
NY
Zip:
[redacted]
Email:
Work Ph

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jan 27 21:12:50 EST 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

dissatisfied customer with service

Comments:

MYCARVAN IS ALMOST 4 YEARS OLD FOR THE PAST 3.5 YEARS I HAVE HAD MY CAR
SERVICED EVERY 3,000 MILES OR THERE ABOUT. EVERY TIME I TAKE IT IN TO
RALLEYE SERVICE I COMPLAIN ABOUT MY PLUSATING HEAD LIGHT ,DASH LIGHT AND
INTERIOR LIGHT THEY KEEP TELLING ME THEY DON'T KNOW WHAT IT IS. MY POWER
DOOR LOCKS ALL HAVE BEEN REPLACED AND ONCE AGAIN I TOOK IT IN JAN 19,09 AND
THE BACK AUTO DOOR LOCKS WOULD NOT OPEN THE DOORS THEY SAID THEY HAD TO PUT
IN NEW SOFT WARE, THEY WORKED YEH THEN I HAD MY TIRES ROTATED WHICH I HAD
TO PAY FOR THEY NEVER BALANCED THEM TOOK IT BACK PAID FOR BALANCING ,
STEERING WHEEL SHAKES LIKE IT HAS A NERVOUS CONDITION YOU HAVE TO HOLD THE
WHEEL TIGHT, I'M REALLY ANGRY WITH THE SERVICE BUT WHAT REALLY BUGS ME IS
THE PULSATING LIGHT ARE STILL PULSATING ALWAYS THE SAME ANSWER WE CHECKED
THE COMPUTER DON'T KNOW WHAT IT IS. HELP I VERY DISATISFIED WITH CHRYSLER
I'LL BE GETTING A NEW CAR IN ANOTHER YEAR AND AT THIS RATE IT WON'T BE A
CHYSLER THERE IS DEFINTILY SOME THING WRONG WITH THE ELECTRIAL SYSTEM. NOW
WHEN I START MY CAR IS COLD THE OIL COMES ON [OIL BEING FINE] ONLY GOES OUT
IF YOU SHUT THE CAR OFF AND TURN IT BACK ON. COULD I PLEASE GET SOME
ANSWERS THANKS [redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Apr 01 10:59:28 EDT 2009
Subject: Re: case number 2213913 (KMM6294243I25261L0KM)
Dear [redacted]:

Was the dealership able to resolve your issue during the last repair visit?

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6328049I25261L0KM&

Original Message Follows:

Chris,

Dropped it off at the dealership last night for them to look at today, so hopefully the issue will be resolved soon. If not, then I will let you know. When we get it back from the dealer it usually takes a couple of days before it starts again.

thanks,

[redacted]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: "scott roberts" <fullcustody@yahoo.com>
Date: Thursday, March 19, 2009, 11:48 AM

Dear [redacted]:

I have updated your file and thanks again for your understanding. I can
assure you that we want to get this issued resolved, so let me know if
the dealership is unable to duplicate or repair your Town & Country.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?trk_ID=KMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter. I will make an appointment to
take it back next week. I hope you will not hear anything else from me
about this issue. It seems that the headlights went out completely
yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I
see it is that we help each other. Thanks again for your response and
inquiring about our problem.

[redacted]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [redacted]
Date: Friday, March 13, 2009, 3:34 PM

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center
regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate
the time you took to bring this matter to my attention. We have opened
a file to investigate this issue with your dealer. Our records indicate
that the dealer did call us for technical support in January. However,
we will provide any additional 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 for another appointment and we appreciate your wanting to stay
loyal to Chrysler.

Thank you again for your email and please let us know if the issue is
not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Apr 01 13:13:46 EDT 2009
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
=A0I picked it up on Thursday of last week (3/26)=A0and so far so
good!=A0 =
Usually it takes a few days for the problem to resurface, but as of
now it =
is good.
=A0
thank you,
=A0
[redacted]

--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: [redacted]
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [redacted]:

Was the dealership able to resolve your issue during the last repair=
20
visit?

Thanks again for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6328049I25261L0KM&

Original Message Follows:

Chris,

=A0 Dropped it off at the dealership last night for them to look at
today,
so hopefully the issue will be resolved soon.=A0 If not, then I will
let=20
you know.=A0 When we get it back from the dealer it usually takes a
couple
of days before it starts again.

thanks,

[redacted]

[redacted]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [redacted]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [redacted]

I have updated your file and thanks again for your understanding.=A0
I can
assure you that we want to get this issued resolved, so let me know
if=20
the dealership is unable to duplicate or repair your Town & Country.
=A0 =A0=
=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?
trk_ID=
=3DKMM6294243I25261L0KM&

Original Message Follows:

Chris,

=A0 Thank you for your time in this matter.=A0 I will make an
appointment t=
o
take it back next week.=A0 I hope you will not hear anything else
from me=
=20
about this issue. It seems that the headlights went out completely=20
yesterday morning briefly on my wife as she was on her way to school.
=A0=20

=A0 The company I work for is a steel supplier for Chrysler so the
way I=20
see it is that we help each other.=A0 Thanks again for your response
and=20
inquiring about our problem.

[redacted]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [redacted]
Date: Friday, March 13, 2009, 3:34 PM

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center=20
regarding your 2005 Chrysler Town &=A0 Country.

I regret the problem your vehicle continues to experience and
appreciate
the time you took to bring this matter to my attention.=A0 We have
opened=
=20
a file to investigate this issue with your dealer.=A0 Our records
indicate
that the dealer did call us for technical support in January.=A0
However,=
=20
we will provide any additional 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=
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dealer for another appointment and we appreciate your wanting to
stay=20
loyal to Chrysler.

Thank you again for your email and please let us know if the issue
is=20
not resolved during the next repair visit.=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6291694I25261L0KM&

=0A=0A=0A

From: [redacted]
To: customerassist@chrysler.com
Date: Thu Mar 12 15:28:44 EDT 2009
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2005 town and country electrical issues

Comments:

We have had the dealership look at it three times, but the dash lights and
head lights and just about every other light flickers constantly. also the
gauges go wild and the warning tones sound for no reason. HELP!!! wife
wants to get a Toyota... i DO NOT want to do that, but this is not helping
my case!!! please help.

[redacted]

Sender Information:

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

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Mar 12 17:17:06 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate the time you took to bring this matter to my attention. We have opened a file to investigate this issue with your dealer. Our records indicate that the dealer did call us for technical support in January. However, we will provide any additional 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 for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Mar 13 16:01:00 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance
(KMM6291694I25261L0KM)
Chris,
=A0
=A0 Thank you for your time in this matter.=A0 I will make an
appointment t=
o take it back next week.=A0 I hope you will not hear anything else
from me=
 about this issue.=A0It seems that the headlights went out completely
yeste=
rday morning briefly on my wife as she was on her way to school. =A0
=A0
=A0 The company=A0I work for is a steel supplier for Chrysler so the
way I =
see it is that we help each other.=A0 Thanks again for your response
and in=
quiring about our problem.
=A0
[redacted]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: fullcustody@yahoo.com
Date: Friday, March 13, 2009, 3:34 PM

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center=20
regarding your 2005 Chrysler Town &=A0 Country.

I regret the problem your vehicle continues to experience and
appreciate
the time you took to bring this matter to my attention.=A0 We have
opened=
=20
a file to investigate this issue with your dealer.=A0 Our records
indicate
that the dealer did call us for technical support in January.=A0
However,=
=20
we will provide any additional 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=
20
dealer for another appointment and we appreciate your wanting to
stay=20
loyal to Chrysler.

Thank you again for your email and please let us know if the issue
is=20
not resolved during the next repair visit.=A0=A0=A0 =A0=A0=A0 =A0=A0
=A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM6291694I25261L0KM&

=0A=0A=0A

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Mar 13 17:05:20 EDT 2009
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
Dear [redacted]:

I have updated your file and thanks again for your understanding. I can assure you that we want to get this issued resolved, so let me know if the dealership is unable to duplicate or repair your Town & Country.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6294243I25261L0KM&

Original Message Follows:

Chris,

Thank you for your time in this matter. I will make an appointment to take it back next week. I hope you will not hear anything else from me about this issue. It seems that the headlights went out completely yesterday morning briefly on my wife as she was on her way to school.

The company I work for is a steel supplier for Chrysler so the way I see it is that we help each other. Thanks again for your response and inquiring about our problem.

[redacted]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: [redacted]
Date: Friday, March 13, 2009, 3:34 PM

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

I regret the problem your vehicle continues to experience and appreciate
the time you took to bring this matter to my attention. We have opened
a file to investigate this issue with your dealer. Our records indicate

that the dealer did call us for technical support in January. However,
we will provide any additional 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 for another appointment and we appreciate your wanting to stay loyal to Chrysler.

Thank you again for your email and please let us know if the issue is not resolved during the next repair visit.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER: 2213913
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6291694I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Jun 02 16:00:48 EDT 2009
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
Chris,
=A0
=A0 Thanks for responding.=A0 Unfortunately, our local dealership is one of=
those that will be cut off from Chrysler, so now=A0I have to move the van =
to Nourse Interstate in Richburg.=A0 I can only pray that we do not have to=
repeat this crazy cycle of 4 or 5 visits to the dealership in the vain eff=
ort to fix this ongoing problem.=A0 I am unsure how anyone can think that t=
he fifth trip to have a dealership to look at it will be any different.=A0 =
However, I am told that a district manager may be getting involved in our c=
ase and I hope they can help us.=A0 My biggest concern now is the safety of=
my family.... during the time we have had this problem, the vehicle has no=
t stopped running, but this weekend it did and that concerns me very much!=
=A0 It is terribly frustrating and unless something or someone drastically =
changes my mind, this is the very last product from Chrysler we will own.
=A0
thank you for your help,
=A0
[redacted]

--- On Mon, 6/1/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6418110I25261L0KM)
To: [redacted]>
Date: Monday, June 1, 2009, 4:46 PM

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center.

We regret to read that the issue has returned.=A0 Our records indicate=20
that we spoke with Rusty at the dealership in attempt to resolve your=20
concerns.=A0=20

We suggest that you speak with Rusty and thanks again for your email. =A0=A0=
=A0 =A0=A0=A0 =A0=A0=A0=20

Sincerely,=20

Chris=A0=20

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM6418110I25261L0KM&

Original Message Follows:

Chris,

=A0 I am really sorry to have to inform you that we are experiencing the=20
same problem with our Town and Country.=A0 The dash lights are blinking=20
and it started again last night.=A0 I really thought it was fixed this=20
time, but it is not.=A0 I will wait on your direction before contacting=20
our dealership.

=A0=A0=A0Thanks,

[redacted]

--- On Wed, 4/8/09, customerassist <customerassist@chrysler.com> wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6336929I25261L0KM)
To: [redacted]
Date: Wednesday, April 8, 2009, 2:18 PM

Dear [redacted]:

Thank you for the update and feel free to call us directly if the issue=20
returns.=A0 Our phone number is 800-992-1997.
=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3D=
KMM6336929I25261L0KM&

Original Message Follows:

I picked it up on Thursday of last week (3/26) and so far so good!=A0
=20
Usually it takes a few days for the problem to resurface, but as of
now=20
it is good.

thank you,

[redacted]

--- On Wed, 4/1/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: case number 2213913 (KMM6328049I25261L0KM)
To: "scott roberts" <fullcustody@yahoo.com>
Date: Wednesday, April 1, 2009, 11:00 AM

Dear [redacted]

Was the dealership able to resolve your issue during the last repair=
20
visit?

Thanks again for your email.=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?
trk_ID=
=3DKMM6328049I25261L0KM&

Original Message Follows:

Chris,

=A0 Dropped it off at the dealership last night for them to look at
today,
so hopefully the issue will be resolved soon.=A0 If not, then I will
let=20
you know.=A0 When we get it back from the dealer it usually takes a
couple
of days before it starts again.

thanks,

[redacted]

--- On Thu, 3/19/09, customerassist <customerassist@chrysler.com>
wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6294243I25261L0KM)
To: [redacted]
Date: Thursday, March 19, 2009, 11:48 AM

Dear [redacted]:

I have updated your file and thanks again for your understanding.=A0
I can
assure you that we want to get this issued resolved, so let me know
if=20
the dealership is unable to duplicate or repair your Town & Country.
=A0 =A0=
=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER:=20
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply..jsp?
trk_ID=
=3DKMM6294243I25261L0KM&

Original Message Follows:

Chris,

=A0 Thank you for your time in this matter..=A0 I will make an
appointment=
=20
to
take it back next week.=A0 I hope you will not hear anything else
from me=
=20
about this issue. It seems that the headlights went out completely=20
yesterday morning briefly on my wife as she was on her way to school.
=A0=20

=A0 The company I work for is a steel supplier for Chrysler so the
way I=20
see it is that we help each other.=A0 Thanks again for your response
and=20
inquiring about our problem.

[redacted]

--- On Fri, 3/13/09, customerassist <customerassist@chrysler.com>

wrote:

From: customerassist <customerassist@chrysler.com>
Subject: Re: Chrysler LLC Customer Assistance (KMM6291694I25261L0KM)
To: fullcustody@yahoo.com
Date: Friday, March 13, 2009, 3:34 PM

Dear [redacted]:

Thank you for contacting the Chrysler Customer Assistance Center=20
regarding your 2005 Chrysler Town &=A0 Country.

I regret the problem your vehicle continues to experience and
appreciate
the time you took to bring this matter to my attention.=A0 We have
opened=
=20
a file to investigate this issue with your dealer.=A0 Our records
indicate
that the dealer did call us for technical support in January.=A0
However,=
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we will provide any additional 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=
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dealer for another appointment and we appreciate your wanting to
stay=20
loyal to Chrysler.

Thank you again for your email and please let us know if the issue
is=20
not resolved during the next repair visit.=A0 =A0 =A0 =A0 =A0 =A0=20

Sincerely,=20

Chris=A0=20
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:=20
REFERENCE NUMBER: 18418232
EMAIL CASE NUMBER:=A0 2213913=20
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3D=
KMM6291694I25261L0KM&