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

FEB 14 2006

FEB 14 2006

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFG 6-06

GAWR 2450 KG(5400 LB)

GAWR FRONT 1293 KG(2850 LB) WITH TIRES 215/70R15 RIMS AT 15X6.5 COLD 250 KPA(36 PSI)

GAWR REAR 1293 KG(2850 LB) WITH TIRES 215/70R15 RIMS AT 15X6.5 COLD 250 KPA(36 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C4GP45R05[redacted] TYPE: MPV SINGLE X DUAL

RDM: 060423 343AA PNT:PW1 VEHICLE MADE IN U.S.A. 12:07:05

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

TOWN & COUNTRY
FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

SERVICE
FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

503
FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

14732
MPH
km/h
FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

FEB 14 2006

SERV
FEB 14 2006

FEB 14 2006

FEB 14 2006

NEW
Wet Ones
FEB 14 2006

FEB 14 2006

WARNING
EVEN WITH ADVANCED AIR BAGS
FEB 14 2006

FEB 14 2006

SERVICE
TOWN & COUNTRY
FEB 14 2006

FEB 14 2006

KEEP TIGHT
DO NOT OPEN HOT
PRODUCT RECO
FEB 14 2006

FEB 14 2006

3 1406
R8

2893886 FX

TRUCKS

TRUCKS

2893886 FX
3-14-06

MPH
RPM
PRND3L
APPLY BRAKE TO SHIFT
F
E
H
C

PRESS

⚠ WARNING

DEATH OR SERIOUS INJURY CAN OCCUR

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

04698974AB

MAGNETIC BASE

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

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

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

K1D-IGP24R25B

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 3-04

GVWR 2495 KG(05500 LB)

GAWR FRONT 1293 KG(2850 LB) WITH TIRES 215/70R15 RIMS AT 15X6.5 COLD 248 KPA(36 PSI)

GAWR REAR 1339 KG(2950 LB) WITH TIRES 215/70R15 RIMS AT 15X6.5 COLD 248 KPA(36 PSI)

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1D4GP24R25B[redacted] TYPE: MPV SINGLE X DUAL

MDH: 031109 004AA PNT:PBE VEHICLE MADE IN U.S.A. TRM:A505 4646503

100
10
15
15

PH km/h 14

15 188

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

Category: Recall Information

Brief Description:

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

Comments:

---

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

Sender Information:

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

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Jeremy
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information

Brief Description:

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

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

that.

Sender Information:

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

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

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: Crosstown Motors

Dollar Amount $: 446.86

Customer Name: [redacted]

Requestor PROFS ID: pal8

CAIR Number: 13102971

VIN# Number: 5R[redacted]

Dealer Name & Code: #32 - 60137

BC Number: 32 District Number: L

Copyright 2000 ADP, Inc.

CHECK CONTROL NO. 1039 ISSUED BY: LYNN BREWER

CROSSTOWN MOTORS
Littleton, NH 03561

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

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

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

AUTHORIZED DEALER CHRYSLER CORPORATION

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

Passumpsic Savings Bank
ST. JOHNSBURY, VT 05819

001039

1039 58-7477/2116

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

4827

CROSSTOWN MOTORS
VOID AFTER 90 DAYS

TO THE ORDER OF [redacted]
DALTON NH [redacted]

BY Lynn Brewer

BY

AUTHORIZED SIGNATURE

[redacted]

INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT. YOU MAY OBTAIN VEHICLE INSURANCE FROM A PERSON OF YOUR CHOICE.

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

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

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

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

g. Subtotal ..... $ 1000.00

5. Amount Financed ..... $ 26811.65

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

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

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

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

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

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

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

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

FILING OR RECORDING

RETAIL INSTALLMENT CONTRACT
NEW HAMPSHIRE - SIMPLE INTEREST

DATE	ACCOUNT NUMBER
11/22/2004	

BUYER (AND CO-BUYER) NAME AND ADDRESS	CREDITOR (SELLER) NAME AND ADDRESS
[redacted] DALTON NH [redacted] [redacted] DALTON NH [redacted]	CROSSTOWN MOTORS PO BOX 409 650 MEADOW ST LITTLETON NH 03561

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

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

FEDERAL TRUTH-IN-LENDING DISCLOSURES

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

Payment Schedule - Your payment schedule will be:

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

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

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

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

Filing Fees $ N/A

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

*E means Estimate

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

1. **Cash Price**
   a. Vehicle (including accessories, delivery, installation charges, if any) 33905.00
   b. Sales Tax ..... N/A
   c. Service Contract (optional) ... N/A
   d. Cash Price ..... $ 33905.00
2. **Downpayment**
   a. Downpayment ..... N/A
   b. Manufacturer's Rebate 3250.00
   c. Gross Allowance on Trade-in $ 11000.00
   d. Pay-off on Trade-in $ 6156.65
   e. Net Allowance on Trade-in 4843.35
   f. Downpayment ..... $ 8093.35
   If less than $0, disclose on Line 3a and enter $0 for the Downpayment.
3. **Unpaid Balance of Cash Price** ..... $ 25811.65
   a. Unpaid Trade-in Lien Amount to be Financed** ... $ N/A
   ** Paid to:
4. **Other Charges Including Amounts Paid to Others on Your Behalf***
   a. Paid to Public Officials for:
      (i) Other Taxes ..... N/A
      (ii) Filing Fees ..... N/A
      (iii) License Fees ..... N/A
      (iv) Certificate of Title Fees .. N/A
      (v) Registration Fees ..... N/A
   b. Paid to: DCSC *

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Kristen
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

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

Comments:

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

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

Comments:

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

Sender Information:

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

/3208030

COMMONWEALTH of VIRGINIA

J. Carlton Courter, III
Commissioner

Department of Agriculture and Consumer Services

Division of Consumer Protection
Office of Consumer Affairs

March 9, 2005

RECEIVED
MAR 1 4 REC'D
SPECIAL INVESTIGATIONS

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

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

To Whom It May Concern:

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

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

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

Sincerely,

Bill Fennell
Investigator
Office of Consumer Affairs

Enclosure

PO Box 1163, Richmond, Virginia 23218
800/552-9963 or 804/786-2042 • Fax: 804/225-2666 • TDD: 800/828-1120 • www.vdacs.state.va.us • Equal Opportunity Employer

VIRGINIA DEPARTMENT OF AGRICULTURE AND CONSUMER SERVICES

Consumer Complaints

BUSINESS REPLY FORM

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

Complete Business Name: _____

Business address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Fax: _____

Business owners name: _____

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

_____

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

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Please return completed form to:

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

Signature: _____

Title: _____

Date: _____

MAR - 1 2005

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

(Revised SEP 2004)

SECTION 1 - Your Information

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

[redacted]			Apt. or suite number
City: Bland	State: VA	[redacted]	Country, if not US
[redacted]		Fax number, including area code: ( )	
City or county of residence: BLAND	Your e-mail address		
If necessary, should we contact you at home, work or by e-mail? Home	If necessary, best time to reach you between 8AM and 5PM?		

SECTION 2 – Name of Company Against Which You Are Complaining

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

SECTION 3 - Complaint Information

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

SECTION 4 – Additional information for MOTOR VEHICLE complaints

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

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

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

- **For complaints involving repairs or service to a motor vehicle:**

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

Before any work was performed, did you ask for and receive a written copy of the cost estimate? Yes [ ] or No [✓]

Did you authorize any changes to the original estimate? Yes [ ] or No [✓] If yes, provide details on the next page

Were the completed repairs different from what you had authorized? Yes [ ] or No [ ] If yes, provide details on the next page

For official use only. Complaint Number:

(Continued)

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

Head Lights go out while Driving, have been in Shop 4 time now. Cannot guarantee me they will not go out again. my wife and Kids ~~to~~ Ride This vehicle, They no Longer Trust it, So why Should I Pay For something That is a Death Trap. They Keep it a week or Two, and Then Tell us To try it, we Feel That it is not safe To be on The Road.
The vehicle is At Ramey Chevrolet Inc. Rt. 19 + 460 East Rubaxico Tazewell VA 24651 Telephone 276 988-6526

(Use additional sheets if necessary)

SECTION 6 - Resolution Attempts You Have Made

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

SECTION 7 – Disclaimers and Affidavits

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

Signature [redacted] Date: 3·3·05

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

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

RICHMOND
MAR - 9'05
VA
PB METER
U.S.POSTAG
0.37

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

48321+8004 98

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

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

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

Category: US Customer Service

Brief Description:

Car trouble

Comments:

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

Sender Information:

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

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

Thank you for your reply and notification.

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

Thank you for your time.

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

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

Sincerely,

La Shon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Reply Comments:

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

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

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

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

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

Thank you for sharing your concerns.

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

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

Sincerely,

La Shon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

Car trouble

Comments:

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

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

Sender Information:

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

1332551 5

Chris T
Ridgell/DCFS/debis/DCX

03/24/2005 02:27 PM

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

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

1) DVD player not working

2) Head light switch not working

3) Transmission problems

4) Sensors blown twice

Customers can be reached at [redacted]

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

[redacted]

Chrysler Financial

Dear valued customer,

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

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

Thank you for choosing Chrysler Financial.

Your Account Overview

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

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

Make Your Payments With Ease

With Chrysler Financial

YOU CAN CHOOSE

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

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

Your Account Activity

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

Payments received after statement date are not reflected.

2 of 3

Received
MAR 30 2005
R. Knox

Dodge Caravan's Latest Benchmark

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

Contact Us

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

Chrysler Financial is a member of the DaimlerChrysler Services Group.

Keep ↑

Return ↓

Chrysler Financial

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

#BWNLBBH
#1011647339I#
AT 01 [redacted]
[redacted]
POST FALLS, ID [redacted]

Mail Payment To:

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

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

Make Check Payable To: Chrysler Financial
Mail Payment To:

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

0115000101164733950000000000000000000000000000479444

CHRYSLER FINANCIAL
A member of the DaimlerChrysler Services Group

- Account Home
- Update Personal Info
- Auto-Pay
- Make a Payment
  - Payment Profile
  - Payment Activity
- Online Statements
- Contact Us
- Log Out

Selling Dealers

Dave Smith Motors
Chrysler/Jeep/Dodge

- View Latest Incentives

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Privacy Policy

Make a Payment Summary

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

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

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

print

3 of 3

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

Category: US Customer Service

Brief Description:

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

Comments:

Sender Information:

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

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

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Beth
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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

Comments:

Sender Information:

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

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

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

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

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

Thank you for the e-mail.

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:
---

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

Comments:
---

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

Sender Information:

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

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

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

Dear Sharon:

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

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

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

Thank you for the e-mail.

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:
---

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

Comments:
---

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these problem will soon come to an end,but i am not to optimistic.

Sender Information:

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

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

Category: US Customer Service

Brief Description:

---

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

Comments:

---

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

Sender Information:

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

1338532

March 26, 2005

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

Dear Sir:

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

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

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

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

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

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

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

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

Thank you.

[redacted]

cc: Bodwell Motors, Brunswick

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

8463022 194773 CHRYSLER

INVOICE

PAGE 1

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

SERVICE ADVISOR: 248 JOSEPH HILDRETH

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

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

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

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

PAID
CK NO. 3495
DATE 3/17/09

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

CHRYSLER

MOPAR

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

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

8463022 195024 CHRYSLER

INVOICE

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

PAGE 1

SERVICE ADVISOR: 265 BUDDY WHITE

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

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

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

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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

****

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

****

ENVIROMENTAL & SHOP SUPPLIES (N/C)

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

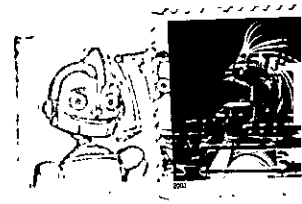
CHRYSLER

MOPAR

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

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

PORTLAND ME 041
PM
26 MAR
2005



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

48321+8004

NOTIFICATION TO ZONE OFFICE

Customer Name Loren + Nancy Slager

Address 7416 Gallop Trl Caledonia, Mi 49316
(Street) (City) (State) (Zip)

Daytime Telephone 616-862-6838

VIN Number 1D4GP45R65B215079

Date of Purchase 7-16-04 Current Mileage 16500

Servicing Dealer Grand Venner

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

Number of repair attempts to repair same condition 5

Description of Concern: electrical and/or computer problems.

RECEIVED
MAY 09 2005

[redacted]

Street Address

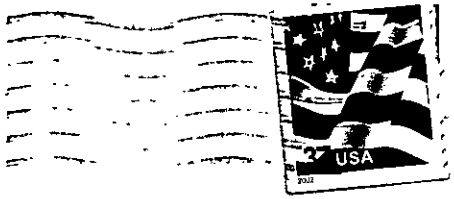
Caledonia, Mi.

City , State, ZIP

[redacted]

RAPIDS

PM



Customer Relations

Zone Office

P.O. Box 21-8004

Street Address

Auburn Hills, Mi. 48321-8004

City, State, ZIP

48321-8004

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed May 18 12:27:58 EDT 2005
Subject: Re: Re: DaimlerChrysler Customer Assistance (KMM2742249V68918L0KM)
Dear Lisa:

Thanks for your reply.

Rental coverage is available. However, some limitations apply.

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

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

Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

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

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

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

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

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

1-800-521-9922.

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

Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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

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

Sender Information:

Title: Mrs.[redacted]
First Name:[redacted]
Middle Init[redacted]

Last Name: [redacted]

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

Category: US Customer Service

Brief Description:

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

Comments:

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

Sender Information:

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

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

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

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

1-800-521-9922.

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

Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2742249C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

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

Comments:

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

Sender Information:

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

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

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

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

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

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Sincerely,

Marvin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM2742249C0KM&

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

---

headlight switch possible problem.

Comments:

---

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

Sender Information:

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

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

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

gotten the second one home yet do to passenger rear door doesnt close on its own. the dealer ordered something to fix that. on the first van i do have while driving the interior lights flicker off and on. i havent told the dealer yet but if you check records to see if this is a reoccuring pattern. thank you. [redacted]

Sender Information:

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

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

Category: US Customer Service

Brief Description:

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

Comments:

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

Sender Information:

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Susan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

Dealer unable to keep vehicle repaired properly.

Comments:

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

[redacted]

Sender Information:

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Susan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Dealer unable to keep vehicle repaired properly.
Comments:

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

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

[redacted]

Sender Information:

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

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: [redacted]

Requestor PROFS ID: KRA5

CAIR Number: 13481008

Zone Number: 42

District Number: X

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

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

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

VIN# 2C4GP54L85R [redacted]

MILES -4,725

[redacted]

LAFAYETTE, IN [redacted]

[redacted]

282.39 x2
=564.78

DDA501LE LAFAYETTE BANK & TRUST, NA 6/13/05
TELINQ DEMAND - History Inquiry 15:32:37

Account Number [redacted] Short Name [redacted]

Nbr Debits 39 Last Stmt 5/17/05 Last Stmt Balance 1,002.15
Nbr Credits 5 Nbr Enclosed 18 Current Balance 2,340.57

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

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

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

Category: Recall Information

Brief Description:

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

Comments:

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

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

Bremerton, WA [redacted]

Sender Information:

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

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Paul Oster
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

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General Manager
Premier Chrysler

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

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

Bremerton, WA [redacted]

Sender Information:

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

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

Category: US Customer Service
Brief Description:

Complaints on vehicle purchases from Naylor
Comments:

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

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

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

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

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

I am sickened about how much business I gave him.

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

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

Sincerely,

Teresa
[redacted]
(my husband, [redacted]

Sender Information:

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

Last Name: [redacted]

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

Thank you for your email to DaimlerChrysler Motors Corporation.

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

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

Thank you again for your email.

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

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

Sincerely,

Stephanie
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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Comments:

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

I am sickened about how much business I gave him.

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

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

Sincerely,

Teresa
[redacted]
(my husband, [redacted])

Sender Information:

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

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

Category: US Customer Service

Brief Description:

Numerous mechanical failures in '05 Town & Country

Comments:

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

Sender Information:

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

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

Thank you for your email to DaimlerChrysler.

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Dan
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Numerous mechanical failures in '05 Town & Country
Comments:

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

Sender Information:

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

BCW1 06 5B270293 67351 006198

DAIMLERCHRYSLER

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

Name & Address correction area

[redacted]

Bloomfield, NJ [redacted]

Phone ( )

Date

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

Overall Satisfaction

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

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

Your Overall Service Impressions

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

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

About the Service Staff at: AUTOLAND CHRYSLER JEEP

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

The Service Work Performed

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

The Dealership's Facility

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

Approximately, how many miles are on your vehicle? 2500.

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

CS1056

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

OVER PLEASE

[redacted] friends + family have purchased prior based on my recommendation

August 10, 2005

CUSTOMER RELATIONS

AUG 1 5 2005

RECEIVED

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

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

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

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

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

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

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

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

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

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

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

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

Sincerely,

[redacted]

Our contact information is:

[redacted]

Manassas, Virginia [redacted]
Hom[redacted]
Cell:
Work
Work
Hom

Enclosures:

1. Timeline
2. Copies of Repair Orders

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

2005 DODGE GRAND CARAVAN SXT

REPAIR HISTORY

VIN: 2D4GP44LX5R[redacted] **IN SERVICE DATE:** July 26, 2004

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

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

Days Out of Service: 24

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

MA

LUSTINE DODGE

14211 Jefferson Davis Hwy.
Woodbridge, Virginia 22191

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Local
703-494-1800
toll free
888-468-5450

Dodge

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I Acknowledge receipt of the parts and labor below X _____

INVOICE TO [redacted]

MANASSAS VA [redacted]
WORK [redacted]

FOR OFFICE USE
FAC: 0007 ADV: 410 BURKE, VA INVOICE: PRELIM INV 1 NN
OPT: 09900 TAX RULES: UNKNN INVOICED: 06/03/2004 13:06:11
DOMESTIC INV 10 DUE: 10 DIST: 103
DATES PRELIM: 07/25/04 DUE: 08/03/04

SERVICE BANK INFORMATION -- INVOICE: 128131 [redacted]

MANASSAS VA [redacted]
WORK [redacted]

VEHICLE INFORMATION
VIN 2D4GP44L35[redacted] LICENSE [redacted] T
05 DODGE RR CARAVAN SXT 4DR MINV GOLD
STOCK# 0057604A INV MILT 200
DATES INSERVICE: 072604 PRODUCTION: 023104 SOLD: 072604

CONCERN 01: CUSTOMER REQUEST INSTALL FLOOR MATS PER WE INC.
CORRECTION NO CHARGE
COMMENT NO FLOOR MATS IN VEH/ DX DELIVERY INSTALLED FLOOR MATS

	PART NUMBER	FOR	NOTE	DESCRIPTION	QTY	SELL	
	CMC 82208070			MAT KIT FLOOR - FRON	1	35.40	36.40
	CMC 82208088			MAT KIT FLOOR - REAR	2	22.50	45.00

	OPERATION	TECH HOURS	AMOUNT
	NC	888	.0 0 .00

FACTORY TECH: 888 - SUBLET

Thank You!

SUBTOTAL
PARTS 81.40
TYPE: 1 TOTAL CHARGE FOR CONCERN 81.40

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 128131
PARTS 81.40
TOTAL CHARGE 81.40

PAYMENT DISTRIBUTION FOR INVOICE 128131
TOTAL CHARGE 81.40
INTERNAL 81.40

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

PAGE 1
LAST PAGE

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[redacted]

[redacted]

FOR OFFICE USE

TAG: 2171 ADVI AND BUMPER, IF INVOICED FIRM, WAR N WT.
MFG: YP5H01 TAX RULES: WRNN INVOICED: 09/30/2004 11:06:32
ODOMETER IN: 3945 OUT: 3945 DIST: 103
DATES SOLD: 09/30/04 DONE: 09/30/04

VEHICLE INFORMATION

VIN 2B4GP44L[redacted] LICENSE [redacted] VA Y
OR BOXSE OR CARAVAN SXT 4DR WGN GAS
STOCK# 00578247
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

CONCERN 01 CUSTOMER REQUEST 3000 MILE MAINTENANCE CARE SERVICE.
CAUSE LUBE PAINT WORK
CORRECTION COMPLETED 3000/2250 MILE SERVICE INTERVAL

OPERATION	TECH	HOURS	AMOUNT
2480000	024	.3 S	12.19

PART NUMBER	POS	NOTE	DESCRIPTION	QTY	SELL	
LUBE			DODGE OIL CHANGE	1	**	**
SUN			FILTER SN	10	4.29	4.29
CUT		NOB	NO WATER	48	1.47	8.57
PARTS: DISNT						

FACTORY TECH: 024 - PETERS, ANTOINE
SAN CODE : NC

SUBTOTAL

PARTS	4.29
GAS-OIL-GREASE	8.52
LAB-REPAIRS	12.19
TOTAL CHARGE FOR CORRECTION	25.00

CTRL: W LINE FLUID: NOG

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE 034207

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

PAYMENT DISTRIBUTION FOR INVOICE 034207

TOTAL CHARGE	25.00
PAC WARRANTY	25.00

** CUSTOMER WAITING **

PREFERRED DEALERSHIP
IF YOU HAVE ANY QUESTIONS - PLEASE ASK FOREMAN BEFORE
CONVENIENT SERVICE HOURS:

HOURS - FRIDAY 7AM-7PM AND SAT.8AM-3PM

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I Acknowledge receipt of the parts and labor below X [redacted]

[redacted]

[redacted]

[redacted]

CONCERN 01	DRIVER REPORTS SMELL LEFT SIDE TURN SIGNAL IS NOT WORKING PROPERLY.		OPERATION	TECH HOURS	AMOUNT
CAUSE	BULB BURNED		DIAGNOSE	005 .3	
CORRECTION	REPLACED FRONT BULB				
	PART NUMBER	PRA NOTE DESCRIPTION	QTY	SPLL	
	LIC LIMPGOOD	BULB ROWE	1		
FACTORY	TECH: 009 - MCCARRAN, DANIEL				
	FAIL CODE : 1A				
CONCERN 02	CUSTOMER REQUEST CHECK TIRE PRESSURE WARNING LIGHT IS ON.		OPERATION	TECH HOURS	AMOUNT
CAUSE	INSUFFICIENT PRESSURE		NC	009 .0	
CORRECTION	INFLATED AND REINFLATED TIRES TO PROPER PSI				
COMMENT	TIRES NEED TO HAVE 50 PSI COLD				
FACTORY	TECH: 009 - MCCARRAN, DANIEL				
	FAIL CODE : 1A				
CONCERN 03	CUSTOMER REQUEST CHECK HEADLAMPS IF NOT ALWAYS COME ON.		OPERATION	TECH HOURS	AMOUNT
CAUSE	OPEN CIRCUIT		DIAGNOSE	009 .2	
CORRECTION	REPLACED FROM CENTRAL WIRING				
	PART NUMBER	PRA NOTE DESCRIPTION	QTY	SPLL	
	LIC [illegible]	WIRING HA	1		
FACTORY	TECH: 009 - MCCARRAN, DANIEL				
	FAIL CODE : 4A				

AMOUNT DUE FOR SERVICE [illegible]

CUSTOMER COPY

IF YOU HAVE ANY QUESTIONS - PLEASE ASK MANAGER BRIEF

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[redacted]

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[redacted]

FOR OFFICE USE

TRS: [illegible] [illegible], [illegible] PASLIN [illegible] N IC
[illegible] [illegible] [illegible] 11/23/2004 [illegible]
COMPUTER IN: [illegible] OUT: [illegible] DTST: 103
[illegible] [illegible] 11/23/04 [illegible] 11/23/04

VEHICLE INFORMATION

VIN [redacted]
[illegible] [illegible] [illegible] [illegible]
[illegible]
DATE: [illegible] 07/04 PRODUCTION: 05/04 SOLD: 07/04

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 01	CUSTOMER REQUEST CHECK TIRE PRESSURE WARNING LAMP IS ON.				
CAUSE	NEED MORE TIME TO DIAGNOSE	IC	009	.1	
CORRECTION	NO CHARGE				
FACTORY	TECH: 009 - MCCUTCHAN, CURTT				
	FAIL CODE : YY				
CONCERN 02	CUSTOMER REQUEST CHECK AUTOMATIC HEADLAMPS DO NOT ALWAY COME ON.				
CAUSE	NEED MORE TIME TO DIAGNOSE	IC	009	.0	
CORRECTION	NO CHARGE				
FACTORY	TECH: 009 - MCCUTCHAN, CURTT				
	FAIL CODE : YY				
CONCERN 03	CUSTOMER REQUEST 6000 MILE MAINTENANCE CARE SERVICE.				
CAUSE	DSC MAINT PLAN	2000MAINT	009	.3 5	
CORRECTION	COMPLETED AS REQUIRED		009	.5	

PART NUMBER	PTS	NOTE	DESCRIPTION	QTY	SELL	
[illegible]			MOTOR OIL CHANGE	1	**	**
[illegible]			FILTER PN	1		
[illegible]		[illegible]	[illegible] OIL	2		

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

[illegible] [illegible] 11/30/04 [illegible]

PAYMENT DISTRIBUTION FOR INVOICE [illegible]

PLEASE TREASURE
IF YOU HAVE ANY QUESTION... - PLEASE SAVE PERSONAL RECEIPT

PAGE 1

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[redacted]

FOR OFFICE USE

AGT: 1504 ARV: 210 DESK: 1F INVOICE: FREE IN MAX 4 UR
STA: 04B00 TAX: 06ES: NORMAL INVOICING 01/20/2005 15:29:02
MILEAGE IN: 9517 OUT: 9512 DIST: 103
TIME BEGIN: 01/20/05 DONE: 01/20/05

VEHICLE INFORMATION

VIN 2B4GP44L15[redacted]
15 DODGE 05 CARAVAN SXT 4DR MAGN DBLD
STOCK# 0057844
DATES INSERVICE: 072604 PRODUCTION: 083104 SOLD: 072604

DESCRIP:	CUSTOMER REQUEST OIL AND FILTER CHANGE MAINTENANCE CARE.			OPERATION	TECH HOURS	AMOUNT
CAUSE	5C2017-167			0000000	0A1	.3 5
CORRECTION	COMPLETED OIL & FILTER CHANGE					
	PART NUMBER	PGM	MODE	DESCRIPTION	QTY	SELL
	LUB KIT050			DODGE OIL CHANGE	1	** **
	CHC 05281090			FILTER EN	1R	
	CHC 0000007L		0D0	PREM OIL	6Q	
TECHNICIAN	1034 0A1 - WRIGHT, JESSIE					
	FAIL CODE : NC					

LINE AUTH: MM 012005 15:22

PAYMENT DISTRIBUTION FOR INVOICE W50915

** CUSTOMER WAITING **

- YOU HAVE ANY QUESTIONS - PLEASE SEE KENNETH DRYE
CONSULTANT SERVICE HOURS!!!
MONDAY - SATURDAY 7AM-7PM AND SATURDAY-5PM

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LAST PAGE

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

DRIVER/OWNER INFORMATION -- INVOICE: W53526
[redacted]
MANASSAS VA [redacted]
WORK: [redacted]

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

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

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

PART NUMBER	PO#	NOTE	DESCRIPTION		QTY	SELL
CMC 0ZL651JBAC			SWITCH LI	-SPO	1	
CMC 05127335AD			*SENSOR TI	-SPO	4	
SPO 05127335AD			*SENSOR TI		4	
SPO 0ZL651J8AC			SWITCH LI		1	

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

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

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

FACTORY TECH: 009 - HOCHTMAN. CURTI
FAIL COOE : XXX
LINE AUTH: MM 041405 15:24

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

86434
ON LINE SERVICE INVOICING BY UC5 © 1979

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Jeep

LUSTINE TOYOTA-DODGE
14211 JEFFERSON DAVI
WOODBRIDGE, VA 22191

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

REF: 0019
CD TYPE: VISA
TR TYPE: PURCHASE
INV: 53526
DATE: APR 14, 05 19:29:36

TOTAL $214.81

ACCT: [redacted]
AP: 29
NAME: [redacted]
EXP: 01/08

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

THANKS FOR USING VISA

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imits its warranty for Dodge parts and labor 12 months or 12,000 miles, whichever occurs
innot guarantee used, aftermarket, customer or third-party supplied parts. Performance
modifications may affect warranties.

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

[redacted]

VA [redacted] MANASSAS VA [redacted]

[redacted] WORK: [redacted]

SE ---------- VEHICLE INFORMATION ----------

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

VIN 2D4GP44LX5R[redacted] VA T
05 DODGE GR CARAVAN SXT 4DR MVAN GOLD
STOCK# 005TB849
DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

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

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

FACTORY TECH: 009 - HOCHTMAN, CURTI

TYPE: C

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

PARTS	60.84
LAB-MECHANICAL	139.11
TOTAL CHARGE FOR CONCERN	199.95

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

SUMMARY OF CHARGES FOR INVOICE C53526

PARTS	60.84
SUPPLIES	11.82
LAB-MECHANICAL	139.11
SUB-TOTAL	211.77
TAX	3.04
TOTAL CHARGE	214.81

PAYMENT DISTRIBUTION FOR INVOICE C53526

TOTAL CHARGE	214.81
CASH DUE	214.81

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

PAY TYPE
CASH___AMEX___MC___VISA___DISCVR___CRDONE___PO#_____

* *

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

[redacted]

MANASSAS VA [redacted] MANASSAS VA [redacted]

WORK: [redacted]

---------- FOR OFFICE USE ---------- ---------- VEHICLE INFORMATION ----------

TAG: 2259 ADV: 610 BURKE, KE INVOICE: QUOTE CUS W C MC VIN 2D4GP44LX5R[redacted] VA T

MFG: 09B001 TAX RULES: YYNNY INVOICED: 04/28/2005 10:13:24 05 DODGE GR CARAVAN SXT 4DR MVAN GOLD

ODOMETER IN: 10000 OUT: 13052 DIST: 1C3 STOCK# 005T8849

DATES BEGIN: 04/05/05 DONE: 04/14/05 DATES INSERVICE: 072604 PRODUCTION: 033104 SOLD: 072604

----------*** QUOTE AFTER FINAL BILL ***----------

		OPERATION	TECH		AMOUNT
CONCERN 04	CUSTOMER REQUEST CHECK BRAKE CONDITION AND ADVISE.				
CORRECTION	REPLACED FRONT BRAKE PADS AND MACHINED BOTH FRONT ROTORS	FF8	009	S	139.11
COMMENT	(ADDITIONAL HARDWARE MAY BE NEEDED)				

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

FACTORY TECH: 009 - HOCHTMAN, CURTI

---------- SUBTOTAL ----------	
PARTS	60.84
LAB-MECHANICAL	139.11
TOTAL CHARGE FOR CONCERN	199.95

TYPE: C

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

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

PAYMENT DISTRIBUTION FOR INVOICE C53526	
TOTAL CHARGE	214.81
CASH DUE	214.81

orisional repair

ATTENTION: OTHER REPAIR ORDERS ON THIS VEHICLE:

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

IF YOU HAVE ANY QUESTIONS - PLEASE SEE KENNETH BURKE

CONVENIENT SERVICE HOURS!!!!

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

PAY TYPE

CASH___AMEX___MC___VISA___DISCVR___CRDONE___PO#_____

REPRINTED 1 TIMES

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

[redacted]

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

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

[redacted]

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

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

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

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

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

		OPERATION	TECH	HOURS	AMOUNT
CONCERN 01	CUSTOMER REQUEST PERFORM 15000 MILE MAINTENANCE CARE SERVICE.				
CAUSE	SC#	2686	009	.3 S	
CORRECTION	COMPLETED MAINTENANCE CARE 15K SERVICE		009	.2	

PART NUMBER	PO#	NOTE	DESCRIPTION	QTY	SELL
CMC 04861480AA			FILTER AI	1	
CMC 04897150AB			CLEANER B	1	
CMC 05281090			FILTER EN	1S	
CMC 00005W20			5W20 OIL	5S	

FACTORY TECH: 009 - HOCHTMAN, CURTI
FAIL CODE : MC

PAYMENT DISTRIBUTION FOR INVOICE W55071

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

PAGE 1
LAST PAGE

96434
ON LINE SERVICE INVOICING BY UCS © 1979

DISCLAIMER OF WARRANTY

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

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

LUSTINE DODGE

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

www. lustineonline.com

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

THE NEW DODGE

Jeep

LIMITED WARRANTY

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

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

[redacted]

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

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

[redacted]

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

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

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

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

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

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

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

TYPE: C

TOTAL CHARGE FOR CONCERN .00

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

SUMMARY OF CHARGES FOR INVOICE C55071
TOTAL CHARGE .00

PAYMENT DISTRIBUTION FOR INVOICE C55071

CASH DUE .00
TOTAL CHARGE .00

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

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

PAGE 1
LAST PAGE

96434

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DISCLAIMER OF WARRANTY

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

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

LUSTINE DODGE

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

www. lustineonline.com

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

Jeep

LUSTINE TOYOTA-DODGE
14211 JEFFERSON DAVI
WOODBRIDGE, VA 22191

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

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

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

TOTAL $27.07

ACCT: [redacted]
AP: 25[redacted] EXP: 01/08
NAME: [redacted]

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

THANKS FOR USING VISA

98434

[redacted]
MANASS
WORK:
EMAIL

TAG:
MFG:
ODOME
DATES

CONCI X
CORR
COMM

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

DRIVER/OWNER INFORMATION -- INVOICE: C57672

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

VEHICLE INFORMATION

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

OPERATION	TECH	AMOUNT
RENTAL	888	.00

O#	NOTE	DESCRIPTION	QTY	SELL	
00438		ENTERPRISE	1	98.97	98.97

FACTORY TECH: 888 - SUBLET, REPAIR

SUBTOTAL

SUBLET REPAIRS		98.97
258 CHARGE TO	1011D	98.97-
TOTAL CHARGE FOR CONCERN		.00

TYPE: C

CONCERN 05 CUSTOMER REQUEST CHECK LEFT FRONT TIRE FOR LEAK.
CORRECTION INCLUDES DISMOUNT, INSPECTION, AND REPAIR (IF POSSIBLE) OF TIRE
FACTORY TECH: 009 - HOCHTMAN, CURTI

OPERATION	TECH		AMOUNT
FLAT	009	*	24.95

SUBTOTAL

LAB-MECHANICAL		24.95
TOTAL CHARGE FOR CONCERN		24.95

TYPE: C

CONCERN 06 VIRGINIA STATE SAFETY INSPECTION
CORRECTION COMPLETED SAFETY INSPECTION
COMMENT COUPON
FACTORY TECH: 925 - SETUNSKY, JOHN

OPERATION	TECH		AMOUNT
VA	925	*	15.00

SUBTOTAL

LAB-MECHANICAL		15.00
258 CHARGE TO	1010C	15.00-

PAGE 1

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DISCLAIMER OF WARRANTY

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

CUSTOMER

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

Recycled Paper

PLEASE PRESS FIRMLY PLEASE PRESS FIRMLY PLEASE PRESS

UNITED STATES POSTAL SERVICE

0000

48321

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

PRIORITY MAIL

UNITED STATES POSTAL SERVICE®

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

CERTIFIED MAIL™

7005 1160 0001 9197 6810

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

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

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

www.usps.com

From: [redacted]
MANASSAS, VA [redacted]

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

▲ *Complete address information or place label here* ▲

The convenient Flat Rate Envelope.

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

We Deliver.

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

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

Category: US Customer Service

Brief Description:

Our Van is a Lemon

Comments:

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

Sender Information:

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

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

Thank you for contacting DaimlerChrysler.

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

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

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

Sincerely,

Ahmad
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

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Comments:

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Thank You,
[redacted]

Sender Information:

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

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

Category: Recall Information

Brief Description:

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

Comments:

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

Sender Information:

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

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

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

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

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

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

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

Thank you again for your email.

Sincerely,

Jennifer
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

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

Comments:

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

Sender Information:

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

(Attention Reimbursement)

Dear Sir:

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

I am sending you the paid bill as per instructed by "Chris" who I talked to on the phone, He gave me the following information. File # 142-27366

RECEIVED
NOV 1 9 2005

FALVEY'S MOTORS, INC.

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

Jeep

Expect the Best.

CHRYSLER Dodge

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

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

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

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

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

[redacted]
NORWICH, CT [redacted]

[redacted]

COMMENTS

MO: 26317

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

LABOR----------
J# 1 51CHZ BODY ELECTRICAL TECH(S):298 15.80
CUST STATES REPLACE FRONT HEAD LAMP RIGHT

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

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

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

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

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

TOTALS----------

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

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

VEHICLE QC AND REPAIR EXPLAINED/DEMONSTRATED

CUSTOMER SIGNATURE

ORIGINAL

PAID
OCT 11 2005
BY: MCV TM

ORIGINAL

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

OCT 11, 2005 01:33PM

TERM : 3
MERCH: 730226374000

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

SALE: $ 33.44

RETR REF#: 528416255412
APPROVAL CODE: 072879

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

X_____
SIGNATURE

PHANEUF/VINCENT J

CUSTOMER COPY

Reynolds and Reynolds ERAINTSI14E CC609143 O (09/04)

CUSTOMER COPY

[END OF INVOICE] 12:42pm

[redacted]

Norwich, CT [redacted]

SOUTHBURY CT 064
PM
05 JUL 2005

USA

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

48061/9999

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

Category: US Customer Service

Brief Description:

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

Comments:

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

Sender Information:

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

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

Comments:

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

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

Sender Information:

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

C

November 14. 2005

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

RE: Coast Auto Center, Brookings, Oregon

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

Sincerely

Copy to:
Carl Rust
Service Manager
Coast Auto Center

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

actually a dealer
happy letter —

MOPAR®

BARBARA, CA

December 21, 2005

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

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

Dear Mr. Walker:

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

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

Thank you for creating great Customer Satisfaction!

Sincerely,

R. S. Abbott
Senior Staff

RSA/kat

Enclosure(s)

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

Category: US Customer Service

Brief Description:

A friend is not happy with his service at a dealership

Comments:

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

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

Will this
person know of this issue?

Thank you in advance for all you help with
matter

[redacted]

Cell with message [redacted]

Sender Information:

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

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

Thank you for your recent email to DaimlerChrysler Corporation.

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

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

Again, thank you for your email.

Sincerely,

Gwenicka
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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Comments:

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Will this
person know of this issue?

Thank you in advance for all you help with
matter

[redacted]

Sender Information:

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

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

Category: US Customer Service

Brief Description:

Problems with 2005 Caravan

Comments:

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

Sender Information:

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

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

Thank you for contacting DaimlerChrysler.

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

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

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

Sincerely,

Stephen
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

Problems with 2005 Caravan
Comments:

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

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

Comments:

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

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

Sender Information:

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

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

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

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

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

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

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

Thank you again for your email.

Sincerely,

Gail
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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

Comments:

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

2005 Dodge Carivan problem that is not going away

Comments:

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

Sender Information:

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

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

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

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

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

Thank you for advising us of your concern.

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

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

Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

2005 Dodge Carivan problem that is not going away

Comments:

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

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

Sender Information:

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

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

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

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

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

Form Selected:

Category: US Customer Service
Brief Description:

2005 Dodge Carivan problem that is not going away
Comments:

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

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

Sender Information:

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

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

Thank you for your recent reply.

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

Thank you again for your email.

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

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

Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

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

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

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

Form Selected:

Category: US Customer Service

Brief Description:

2005 Dodge Carivan problem that is not going away

Comments:

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

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

Comments:

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

Sender Information:

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

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

Thank you for your recent email to DaimlerChrysler Motors Corporation.

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

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

Thank you again for your email.

Sincerely,

Kara
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

---

poor dealer service

Comments:

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

Sender Information:

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

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

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

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

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

Thank you again for your email.

Sincerely,

Justin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Form Selected:

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

---

no loaner cars???

Comments:

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

Sender Information:

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

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

Dealerships are independent business enterprises.

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

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

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

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

Thank you again for your email.

Sincerely,

William
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Original Message Follows:

Form Selected:

Category: US Customer Service

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

Comments:

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

Sender Information:

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

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sun Jan 29 09:05:14 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

While driving I adjusted my rear iew mirror and lmy headlights stopped woking I foud I couldlaywith it and havethem work OK

Comments:

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 31 12:49:01 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Brian,

Thank you for your email to DaimlerChrysler regarding your 2006 Chrysler Town & Country.

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

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized Chrysler 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 Chrysler 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,

Charles
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14543522
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3560809C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

While driving I adjusted my rear iew mirror and lmy headlights stopped woking I foud I couldlaywith it and havethem work OK

Comments:

Sender Information:

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

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

Category: US Customer Service

Brief Description:

Failure of Headlights due to faulty switches.

Comments:

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

Sender Information:

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

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

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

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

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

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

Thank you again for your email.

Sincerely,

Justin
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

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

Form Selected:

Category: US Customer Service
Brief Description:

Failure of Headlights due to faulty switches.
Comments:

My wife experienced a headlight failure while driving the subject vehicle and had to stop abruptly. She continued driving after manipulating the switch to get the headlights to work. The Vehicle was taken to the Northwest Hills Dealership on 1/25/06 and the faulty switch was replaced. Later I was driving the vehicle with my wife and four children aboard and experienced the same headlight failure again involving an abrupt stop. The Vehicle was again taken to the Northwest Hills Dealership on 1/31/06 and

the faulty switch was replaced. I now have 0% confidence in the reliability of the headlight switch in the vehicle. God forbid the next time the headlights fail, due to the switch, that I or my family are seriously injured or worse. I previously contacted the Customer Assistance Center by phone on 2/1/06 and after explaining my problem suggested that a Chrysler automatic headlight package be installed in the vehicle, free of charge at the dealership, which bypasses the manual switch. I currently have this package in another vehicle I own (GM Product) and have'nt experienced any headlight technical anomalies to date. My recommendation was subsequently brushed off by the Customer Assistance Senior Representative with an explanation that adding this package would affect other vehicle components and invalidate the vehicle warranty and be at my own financial discretion. I find this to be a callous response to a very serious technical issue and would like a serious response on this issue from an accountable Customer Assistance Senior Executive.

Sender Information:

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

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

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

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

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

Sender Information:

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

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

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

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

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

Any matters regarding Chrysler Financial should be directed to:

Chrysler Financial
PO Box 2993
Farmington Hills, MI 48334

Main Office: 800-556-8172

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

Their web site address is: www.chryslerfinancial.com

Thank you for sharing your concerns.

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

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

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Email Request:

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

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

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

Sender Information:

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

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

Category: US Customer Service

Brief Description:

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

Comments:

---

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

Sender Information:

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

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14622937

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

March 10, 2006

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

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

RECEIVED
MAR 1 7 REC'D
SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re: [redacted]

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

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

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

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

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

Enc.
909

CP INTERNET WEB COMPLAINT

Date Received: 03/06/2006

CP No. 200603410

Internet ID No. cp96en1440n

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip MUSKEGON MI [redacted]

County MUSKEGON

Home Phone No. [redacted]

Work Phone No. [redacted]

Primary Company Complained Against

Name DIAMLER CHRYSLER MOTORS COMPANY

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. 800-992-1997

Company Fax No.

Company Email www.chrysler.com

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

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

Where did you sign this contract?

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

Motor Vehicle Warranty Complaint Information

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

VIN No.: 2C8GP54L75R[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

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

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

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

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

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

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

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

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

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

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

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

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

Thank you for any assistance you can offer.

MIKE COX
ATTORNEY GENERAL
Lansing, Michigan 48913

PRESORTED
FIRST CLASS

UNITED STATES POSTAGE
PITNEY BOWES
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MAR 14 2006
MAILED FROM ZIPCODE 48912

A-LHSMS 48326

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14622937

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 4, 2006

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

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

RECEIVED
APR 11 REC'D
SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re: [redacted]

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

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

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

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

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

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

909

CP INTERNET WEB COMPLAINT

Date Received: 03/06/2006

CP No. 200603410

Internet ID No. cp96en1440n

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip MUSKEGON MI [redacted]

County MUSKEGON

Home Phone No. [redacted]

Work Phone No. [redacted]

Primary Company Complained Against

Name DIAMLER CHRYSLER MOTORS COMPANY

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. 800-992-1997

Company Fax No.

Company Email www.chrysler.com

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

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

Where did you sign this contract?

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

Motor Vehicle Warranty Complaint Information

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

VIN No.: 2C8GP54L75R[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

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

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

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

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

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

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

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

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

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

Thank you for any assistance you can offer.

MIKE COX
ATTORNEY GENERAL
Lansing, Michigan 48913

PRESORTED
FIRST CLASS

UNITED STATES POSTAGE
PITNEY BOWES
02 1A
0004345442
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APR 06 2006
MAILED FROM ZIP CODE 48912

B-LISMS 48326

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

14622937

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 4, 2006

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

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

RECEIVED
APR 11 REC'D
SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re:- [redacted]

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

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

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

909

CP INTERNET WEB COMPLAINT

Date Received: 03/06/2006

CP No. 200603410

Internet ID No. cp96en1440n

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip MUSKEGON MI [redacted]

County MUSKEGON

Home Phone No. [redacted]

Work Phone No. [redacted]

Primary Company Complained Against

Name DIAMLER CHRYSLER MOTORS COMPANY

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No. 800-992-1997

Company Fax No.

Company Email www.chrysler.com

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

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

Where did you sign this contract?

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

Motor Vehicle Warranty Complaint Information

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

VIN No.: 2C8GP54L75F[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

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

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

Thank you for any assistance you can offer.

[redacted]
Prescott, Az. [redacted]

February 11,2006

Daimler Chrysler
Research Department
P.O. Box 10072
Toledo, Ohio 43682-4121

[redacted]

Attention: Mr. James J. Belleau
Director, National Customer Relations

Dear Mr. Belleau:

We purchased a 2006 Chrysler Town & Country on 12/15/05. We drove home in the daytime and were pleased with the automobile. About a week later, we drove at night and discovered that the left headlight was blinking. We brought the car in on 12/23/05. They replaced the headlight and felt that they had corrected the problem. We left the Dealership and went to dinner. It was dark when we drove home and found that the headlight was still flickering. We brought it back on 2/1/06. They felt that the flickering was repaired by replacing the front lighting wire harness. We left the car overnight and picked up the next day. When we drove home, the light began flickering again. We called the service representative Kevin the next day. A day later, we called again. Kevin reported that he had contacted Chrysler and they said that this was a normal action, especially when the lights, radio and heater was on at the same time. However, we didn't have the radio or the heater on when this happened. It has been three or four

days since we have heard from York. We feel that if this malfunction cannot be corrected, we should have the car replaced by another. It is a brand new car.

Please respond to this complaint in a timely fashion. We are very upset with the response to this problem.

Very truly yours,

[redacted]

cc: York Dodge Chrysler Jeep

cc: Sal Festenese

cc: Kevin Imperia

MC

DAIMLERCHRYSLER

[redacted]
Hermiston, OR [redacted]

Dear Mr. and Mrs. [redacted]

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

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

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

Sincerely,

James J. Belleau

James J. Belleau
Director, National Customer Relations

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

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

Overall Satisfaction . . .

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

During the past six months, have you returned to Mid Valley Chrysler Dodge Jeep Inc for any type of service work performed on your 2005 Chrysler Town & Country? ☐ 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? _____ Miles

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

About the Service Staff At . . .

Mid Valley Chrysler Dodge Jeep Inc

	Strongly Agree				Strongly Disagree
2. I was satisfied with the treatment I received from the service staff	☐	☐	☐	☐	☐
3. The service staff listened and understood my needs	☐	☐	☐	☐	☐
	Very Satisfied				**Very Dissatisfied**
4. How satisfied are you with the quality of the service work performed on your vehicle?	☐	☐	☐	☐	☐
5. How satisfied are you with service staff's ability to have your vehicle ready when promised?	☐	☐	☐	☐	☐

The Dealership's Facility . . .

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

The Service Staff At . . .

Mid Valley Chrysler Dodge Jeep Inc

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

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

Mid Valley Chrysler Dodge Jeep Inc

	Doesn't Apply	Yes	No
8. a. Was it easy to schedule your service visit?	☐	☐	☐
	Less than 10 Minutes	**10-20 Minutes**	**More than 20 Minutes**
b. From the time you arrived at the dealership to pick up your 2005 Chrysler Town & Country, how long did it take to receive your vehicle?	☐	☐	☐

About the Service Work Performed . . .

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

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

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

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

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

Communicating With You . . .

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

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

Future Service Intentions . . .

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

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

Comments about your service experience: _____

_____

_____

_____

Address Change . . .

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

Name: _____

Street: _____

City/State/ZIP: _____

Phone: ( ) _____

Thank you for your cooperation. Please return this survey in the enclosed postage-paid envelope to:
DaimlerChrysler, P. O. Box 10072, Toledo, OH 43662-4121

WILD GOOSE DESIGN
FAX COVER SHEET

11 Am.

To Chrysler - ATTN: DON Ref# 14646783

FROM [redacted]

DATE 3-16-06

NUMBER OF PAGES 2

THE WILD GOOSE DESIGN
610 THE PARKWAY
RICHLAND, WA 99356

OR [redacted]
Hermiston, OR

509-943-3006
541-567-3838 OR 541-567-4605 (fax)
Res.

Cell 509-551-8810 GLENN

thank you------

Chrysler
Fax To: 248-512-8085
Phone # 800-992-1997 EXT: 7088

CUSTOMER COPY

Enterprise 1 800 rent-a-car

65EWAFALL04

ER OF VEHICLE
ANCH ADDRESS [redacted]

RENTAL TYPE SOURCE# WKDEC

RENTAL AGREEMENT NO. D

RENTER LINE LNE# GLENN*

[redacted]

ORIGINAL VEHICLE

1427

BILL TO COMPANY ATTN PHONE EXT

REFERENCE NUMBER

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

300.00

[redacted]

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF I AM RESPONSIBLE FOR THEIR ACTS WHILE THEY ARE DRIVING, AND FOR FULFILLING TERMS AND CONDITIONS OF THIS RENTAL AGREEMENT. USE OF VEHICLE BY AN UNAUTHORIZED DRIVER WILL AFFECT MY LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

RENTER [redacted] 5 x 25.00 125.00

PERMISSION GRANTED TO OPERATE VEHICLE ONLY IN THE STATE OF RENTAL AND THE FOLLOWING STATES:

DRIVING IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT

NO DAMAGE

NOTICE:

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

RENTER DECLINES OPTIONAL COLLISION DAMAGE WAIVER (CDW) AND ASSUMES DAMAGE RESPONSIBILITY. SEE PAGE 2 PARAGRAPH 5 RENTER X	RENTER ACCEPTS OPTIONAL COLLISION DAMAGE WAIVER (CDW) AT DAILY FEE SHOWN IN COLUMN TO THE RIGHT. SEE NOTICE TO LEFT AND PAGE 1 PARAGRAPH 15. CDW IS NOT INSURANCE RENTER X
RENTER DECLINED OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) RENTER X	RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF WRITTEN MATERIALS ON PAGE 1 PARAGRAPH 17 RENTER X
RENTER DECLINES OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) SEE PAGE 2 PARAGRAPH 10 RENTER X	RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT DAILY FEE SHOWN IN COLUMN TO RIGHT. RENTER ACKNOWLEDGES RECEIPT OF WRITTEN MATERIALS ON PAGE 1 PARAGRAPH 10 RENTER X

11 x 175.89

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, WHICH CONSISTS OF PAGES 1 THROUGH 4.

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED.

RENTER X [redacted] DATE

OWNER REP X [redacted] EMPL.

REPLACEMENT VEHICLE

5-35P 1-13-06

BLUE 561 UFZ

STRATUS UWE434

6940

6767

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

ADDITIONAL INFORMATION

531 25.00

575.89

TOTAL CHARGES

DEPOSITS 575.89

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY CASH CHECK CHARGE

RECEIPT OF CASH REFUND DATE AMOUNT RECEIVED BY

NO DAMAGE

AN AFFILIATE OF ENTERPRISE RENT-A-CAR COMPANY WHICH OWNS ALL RIGHTS TO ENTERPRISE NAMES AND MARKS

© ENTERPRISE LEASING COMPANY (A WASHINGTON CORPORATION), 20

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

Category: Recall Information

Brief Description:

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

Comments:

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

Thank You,

[redacted]

Sender Information:

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

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

Thank you for your email to DaimlerChrysler Motors Corporation.

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

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

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

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

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

Thank you again for your email.

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

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

Sincerely,

Tony
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: Recall Information
Brief Description:

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

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

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

Thank You,

[redacted]

Sender Information:

Title: Mr.

First Name: [redacted]

Middle Initial:

Last Name:

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

Category: US Customer Service

Brief Description:

---

multiple problems with a new 2006 Town and Country

Comments:

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

Sender Information:

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

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

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

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

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

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

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

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

Thank you for sharing your concerns.

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

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

Sincerely,

Lashon
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

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

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

Sender Information:

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

February 27, 2006

RECEIVED
MAR 07 2006
OWNER RELATIONS

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

Dear Daimler Chrysler Motors Company:

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

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

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

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

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

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

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

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

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

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

[redacted]
Tewksbury, MA [redacted]

[redacted]

NOTICE DATE
1 YEAR TILL NEXT LETTER

FIRST LETTER

February 16, 2005

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

Dear Daimler Chrysler Motors Company:

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

We have had numerous emission problems (among other things). A cumulative total of our vehicle out of service as of February 16, 2005 is **18** days. The Lemon Law states that under the Massachusetts Lemon Law we have the right to a refund or replacement of the vehicle if the defect(s) has recurred after three or more repair attempts for the same defect, or being out of service by reason of repair for any combination of defects for a cumulative total of **15** or more business days, within one year or 15,000 miles (whichever comes first) after original delivery. We have met the requirements of the Lemon Law in Massachusetts.

TIMES OF SERVICES FOR OUR 2005 TOWN AND COUNTRY TOURING

10/21 IN FOR SERVICE – ENGINE LIGHT – LEAKS IN SYSTEM, SMOG CHECK TESTED FOR LARGE LEAK IN SYSTEM NO CONDITION FOUND AT THAT TIME

11/5 IN FOR SERVICE AIR BAG LIGHT ON CHECKED AIR BAG SYSTEM NO CODES STORED

11/8 (IN), 9, 10,11, 12, 15, 16, 17, 18, 19(OUT) – IN FOR SERVICE ENGINE LIGHT ON. REPLACED OXYGEN SENSOR, REPLACED MODULE POWER TRAIN CONTROL, REPLACED ANOTHER SENSOR

LATE JANUARY 2005 – IN FOR SERVICE. WHEEL SENSOR LIGHT ON.
1-DAY IN TO SERVICE TO CHECK OUT THE PROBLEM,
1 DAY TO PUT IN THE PART

2/7/05 IN FOR SERVICE ENGINE LIGHT ON – CHECKED THE PROBLEM AND NEEDS A SENSOR

2/9/05 IN THE FOR SERVICE – PUT IN THE SENSOR FOR PROBLEM ON 2/7/05

2/9/05 IN THE FOR SERVICE – PUT IN THE SENSOR FOR PROBLEM ON 2/7/05
2/15/05 IN FOR SERVICE – ENGINE LIGHT ON. IT HAS NOT BEEN RETURNED TO US AS OF TODAY 2/16/05 NOR IS THEIR A SOLUTION TO THE ENGINE LIGHT ON THIS TIME. THEY ARE NOT SURE WHAT IS WRONG THIS TIME.

IT IS ALSO NOTED THAT PROLONGED DRIVING WITH THE ENGINE LIGHT ON COULD CAUSE FURTHER DAMAGE TO THE EMISSION CONTROL SYSTEM ALSO AFFECTS FUEL ECONOMY AND DRIVABILITY. THIS IS FROM OUR OWNERS MANUAL.

SO ON THE DAYS THAT WE BROUGHT THE VEHICLE IN AND WAS TOLD THAT THEY HAVE TO ORDER A PART WE WERE GIVEN OUR VEHICLE BACK AND DROVE IT AROUND UNTIL THEY CALLED US TO COME BACK TO PUT IN THE PART NEEDED. WE WERE DRIVING AROUND THE ENGINE LIGHT ON DURING THESE TIMES, WHICH STATED IN THE ABOVE PARAGRAPH FROM THE OWNERS MANUAL IS POSSIBLY DAMAGING TO THE VEHICLE. THEY LET US DRIVE AROUND WITH THE ENGINE LIGHT ON.

We would like to hear from you as soon as possible. Our vehicle as of this date, February 16, 2005 is still in the service department at IRA Chrysler, Jeep, Dodge in Lowell.

We only had the brand new vehicle 9 days when we had our first engine light came on and service problem. What a heartbreaker. We were so excited about this vehicle. We have made too many trips back and forth for these problems. We do not want to go around with a vehicle that has a problem with the engine light coming on. It is just not safe for our family or us. We do not want to have to keep dealing with these problems nor do we want to have to keep going back and forth to the dealer for constant servicing. We should not have to.

It is very frustrating for us. We love the Town and Country very much. We are heartbroken that we are experiencing trouble with it and it saddens us very much to not have our vehicle running perfectly as it should.

[redacted]
Tewksbury, MA [redacted]
[redacted]

8510045

172127

UNIT# C5141
[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		808/808	T765

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 05NOV04		79.00	CASH	28MAR05

R.O. OPENED	READY	OPTIONS:
05NOV04	08NOV04	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S INSTALL CENTER CONSOLE PIECE-MIKE SAVASTANO WAS SALESMAN
23 INSTALLED CENTER CONSOL IN VEHICLE
5427 OLDRO, STEPHEN P. LIC#: 5427
IS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B C/S AIR BAG LIGHT WAS ON, NOW OFF
08 CKD AIR BAG SYSTEM, DID NOT STORE ANY CODES
5427 OLDRO, STEPHEN P. LIC#: 5427
IS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

NOTE LOCK THAT CAME W/ CONSOLE DOESN'T FIT, O RDERED NEW LOCK

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045

188433

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6733 CARL J HAMMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		15843/15844	T7973

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 17NOV05		85.00	CASH	19NOV05

R.O. OPENED	READY	OPTIONS:
17NOV05	19NOV05	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S GRINDING NOISE FROM ENGINE FIRST THING IN MORNING
CAUSE: NOISEY
19000194 Gear assembly, power steering - Replace
Tube/Cooler, Power Steering Return-Replace,
Test Drive, and Gear, Power Steering-Replace
(A)
6469 TRAINITO,RICHARD A LIC#: 6469
WD (N/C)
1 4743473AE LINE-POWER STEERING RETUR (N/C)
1 4766270AC GEAR-POWER STEERING (N/C)
29803
1 5013457AA OIL-AUTOMATIC TRANSMISSIO (N/C)
FC: 68 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL THRIFTY RENTAL PO#29809
WD (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B C/S WE OWE LEFT FRONT WINDOW DUE TO SCRATCH
CAUSE: SCRATCHED
23301005 Glass, door/liftgate - Replace 4D
sedan-Van-Wagon-Front door-Left (B)
6469 TRAINITO,RICHARD A LIC#: 6469
WD (N/C)
1 4894659AA GLASS-FRONT DOOR (N/C)
FC: 89 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Dodge Chrysler Jeep also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

x _____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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8510045

190503

UNIT# C5141

[redacted]

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

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732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6733 CARL J HAMMAR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		17793/17795	T8327

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 10JAN06		85.00	CASH	10JAN06

R.O. OPENED	READY	OPTIONS:
10JAN06	10JAN06	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S CHECK ENGINE LIGHT ON. LEFT FRONT WHEEL SPEED SENSOR
CAUSE: OPEN CIRCUIT
08141803 Sensor, wheel speed-Anti-lock brakes -
Replace Front-Left (B)
5261 WALBURN, BRANDON LIC#: 5261
WD (N/C)
1 4683471AD SENSOR-ANTI-LOCK BRAKES (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACE LEFT FRONT SENSOR
****

B C/S NOISE FROM LEFT HAND SIDE
02 SEE LINE A
5261 WALBURN, BRANDON LIC#: 5261
CP 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C LUBE OIL FILTER COUPON
CAUSE: LOF
01 LUBE OIL FILTER COUPON
5261 WALBURN, BRANDON LIC#: 5261
WSC (N/C)
1 5281090 FILTER-ENGINE OIL (N/C)
6 OIL BULK OIL (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

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x_____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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UNIT# C[redacted] 8510045

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

177764

INVOICE

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Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5475 JAMES J MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		6217/6222	T7789

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 23MAR05		79.00	CASH	23MAR2005

R.O. OPENED	READY	OPTIONS:
21MAR05	23MAR05	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S THERE IS A LOUD CRUNCHIBNG NOISE COMING FROM THE RIGHT FRONT OF
THE VEHICLE WHEN TURNING NOTE STEVE ROADTESTED VEHICLE WITH THE
CUSTOMER

CAUSE: RIGTH FRONT STRUT IS NOISY

02053302 REPLACED RIGHT FRONT STRUT
5261 WALBURN, BRANDON LIC#: 5261
WD (N/C)
1 4743669AA LINK-SWAY ELIMINATOR (N/C)
2 6508274AA NUT (N/C)
1 4743024AD BUSHING-SWAY ELIMINATOR (N/C)
1 5103320AA TIE ROD (N/C)
1 5135538AA STRUT (N/C)
1 4766116AB MOUNT (N/C)
1 4743044AA BEARING-STRUT MOUNT (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

19630102 REPLACE RIGHT OUTER TIEROD END
5261 WALBURN, BRANDON LIC#: 5261
WD (N/C)

02200502 CUSHION, FRONT SWAY BAR-Replace (C)
5261 WALBURN, BRANDON LIC#: 5261
WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

INSPECTED / ORDERED / AND REPLACED THE RIGHT FR ONT STRUT ASSEMBLY
****

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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8510045 172189

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Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
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www.iramotorgroup.com

[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R325246		894/924	T626

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 08NOV04		78.00	CASH	19NOV2004

R.O. OPENED	READY	OPTIONS:
08NOV04	19NOV04	STK:C5141

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES CHECK ENGINE LITE ON CK AND ADVISE
CAUSE: OPEN
85410000 TEST / ORDERED / AND REPLACED THE OXYGEN
SENSOR AND NGC
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)
1 56029052AA SENSOR (N/C)
1 5161324AA MODULE-POWERTRAIN CONTROL (N/C)
1 56029085AA SENSOR (N/C)
FC: X PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

DIAG AND ORDER O 2 SENSOR , WILL NEED CAR FOR T HE HOLD DAT TO TEST
****

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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175971

INVOICE

DUPLICATE 1
PAGE 1

Ira Chrysler Jeep · Dodge

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www.iramotorgroup.com

[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		4845/4847	T9296

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 08FEB05		78.00	CASH	09FEB2005

R.O. OPENED	READY	OPTIONS:
07FEB05	09FEB05	STK:C5141

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S CHECK ENGINE LITE ON CK AND ADVISE
CAUSE: OPEN
25017008 SENSOR, OXYGEN-Replace (A)
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)
1 56029085AA SENSOR (N/C)
85410000 DIAGNOSIS
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

RETREIVED CODE P0135 OXYGEN SENSOR HEATER PERFO RMANCE 4 GOOD TRIPS,TESTED OXYGEN SENSOR WORKIN G TODAY ORDERED AND REPLACED SENSOR PER STAR HO TLINE AND RETESTED SYSTEM ALL WORKING OK

****

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045

178454

UNIT# C5141
[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

INVOICE

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Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		7538/7538	T7242

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 04APR05		79.00	CASH	04APR05

R.O. OPENED	READY	OPTIONS:
04APR05	04APR05	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S C/E LIGHT IS ON FOR 1/1 O2 SENSOR HEATER FAILURE, UPDATE PCM W/
NEW SOFTWARE
CAUSE: TSB
08194296 REPROGRAM PCM W/ NEW SOFTWARE
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)
FC: WD PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B SUPPLY RENTAL
CAUSE: RENTAL
RENTAL SUPPLY RENTAL
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

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x _____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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8510045

176326

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

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LOWELL, MA 01852
PHONE: (978) 454-1400
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www.iramotorgroup.com

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		5121/5425	T677

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			WAIT 02MAR05		79.00	CASH	28MAR05

R.O. OPENED	READY	OPTIONS:
15FEB05	02MAR05	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S CHECK ENGINE LITE ON SEE HISTORY AND ADVISE
CAUSE: REPROGRAM
08194296 REPROGRAM
5585 DIMINO, MICHAEL LIC#: 5585
WD (N/C)
1 4669020 LABEL-AUTHORIZED SOFTWARE (N/C)
1 4275086AB LABEL-GENERAL INFORMATION (N/C)
FC: 15 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B SUPPLY RENTAL
CAUSE: GOODWILL RENTAL
RENTAL SUPPLY RENTAL
4250 WD (N/C)
FC: 99 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL GOODWILL RENTAL
WD (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C** PERFORM LUBE OIL AND FILTER
LOF PERFORM LUBE OIL AND FILTER
5427 OLDRO, STEPHEN P. LIC#: 5427

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

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x_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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8510045 171356

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge

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LOWELL, MA 01852
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www.iramotorgroup.com

[redacted]

TEWKSBURY, MA [redacted]
HOME: [redacted]

SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		357/357	T8135

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 21OCT04		78.00	CASH	21OCT2004

R.O. OPENED	READY	OPTIONS:
21OCT04	21OCT04	STK:C5141

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S C/E LIGHT IS ON
CAUSE: LEAKS IN SYSTEM
85412500 SMOG CHECK
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)
FC: ML PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

25011000 DIAG
5427 OLDRO, STEPHEN P. LIC#: 5427
WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

DRB TEST CODES FOR LARGE LEAK IN SYSTEM TEST SY STEM NO CONDITION FOUND
AT THIS TIME PASS ALL T EAT . ML CODE
****

B PLEASE SEE IF SOP CENTER CONSOLE PIECE HAS ARRIVED YET
23 PART IS NOT IN YET, WILL CALL CUSTOMER UPON
ARRIVAL
5427 OLDRO, STEPHEN P. LIC#: 5427
IS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

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x_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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8510045

175309

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
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www.iramotorgroup.com

SERVICE ADVISOR: 5073 RAYMOND GAUDET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		4220/4220	T9528

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 21JAN05		79.00	CASH	28MAR05

R.O. OPENED	READY	OPTIONS:
21JAN05	26JAN05	STK:C5141 1)ESSENTIAL-20934466

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S VALVE STEM ON RIGHT REAR TIRE IS BROKEN, SEE RAY
CAUSE: INOP
22140102 SENSOR, LOW TIRE PRESSURE-Replace (C)
6286 WD (N/C)
1 5127335AD SENSOR-TIRE PRESSURE (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. THIS IS OUR "REPORT CARD." WE WOULD APPRECIATE IT IF YOU COULD COMPLETE THIS SURVEY AND RETURN IT PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU CANNOT ANSWER "VERY SATISFIED" TO ANY QUESTION, PLEASE CALL OUR SERVICE MANAGER.

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

x _____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045 187197

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

PAGE 1

Ira Chrysler Jeep · Dod

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BU
www.iramotorgroup.com

SERVICE ADVISOR: 5609 PATRICK A KEEGAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		14804/1480

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	IN
09OCT04 IS			18:00 19OCT05		85.00	CASH	19OCT

R.O. OPENED	READY	OPTIONS:
19OCT05	19OCT05	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE OPCODE TECH TYPE HOURS LIST NET TO

A PERFORM STATE INSPECTION
STICK PERFORM STATE INSPECTION
4250 CSTK 20.50 20
MISC STICKER
CSTK 8.50
PARTS: 0.00 LABOR: 20.50 OTHER: 8.50 TOTAL LINE A: 29

****

B CUSTOMER STATES NO HEADLIGHTS
CAUSE: OPEN
08803601 SWITCH, HEADLAMP AND INSTRUMENT PANEL-Test and replace (B)
6469 TRAINITO,RICHARD A LIC#: 6469
WD (N
1 ZL671DVAB SWITCH-LIGHTING CONTROL (N
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0

REPLACE SWITCH

****

IRA CHRYSLER JEEP DODGE
PAID 10/19/05
CK# 1260 CASH
CR. CARD INT.

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x_____

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DESCRIPTION	T
LABOR AMOUNT	20
PARTS AMOUNT	0
GAS, OIL, LUBE	0
SUBLET AMOUNT	0
MISC. CHARGES	8
TOTAL CHARGES	29
DISCOUNTS/DEDUCTIBLES	0
SALES TAX	0
PLEASE PAY THIS AMOUNT	29

CUSTOMER COPY

8510045

191938

UNIT# C5141

[redacted]

TEWKSBURY, MA [redacted]

HOME: [redacted]

INVOICE

DUPLICATE 1
PAGE 1

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6230 DENISE BREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		18941/18950	T2345

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 19FEB06		85.00	CASH	17FEB06

R.O. OPENED	READY	OPTIONS:
16FEB06	17FEB06	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S CHECK ENGINE LIGHT IS ON $85.00 DIAGNOSTIC CHARGE
CAUSE: .
14302307 Motor, idle air control - Test and
replace 3.3-3.8 liter engine (A)
5600 WILMOT,STEPHEN A LIC#: 5600
WD (N/C)
1 4861325AD SOLENOID-LINEAR IACV (N/C)
85410000 DIAGNOSIS
5600 WILMOT,STEPHEN A LIC#: 5600
WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

C SUPPLY RENTAL
CAUSE: RENTAL
RENTAL SUPPLY RENTAL
4250 LOONEY,ERIC LIC#: 4250
WSC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

SUBL THRIFTY RENTAL
WSC (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D** C/S THE LEFT DIRECTIONAL WILL NOT CANCEL
CAUSE: .
08808701 Switch, multifunction - Test and replace

ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

In addition to the charges for parts, labor, tax, etc., Ira Dodge Chrysler Jeep also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, bolts, screws, hand cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

x_____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
SHOP CHARGE	
TOTAL CHARGES	
DISCOUNTS/DEDUCTIBLES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

8510045

191938

UNIT# C5141
[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

INVOICE

DUPLICATE 1
PAGE 2

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
www.iramotorgroup.com

SERVICE ADVISOR: 6230 DENISE BREEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		18941/18950	T2345

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 19FEB06		85.00	CASH	17FEB06

R.O. OPENED	READY	OPTIONS:
16FEB06	17FEB06	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
All other applications (B)								
5600 WILMOT,STEPHEN A LIC#: 5600								
	WD							(N/C)
1	4685711AA		SWITCH-MULTIFUNCTION					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E** A/C HEATER TUBE ASSEMBLY-RECALL F01
CAUSE: .
24F01182 A/C HEATER TUBE ASSEMBLY
5600 WILMOT,STEPHEN A LIC#: 5600

	WD							(N/C)
1	CEU1E150		LINE-A/C & HEATER UNDERBO					(N/C)
1	5015779AA		134A PAG OIL					(N/C)
1	5066386AA		*COOLANT					(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

****

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x _____

Replacement parts and tires are warranted for defects in material or workmanship by the manufacturer. Please present your receipt and the vehicle to our Service Department during normal business hours.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGE	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

8510045

UNIT# C5141
[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

187245

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge
732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

SERVICE ADVISOR: 5475 JAMES J MEDEIROS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R[redacted]		14860/14860	T5448

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT04 IS			18:00 20OCT05		85.00	CASH	20OCT05

R.O. OPENED	READY	OPTIONS:
20OCT05	20OCT05	STK:C5141 1)ESSENTIAL-20934466 2)ADDCARE-21189818

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S L/F POWER WINDOW INOP
CAUSE: BINDING
23341009 REGULATOR, FRONT DOOR GLASS-Replace (B)
5261 WALBURN, BRANDON LIC#: 5261
WD (N/C)
1 4894527AA REGULATOR-FRONT DOOR WIND (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REPLACWE LEFT FRONT WINDOW REGLATOR
****

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x_____

WE GUARANTEE THE PARTS & LABOR ON THIS REPAIR ORDER FOR A PEROID OF 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. PLEASE PRESENT YOUR RECEIPT AND THE VEHICLE INVOLVED TO OUR SERVICE DEPARTMENT DURING NORMAL BUSINESS HOURS AND WE WILL FIX IT FREE OF CHARGE.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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8510045 173962

INVOICE

PAGE 1

Ira Chrysler Jeep · Dodge

732 ROGERS ST.
LOWELL, MA 01852
PHONE: (978) 454-1400
"WE WANT TO EARN YOUR BUSINESS"
www.iramotorgroup.com

[redacted]
TEWKSBURY, MA [redacted]
HOME: [redacted]

SERVICE ADVISOR: 6052 SHARON POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLUE	05	CHRYSLER TOWN AND CO	2C8GP54L15R325246		2010/2010	T132

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09OCT2004			18:00 20DEC04		78.00	CASH	20DEC2004

R.O. OPENED	READY	OPTIONS:
20DEC04	20DEC04	STK:C5141

```
LINE OPCODE TECH TYPE HOURS                                   LIST      NET      TOTAL
A C/S LOCK MISSING FROM CONSOLE
    INTERIOR REPLACE LOCK FOR CONSOLE MISSING UPON
        DELIVERY
            5275 MARK WOLFENDALE LIC#: 5275
                ISTX                                                                (N/C)
        1 82209333AB COSOLE                                                         (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE A:               0.00

PARTS AND LABOR TO BE PAID BY SALES DEPT DUE TO LOCK CYLINDER MISSING
ON DELIVERY OF VEHICLE
            ***************************************************
B LUBE OIL FILTER COUPON
    01 LUBE OIL FILTER COUPON
            5275 MARK WOLFENDALE LIC#: 5275
                ISTX                                                                (N/C)
        1 5281090 FILTER-ENGINE OIL                                                 (N/C)
        1 5OIL MOTOR OIL                                                            (N/C)
PARTS:      0.00  LABOR:      0.00  OTHER:      0.00   TOTAL LINE B:               0.00

FREE LOF PER MIKE BROWN FOR CONTIUED WAIT ON LO CK CYLINDER NOT
ARRIVING IN TIME
            ***************************************************
                                YOU MAY RECEIVE A CUSTOMER SATISFACTION
                                SURVEY FROM CHRYSLER CORPORATION.  THIS IS
                                OUR "REPORT CARD." WE WOULD APPRECIATE IT IF
                                YOU COULD COMPLETE THIS SURVEY AND RETURN IT
                                PROMPTLY TO CHRYSLER. IF FOR ANY REASON YOU
                                CANNOT ANSWER "VERY SATISFIED" TO ANY
                                QUESTION, PLEASE CALL OUR SERVICE MANAGER.
```

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x_____

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNTS/DEDUCTIBLES	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

CERTIFIED MAIL™

7005 2570 0001 7440 1933

UNITED STATES POSTAL SERVICE

9261 48321

U.S. POSTAGE
PAID
TEWKSBURY, MA
01876
MAR 02, '06
AMOUNT
$5.36
00048333-06

LLC

DAIMLER CHRYSLER MOTORS COMPANY
CUSTOMER CENTER
PO BOX 21-8004
AUBURN HILLS, MI 48321-8004

March 1, 2006
[redacted]
Centerville, OH [redacted]

RECEIVED
MAR 0 8 2005
Y. Moore

RECEIVED
MAR 0 7 2006
T.W. LASORDA

Dr. Dieter Zetsche
President and CEO
Chrysler Group
DaimlerChrysler AG
Auburn Hills, MI 48326-2766

Dear Dr. Zetsche,

The purpose of this letter is to request your help in getting a problem resolved. After talking to Customer Service at corporate office and in the end being told ***"That's the way it is with hi amp seats, deal with it"*** I need some more help to get the job done.

Back in June 2005 I promised my wife an anniversary present she had been dreaming of. Her request was to get a van so that we could carry our three grand children without having to use two cars since the children are still in car seats. We looked at the Chrysler Town and Country Van she had seen at a local dealer showroom. She wanted it because of the Stow and Go seat feature. Another feature that was a requirement for us was a heated seat option which is only available with the leather seats. Since the "Limited Edition" included both of these and more, we decided to go with that model. No mention or warnings from salesman about that model were given to us at time of sale.

We purchased the T & C Van in July 2005 and all was fine till the cold weather started in November. We noticed when driving to work at night the dash and headlights would flicker or pulse bright then dim. After further watching the problem it was only when the heated seats were on. Turn the seats off and all was well. The longer we drove with the heated seats on the more the dash and headlights flickered. We stopped at a rest area on the Interstate and a State trooper stopped to see if anything was wrong since the headlights were pulsing. We checked the alternator belt and it was OK.

We took the van to the selling dealer for service. They saw the problem immediately. They kept the van for service and replaced the heated seat module on one side first. I had to return for the second one when it was received from Chrysler parts. The second side was installed and problem was still there so they replaced the battery since it tested and showed low cranking amps. They indicated at this time that they contacted the "Star Hotline" electrical unit and was told "There is nothing that can be done since seats are hi amp".

I took the car home and to see if the problem would clear up after battery was fully charged over the next week or two. When problem did not clear itself I called Customer Service at Chrysler myself. They looked up the file and told me nothing could be done. They suggested I turn off ALL other equipment when using the heated seat

option. To quote the person at STAR I was told ***"That's the way it is with hi amp seats, deal with it".*** If that didn't help he suggested that I should take van to another dealer for a second opinion. At that point the conversation ended non to soon!

Since our drive to work at night was about 55 miles at a temperature of 12 degrees that week we had the regular heaters on, the radio on, the seat heaters on, and the headlights on. Still same problem as we started with.

I again contacted the Mr. Dennis owner of the dealership, and told him of my talk with Customer Service at Chrysler and their suggestion to go to another dealer. He too was not happy with the answer I got from the Star Hotline. He had me bring the van in again for another electrical diagnosis. The customer copy of my service ticket for that visit shows as follows: **"inspected and DRB tested and confirmed condition as described by customer. Checked electrical connections and functions of all components. Contacted Star for possible resolutions. 12 volt system of vehicle is working within specs but does show strain with heated seat due to amp draw of elements. This is a normal sign of full draw on 12 volt system. No repair is necessary and vehicle is operating within specs as given by Chrysler."**

This problem still exists and is considered a hazard when driving at night on the Interstate highway. People have motioned to me to checkout engine because of a possible light problem.

During the buying process nobody told me you could not use the heated seat option when using any other equipment installed on the vehicle. I have checked the manual for possible warnings....none exist. I cannot believe that Chrysler would build a vehicle where the electrical system would not supply enough power to handle equipment installed on that vehicle. Since the visit for the electrical diagnosis, I had to have the van towed in to the dealer because of a broken wire in the starter wire harness which would not allow us to start the engine. That visit took another three days to diagnosis and get a new harness from factory parts.

We are very unhappy with our $30,000 + purchase from Chrysler. Where else can I turn to, to get this safety problem solved? I am now going to look into the Ohio Lemon Law since from what I've read so far I qualify for. Can any one in your organization help us? We would really like to keep the vehicle but not if this is the way it is operates.

Thank You

[redacted]

Vehicle ID # 2C4GP64L15R[redacted]
2005 Chrysler Town & Country Limited Edition

DAVE DENNIS CHRYSLER JEEP DODGE

CHRYSLER Jeep

4232 Col. Glenn Hwy. - I 675 @ Exit 15
BEAVERCREEK, OHIO 45431
Telephone (937) 429-5566
www.davedennis.com

DODGE MOPAR

CUSTOMER NO. 14127	ADVISOR MATT 7599		TAG NO. 906	INVOICE DATE 12/09/05	INVOICE NO. CHCS34946
[redacted] CENTERVILLE, OH [redacted]	LABOR RATE 84.95	LICENSE NO	MILEAGE 8,151	COLOR BUTANE BLUE	STOCK NO. 51950
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/LIMITED F			DELIVERY DATE 07/11/05	DELIVERY MILES 25
	VEHICLE I.D. NO 2 C 4 G P 6 4 L 1 5 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 12/08/05	
R [redacted]	COMMENTS				MO: 8151

LABOR & PARTS
J# 1 08CHZ001 *ELECTRICAL DIAGNOSI HOURS: 0:30 TECH(S):15629 WARRANTY
CUST STATES THAT WHEN THE HEATED SEATS ARE TURNED ON ALL OF
DASH LIGHTS AS WELL AS THE HEAD LAMPS PULSEATE... THE HEAD
LAMPS PULSED SO BAD THAT THE CUST WAS STOPPED BY A
POLICE OFFICER BECAUSE THEY THOUGHT HE WAS FLASHING THEIR
LIGHTS AT HIM
THE PROBLEM GETS WORSE THE LONGER YOU DRIVE
REPLACED PASSENGER SIDE MODULE & ORDERED DRIVERSIDE HEATED
SEAT MODULE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	5139537-AA	MODULE HE 8052328		
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS
DROP

TOTALS

CASH [] CHECK# M/C VISA DISCOVER []

CHARGE [] NO CHARGE [] ACCEPTED BY [ ]
DATE [ ]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Thank you for your patronage. You may get a survey from us regarding your visit. If for any reason you can't give us a 100%, PLEASE CALL US. Our goal is to make you CUSTOMER ONE with us!

CUSTOMER SIGNATURE

LIMITED WARRANTY
This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MON. - WED. - FRI.
7:00 A.M. - 6:00 P.M.
TUES. - THURS.
7:00 A.M. - 8:00 P.M.

FIVE STAR

Thank You

Copyright © 1996 The Reynolds and Reynolds Company ERAINTS14E OCS5214 O (10/04)

DAVE DENNIS CHRYSLER JEEP DODGE

CHRYSLER Jeep

4232 Col. Glenn Hwy. - I 675 @ Exit 15
BEAVERCREEK, OHIO 45431
Telephone (937) 429-5566
www.davedennis.com

DODGE MOPAR

CUSTOMER NO. 14127	ADVISOR MATT 7599	TAG NO. 859		INVOICE DATE 12/13/05	INVOICE NO CHCS35078
[redacted] CENTERVILLE, OH [redacted]	LABOR RATE 84.95	LICENSE NO.	MILEAGE 8,257	COLOR BUTANE BLUE	STOCK NO. 51950
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/LIMITED F			DELIVERY DATE 07/11/05	DELIVERY MILES 25
	VEHICLE I.D. NO. 2 C 4 G P 6 4 L 1 5 R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO	P.O. NO		R.O. DATE 12/13/05	
R [redacted]	COMMENTS				MO: 8257

LABOR & PARTS----------
J# 1:08CHZ001 *ELECTRICAL DIAGNOSI HOURS: 0.80 TECH(S):15629 WARRANTY
CUST STATES THAT LIGHTS FLASH WHEN HEATED SEATS ARE ON...SOP
REPLACED DRIVERS IDE HEATED SETA MODULE AND MEMMORY SEAT
MODULE ALSO BATTERY DUE TO LOW CRANKING AMPS
CALEED STAR HOTLINE AND STEVE IN ELECTRICAL SAID THAT
'THERE IS NOTHING TO BE DONE HEAT SEATS ARE HI AMP

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		5139537-AA	MODULE HE 8052328		WARRANTY
JOB # 1	1		5082044-AB	RELAY SEA 8052328		WARRANTY
JOB # 1	1		8A034600-EX	BATTERY N 1083001		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

COMMENTS----------
DROP

TOTALS----------

CASH [] CHECK# M/C VISA DISCOVER []

CHARGE [] NO CHARGE [] ACCEPTED BY [ ]
DATE [ ]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Thank you for your patronage. You may get a survey from us regarding your visit. If for any reason you can't give us a 100%, PLEASE CALL US. Our goal is to make you CUSTOMER ONE with us!

CUSTOMER SIGNATURE

LIMITED WARRANTY
This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:
MON. - WED. - FRI.
7:00 A.M. - 6:00 P.M.
TUES. - THURS.
7:00 A.M. - 8:00 P.M.

FIVE STAR

Thank You

Copyright © 1996 The Reynolds and Reynolds Company ERAINTSI14E CC0S2214 Q (10/04)

 CUSTOMER COPY [END OF INVOICE] 03:57pm

DAVE DENNIS CHRYSLER JEEP DODGE

CHRYSLER Jeep

4232 Col. Glenn Hwy. - I 675 @ Exit 15
BEAVERCREEK, OHIO 45431
Telephone (937) 429-5566
www.davedennis.com

DODGE MOPAR

CUSTOMER NO. 14127	ADVISOR BRYAN 29687		TAG NO 318	INVOICE DATE 01/19/06	INVOICE NO. CHCS36764
[redacted]	LABOR RATE 84.95	LICENSE NO	MILEAGE 9,514	COLOR BUTANE BLUE	STOCK NO. 51950
CENTERVILLE, OH [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/LIMITED F			DELIVERY DATE 07/11/05	DELIVERY MILES 25
	VEHICLE I.D. NO 2 C 4 G P 6 4 L 1 5 R [redacted]			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO	P.O. NO.		R.O. DATE 01/18/06	
[redacted]	COMMENTS				MO: 9514

LABOR & PARTS

J#:1 08CHZ002 ELECTRICAL DIAGNOSIS HOURS: TECH(S):15629 WARRANTY

CUSTOMER STATES ANYTIME TIME HEATED SEAT FUNCTION IS USED VEHICLES LIGHTS (INTERIOR EXTERIOR DASH ETC) FLICKER INSPECTED AND DRB TESTED AND CONFIRMED CONDITION AS DESCRIBE BY CUSTOMER. CHECKED ELEC CONNECTIONS AND FUNCTIONS OF ALL COMPONENTS. CONTACTED START FOR POSSIBLE RESOLUTIONS. 12VOLT SYSTEM OF VEHICLE IS WORKING WITHIN SPECS BUT DOES SHOW# STARIN WITH HEATED SEAT DUE TO AMP DRAW OF ELEMENTS. THIS IS A NORMAL SIGN OF FULL DRAW ON 12VOLT SYSTEM. NO REPAIR IS NECESSARY AND VEHICLE IS OPERATING WITHIN SPECS AS GIVEN BY CHRYSLER

JOB # 1 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 1	MPE	DAVE DENNIS RENTAL		
			TOTAL - MISC	0.00

TOTALS

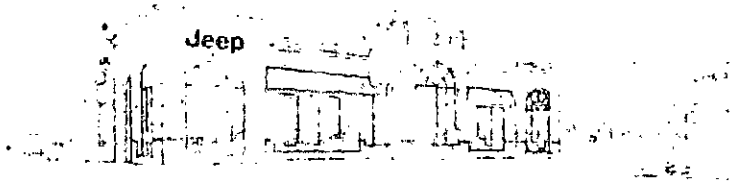
CASH [] CHECK# M/C VISA DISCOVER []

CHARGE [] NO CHARGE [] ACCEPTED BY [ ] DATE [ ]

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

Thank you for your patronage. You may get a survey from us regarding your visit. If for any reason you can't give us a 100%, PLEASE CALL US. Our goal is to make you CUSTOMER ONE with us!

CUSTOMER SIGNATURE



LIMITED WARRANTY

This dealership warrants all parts and labor performed in conjunction with this repair for 12 months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. (A copy of this repair order invoice must be presented.)

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

SERVICE DEPT. HOURS:

MON. - WED. - FRI.
7:00 A.M. - 6:00 P.M.

TUES. - THURS.
7:00 A.M. - 8:00 P.M.

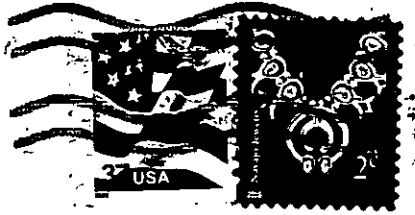
FIVE STAR

Thank You

Copyright © 1998 The Reynolds and Reynolds Company ERAINTSI14E CCS35214 Q (1004)

[redacted]
Centerville, OH[redacted]

DAYTON OH 454
02 MAR 2006 PM 3 T



Dr. Dieter Zetsche
President and CEO Chrysler Group
DaimlerChrysler AG
Auburn Hills, MI 48326-2766

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Mar 09 21:36:17 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied with vehicle and service on vehicle.

Comments:

Our Dodge Caravan has had several problems over the last six months. Been to two dealers and only one problem has been remedied. Sliding door still not closing correctly, headlights accasionaly will not operate, doors not locking electronicly, door chimes when door is closed and keys not in ignition,overhead light repaired, air bag indicator repaired.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Mar 16 09:30:07 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Bobby:

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

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

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

Thank you again for your email.

Sincerely,

Wayne
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14695066
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3672883C0KM&

Original Message Follows:

Form Selected:

Category: US Customer Service

Brief Description:

Unsatisfied with vehicle and service on vehicle.

Comments:

Our Dodge Caravan has had several problems over the last six months. Been to two dealers and only one problem has been remedied. Sliding door still not closing correctly, headlights accasionaly will not operate, doors not locking electronicly, door chimes when door is closed and keys not in ignition,overhead light repaired, air bag indicator repaired.

Sender Information:

Title: Mr.
First Name: Bobby
Middle Initial: J
Last Name: Patterson

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Mar 14 16:50:30 EST 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

concern of dealership handling

Comments:

Due to check engine light and vehicle lights malfunctioning at times my wife dropped our town and country van off at the dealers. After their Diagnostic tests, they stated problem with gas recirculation value and gasket and also a bad head lamp switch and throttle body service needed as well as brakes. This servicing was done and upon picking the vehicle up, my wife noticed the driver side unlock and lock button no longer worked properly and the door chimed like the lights are on, when opening the driver door. The service advisor David Lust 1744 informed me on calling him that it was just bad luck that it went out while in the care of Ingram Park Center. He also stated it was a park that would be covered by Chrysler except for the $100 deductible. Upon asking if this part also controlled the light problem or the check engine light, the advisor stated no, these parts are from two different computers on the vehicle. Please help me make sense of what appears to be a dealership trying to make a few more bucks. That way I will know if it is the vehicle or the dealership.

Sincerely,

[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Mar 22 08:40:41 EST 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Mark,

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

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

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14711025
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3687578C0KM&

Sincerely,

Jeff
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:
---
concern of dealership handling
Comments:

Due to check engine light and vehicle lights malfunctioning at times my wife dropped our town and country van off at the dealers. After their Diagnostic tests, they stated problem with gas recirculation value and gasket and also a bad head lamp switch and throttle body service needed as well as brakes. This servicing was done and upon picking the vehicle up, my wife noticed the driver side unlock and lock button no longer worked properly and the door chimed like the lights are on, when opening the driver door. The

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Sincerely,

[redacted]

Sender Information:

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

14730832

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 11, 2006

Refer to AG No.: 200604908
Web No.: cp90ic1350e

RECEIVED
APR 18 REC'D
SPECIAL INVESTIGATIONS

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

Dear Sir/Madam:

Re: [redacted]

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

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

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

Sincerely yours,

MIKE COX
ATTORNEY GENERAL

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

Enc.
136

CP INTERNET WEB COMPLAINT

Date Received: 03/30/2006

CP No. 200604908

Internet ID No. cp90ic1350e

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip TRAVERSE CITY MI [redacted]

County GRAND TRAVERSE

Home Phone No.

Work Phone No.

Primary Company Complained Against

Name DAIMLER-CHRYSLER

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No.

Company Fax No.

Company Email

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

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

Where did you sign this contract? BILL MARSH CHRYSLER - TRAVERSE CITY, MI

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

Motor Vehicle Warranty Complaint Information

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

VIN No.: 1C4GP45R95B[redacted]

Is there additional documentation being forwarded?

How?

Complaint Detail Information

The 2005 Chrysler Town & Country mini-van that we singed a lease for on March 22, 2005 has been in to Bill Marsh Chrysler Service four times in the last 10 months due to a faulty Body Control Module.

The first time, May 8, 2005, mileage 2421, we were driving and we lost all of our gauges, our error indicator lights were all on, lost windshield wipers, headlight and the heating and cooling system. Occupants of the vehicle were my husband and I and o two daughters. Bill Marsh Chrysler Service replaced the Body Control Module and felt that the problem was resolved. Two da after picking the vehicle up from Bill Marsh Chrysler Service it happened again while I was picking our oldest daughter up from school. I returned to Bill Marsh Chrysler with the complaint. They told me they would check into what else could be done and call me back. They felt that maybe the gauge cluster was defective and would need to be replaced. No return call was ever received.

The second time, July 14, 2005, mileage 5891, my husband and I were on the way to a funeral home 40 miles away from hom the morning after my father-in-law passed away and once again, we lost all gauges
our error indicator lights were all on, we lost windshield wipers, headlight and the heating and cooling system. We had to turn back and bring the vehicle back home before going on to deal with funeral arrangements. This was a tremendous inconvenie as we had family from all over the United States waiting on us during this episode. We brought the vehicle back in to Bill Mars Chrysler Service where they replaced the Body Control Module for the second time. We picked the vehicle up and everything seemed fine.

The third time, August 17, 2005, mileage 7870, my husband, me, a family friend and our two daughters were on our way out t dinner when we lost all of our gauges, our error indicator lights were all on, we lost windshield wipers, headlight and the heatin and cooling system. The big difference this time was that when it happened, we were driving down a four lane highway in the rain. This placed the five occupants of the vehicle in serious danger, in addition to others on the road. We brought the vehicle back home and made arrangements with Bill Marsh Chrysler Service the following morning to once again, have it "fixed." This time, the repair shop had the vehicle for 12 days. They communicated back and forth with service technicians at Daimler-Chrysler and were unable to come up with any answers. The Bill Marsh service manager, Thomas Miller, advised the Chrysler technician that this was their last chance to get it right, after this it would fall under Lemon Law. They decided to, onc again, replace the Body Control Module and also this time they replaced the gauge cluster. We picked the vehicle up and everything seemed to be fine.

Approximately seven months later, March 14, 2006, mileage 19735, we began having problems with the van once again. Whi driving my two daughters to school in the morning rush hour traffic, during a wet, heavy snow, I once again lost all of our gaug our error indicator lights were all on, we lost windshield wipers, headlight and the heating and cooling system. I immediately t the vehicle back to Bill Marsh Chrysler Service department. They felt that maybe there was a wire shorting out somewhere bu they weren't sure and felt they would have to once again tear everything apart and try to figure something out. They came ac a Technical Service Bulliten that talked about how some Body Control Modules were sent out from the factory without properly updated software installed. They went ahead and downloaded the updated software and are crossing their fingers that this do the trick. We have had the vehicle back for ten days and have not yet experienced any problems this time, but do not feel confident that the problem is fixed.

We do not trust this vehicle. It is our primary vehicle and yet we cannot take it on long trips because we never know when the Body Control Module will lose communication with the computer again. We have had two instances where not only ourselves, but our children have been put in harm's way because of this problem. We have tried to resolve this issue with Daimler-Chrys they stated that our vehicle is disqualified from Michigan State Lemon Law because of the mileage. We have read through th words of the Lemon Law for the State of Michigan on the Michigan.gov web site and there is nothing that put a limit on the mileage of a vehicle for qualification.

We have spoken on several occasions with Daimler-Chrysler's Customer Assistance Center (800-992-1997 Reference # 14730832) regarding our concerns and wishes for pursuing a Lemon Law claim and have gotten no where with it. We are ask for assistance in this matter.

Thank you for your time.

MIKE COX
ATTORNEY GENERAL
Lansing, Michigan 48913

PRESORTED
FIRST CLASS

UNITED STATES POSTAGE
PITNEY BOWES
02 1A $ 00.29³
0004321952 APR 13 2006
MAILED FROM ZIP CODE 48912

B-LHSMS 48326

14730832

STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL

P.O. BOX 30213
LANSING, MICHIGAN 48909

MIKE COX
ATTORNEY GENERAL

April 11, 2006

Refer to AG No.: 200604908
Web No.: cp90ic1350e

RECEIVED
APR 18 REC'D
SPECIAL INVESTIGATIONS

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PO BOX 21-8004
3851 HAMLIN RD
AUBURN HILLS MI 48321

Dear Sir/Madam:

Re: [redacted]

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Sincerely yours,

MIKE COX
ATTORNEY GENERAL

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

Enc.
136

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Date Received: 03/30/2006

CP No. 200604908

Internet ID No. cp90ic1350e

Present Status: Open

Consumer Information

Name [redacted]

Address [redacted]

City, State, Zip TRAVERSE CITY MI [redacted]

County GRAND TRAVERSE

Home Phone No.

Work Phone No.

Primary Company Complained Against

Name DAIMLER-CHRYSLER

Address P.O. BOX 21-8004

City, State, Zip AUBURN HILLS MI 48321

County OAKLAND

Company Ph No.

Company Fax No.

Company Email

Company Website

Secondary Company Complained Against

Name

Address

City, State, Zip

Company Ph No.

Company Fax No.

Company Email

Complaint Information

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

Where did you sign this contract? BILL MARSH CHRYSLER - TRAVERSE CITY, MI

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

Motor Vehicle Warranty Complaint Information

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

VIN No.: 1C4GP45R95[redacted]

Is there additional documentation being forwarded?

How?

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Thank you for your time.

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name [redacted]

Address [redacted] Bemidji MN [redacted]
(Street) (City) (State)

Daytime Telephone [redacted]

VIN Number 2C4GP54LX5R[redacted]

Date of Purchase 2/28/05 Mileage 11,091

Servicing Dealer Bemidji Chrysler Center

Number of days vehicle has been Out-of-Service 7

Number of repair attempts to repair same condition 4

Description of Concern: Oscillating headlights + dashboard lights. Not safely driven at night.

[redacted]

Bemidji, MN

United States Postal Service
REGISTERED MAIL

RR 375 630 207 US

Label 200, July 1999 (102595) 99-M-1904

UNITED STATES POSTAL SERVICE

0000 48321

U.S. POSTAGE PAID
BEMIDJI, MN
56601
MAR 16, '06
AMOUNT
$10.14
00030177-12

OWNER RELATIONS

MAR 27 2006

RECEIVED

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

RETURN RECEIPT REQUESTED

RETURN RECEIPT REQUESTED

[redacted]
Murfreesboro, TN [redacted]
[redacted] (W)
[redacted] (cell)

January 18, 2006

RECEIVED
JAN 24 2006

DaimlerChrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Certified Mail - Return Receipt Requested

To Whom It May Concern:

On August 27, 2005, I purchased a 2005 Dodge Grand Caravan, VIN Number 1D4GP24R55B[redacted] The purchase was made at Beaman Dodge, 1705 S. Church Street, Murfreesboro, Tennessee 37130. The vehicle had 22,646 miles at the time of purchase.

Unfortunately, I am complaining due to an on-going problem that began within a month after purchase and has yet to be fixed. The vehicle has been in the service department a total of seven times within a three-month period for a "severe and continuous pulsation" in the electrical system that continues even when no accessories are on. The initial visit to a shop over this problem was on October 25, 2005. The vehicle had 25,646 miles at the time of the visit. Three adjustments have been made but the problem still remains the same. DaimlerChrysler Customer Assistance was addressed by Beaman Dodge regarding the situation. In response, Beaman Dodge was advised by a Chrysler Representative that no other work is to be performed.

This is a directive that is in no way acceptable. The sales representative has been very nice, professional throughout all of the services. Both he and the several mechanics have stated and it is noted on the service sheets that the problem is "Not Normal". I have contacted (www.chrysler.com) stating the problem in an attempt to resolve the problem. Their response was that the "situation written about is a function of your vehicle's design and is not a defect". There is a factory warranty on the vehicle in addition to an extended warranty purchased at the time of sale which is an additional cost and service contract for a promise to perform or pay for repairs or services.

Therefore, to resolve the problem, I would appreciate your response in writing explaining your company's position and what you will do about my complaint. Up to this point, all we have asked is for the vehicle to be fixed.

I look forward to your reply and a resolution to my problem and will wait 10 days before seeking third-party assistance. Please contact me at the address listed above or one of the phone numbers noted if further information is needed.

[redacted]

[redacted]

Murfreesboro, TN [redacted]

CERTIFIED MAIL

7000 0520 0018 2670 4095

UNITED STATES POSTAGE
PITNEY BOWES
02 1A $ 04.64⁰
0004375581 JAN 18 2006
MAILED FROM ZIP CODE 37129

Daimler Chrysler Customer Assistance Center
P O Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 B195

1001874766

February 6, 2006

To Yonkers Avenue Dodge

Please note that I mailed the enclosed letter to you sometime ago, and have not gotten any response from you, please let me hear from you.

My next scheduled appointment for car service at Yonkers Avenue Dodge is March 6, 2006.

Thank you,

Paul N. Darby

cc: Daimler Chrysler Corp.

RECEIVED

FEB 28 2006

January 2, 2006

To Whom It May Concern,

I am writing this letter to your organization because having been a loyal customer for over 10 years, I have several major complaints about my last few trip to Yonkers Avenue Dodge. First of all I brought my 2005 Dodge Caravan in for a 6,000 mile checkup on 12/5/05. It was noted that my head light switch was bad and needed to be replaced. Well that was not able to be done because they did not have the part in stock and after repeated calls I was finally able to have the switch replaced on 12/27/05 (almost 3 weeks later). This kept me from being able to turn my head lights off properly causing drainage to my battery. Also during the 12/5/05 visit I assumed my brakes would be checked however shortly after my brakes began making noise which I informed the technician who helped me on 12/27/05 and I was told in a very nasty manner that I am riding the brakes too hard. I drove 600 miles between my 12/5/05 visit and 12/27/05 visit. As I stated the noise began shortly after the 12/5/05 visit so it would seem like the problem should have been visible during that visit and fixed. Now the front brake was supposed to have been repaired during the 12/27/05 visit yet I still hear noise coming from the rear of the car. Also I was told should I come in with another brake problem no matter how soon it would not be covered under warranty and I feel as if I am being set up to be charged an arm and leg for future brake repair. Please tell me what the warranty is on all parts of the 2005 Caravan including brakes. I have never had to have brakes repaired on my previous cars in less than 13,000 miles, so why should this time be any different. Just like the light switch went bad and it was not my fault the same could be said for the brakes.

Next I want to address the issue on the rude service tech. who I encountered on 12/27/05. First of all if my car had been serviced correctly and completely on 12/5/05, there would have been no need for my visit on 12/27/05, which was totally inconvenient for me because I had to take time off from work for a second day. If anyone had a reason to be rude that day it was me, and even though I was frustrated with Yonkers Avenue Dodge Service Dept's incompetence, I still was not rude. No customer should be treated in such a manner, especially one with such a long standing history with your company.

I look forward to receiving an immediate response to my letter by phone from the Service Dept. Supervisor or the owner of Yonkers Avenue Dodge.

Sincerely

[redacted]

cc:Daimler Chrysler Corp.

YONKERS AVENUE DODGE, Inc.
YONKERS AVENUE AUTO EXPO
KIA OF WESTCHESTER

500 Yonkers Ave.
YONKERS, NEW YORK 10704

2002

Service (914) 964-0099
Parts (914) 964-9533 Fax (914) 964-9423
Sales (914) 964-0700

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/05/05	79333	6743	03995	3797	I	08DOZ	ELECTRICAL
				3797	C	28DOZ116K	6000 MILE SERVICE
07/15/05	74920	3324	04430	04195	I	28DOZ113K	3000 MILE SERVICE
				04195	W	24DOZZ	A/C
03/21/05	70889	2	04078	3696	I	40DOZ	NEW CAR NYS INSP
02/01/05	69011	3	3460	3696	W	01DOZ	ADJUSTMENTS

SALESPERSON NO. YONKERS AVENUE DODGE, Inc. YONKERS AVENUE AUTO EXPO KIA OF WESTCHESTER YONKERS, NEW YORK 10704 DODGE DEALER [illegible] NY 004

SERVICE

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	2D4GP44L35R[redacted]	05/DODGE TRUCK/CARAVAN/GRAND SE		530378		79791

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
85716		03/25/05			12/27/05

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				528

[redacted]
BRONX, NY [redacted]

TURBO	MMC	A/R COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
					7,344	04446	SIGFREDO

CALL WHEN READY ☐ YES ☐ NO

RE[redacted]

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
07:00am	12/27/05 10:00pm	3

APPOINTMENT ☐ Yes ☒ No

LABOR RATE * 93.50

VISIT OUR WEB SITES FOR DISCOUNTS ON NEW & USED VEHICLES, DISCOUNTS ON ORIGINAL PARTS AND MONEY SAVING COUPONS FOR SERVICING YOUR VEHICLE.

Mopar PERFORMANCE

SERVICE DEPT. E-MAIL 5StarService@Zcars.org
PARTS DEPT. E-MAIL FiveStarParts@Zcars.org
WEB PAGE www.Zcarsdirect.com

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 C * 08DOZ *ELECTRICAL*
C/S HEAD LIGHT SWITCH WAS ORDER IS HERE NOW

2 C 05DOZ *BRAKES*
C/S RIGHT REAR BRAKE IS GRINDING NOISE

PRE-INSPECTION ESTIMATE PARTS & LABOR	DELAYED OR REVISED ESTIMATE APPROVAL	TEAR DOWN FOR ESTIMATE ONLY
$	$	X _____ HOURS $ _____ AMOUNTS

CONTACTED	DATE	AM PM	OK'D BY	PHONE WHEN READY
☐ VIA PHONE ☐ IN PERSON	PHONE CALLED		CALLED BY	☐ YES ☐ NO

CUSTOMER LABOR RATE IS $ _____ PER HR. AND/OR PER FLAT RATE MANUAL.

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AT THE AGREED PRICE. I ALSO AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.
STORAGE CHARGE IS $25.00 PER DAY 48 HRS. AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.
TERMS: ALL REPAIRS ARE CASH OR CERTIFIED CHECK ONLY.

X _____ CUSTOMER'S SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.
SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS
DO YOU HAVE AN EXTENDED WARRANTY OR SERVICE CONTRACT ☐ YES ☐ NO INITIALS
TYPE:

NYS-MV R/S REG. NO. 704 3506 79791

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CUSTOMER COPY

YONKERS AV DODGE, Inc.
YONKERS AVENUE AUTO EXPO
KIA OF WESTCHESTER
500 Yonkers Ave.
YONKERS, NEW YORK 10704

Service
(914) 964-0099
SERVICE DEPT. E-MAIL
5StarService@Zcars.org

Parts
(914) 964-9533
Fax (914) 964-9423
PARTS DEPT. E-MAIL
FiveStarParts@Zcars.org

Sales
(914) 964-0700
WEB PAGE
www.Zcarsdirect.com

2002
YONKERS AVENUE
DODGE, Inc.
DODGE DEALER
CODE 32-43691
NYS MV R/S REG NO. 704 3506

YONKERS AVENUE
AUTO EXPO
KIA OF WESTCHESTER
KIA DEALER
CODE NY004

CUSTOMER NO. 85716	ADVISOR SIGFREDO 04446		TAG NO. 528	INVOICE DATE 12/27/05	INVOICE NO. DOCS79791
[redacted]	LABOR RATE 93.50	LICENSE NO.	MILEAGE 7,344	COLOR /	STOCK NO. 530378
BRONX, NY [redacted]	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SE			DELIVERY DATE 03/25/05	DELIVERY MILES
	VEHICLE I.D. NO. 2D4GP44L35R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 12/27/05	
[redacted]	COMMENTS				MO: 7345

LABOR & PARTS

J# 1 08DOZ ELECTRICAL HOURS: 0.20 TECH(S):3710 WARRANTY

C/S HEAD LIGHT SWITCH WAS ORDER IS HERE NOW
SWITCH SHORTED OUT
REPLACE HEAD LAMP SWITCH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	ZL651DV-AF	SWITCH LIGHTING CON		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 05DOZ BRAKES HOURS: 0.60 TECH(S):3710 WARRANTY

C/S RIGHT REAR BRAKE IS GRINDING NOISE
BRAKES COMPLETLY WORN OUT TO THE METAL
REPLACE BRAKE PADS IN THE FRONT

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	V1013803-AB	PAD KIT FRONT DISC		WARRANTY
JOB # 2	2	5019981-AB	ROTOR BRAKE		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1	FREIGHT (PARTS)	WARRANTY
	TOTAL - GOG	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
VEH BRAKES WORN OUT PREMATURE.IT IS RECOMENDED TO BE EASY ON THE BRAKES ..THEY DO NOT WEAR AT THIS LOW MILEAGE.
TOO HARD ON THE BRAKES .NEXT TIME IT WILL NOT BE WARRANTY.

Please check your record See how many Cars I have bought from you and never before had breaks go bad before 13,000 miles also never had head light Switch to go bad at only 6,000 miles

ALL PARTS NEW EXCEPT AS NOTED

WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

Copyright © 1999 The Reynolds and Reynolds Company ERAINTWVE DCS17884 (01/00)

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 10:31am

AND
KIA OF WESTCHESTER

WE WANT TO INSURE YOUR SATISFACTION

1. How were you satisfied with the treatment you received from our service staff? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
2. Did the service staff listen and understand your needs? ☑ Yes ☐ No
3. How satisfied were you with the quality of the work performed on your vehicle? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
4. How satisfied are you with the service staffs ability to have your vehicle ready when promised? ☐ Very Satisfied ☑ Satisfied ☐ Dissatisfied

DO YOU HAVE ANY SUGGESTIONS TO IMPROVE OUR SERVICE? _____

Yes See letter

[redacted]

NAME [redacted] PHONE # [redacted]

HELP US IMPROVE OUR SERVICE - PLEASE FILL IN AND MAIL THIS CARD

PLEASE FILL OUT ABOVE CARD WHICH QUALIFIES YOU FOR CUSTOMER OF THE MONTH DRAWING. WIN A $100.00 GIFT CERTIFICATE FOR ANY SALES, SERVICE OR PARTS ITEMS AT YONKERS AVENUE AUTOMOTIVE EXPO.

THANK YOU!

Dodge
Dodge Trucks

YONKERS AVENUE
▪ AUTOMOTIVE EXPO ▪
"THE NEW DODGE EXPERIENCE"
500 YONKERS AVENUE • YONKERS, N.Y. 10704

CHRYSLER

FORM RL-780 TG300041 Q (6/05)

Please present this stub to cashier when calling for your vehicle

Thank You!

OWNER'S NAME

Reynolds + Reynolds®

PRINTED IN USA

DETACH POSTCARD FOR MAILING

NO POSTAGE REQUIRED

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

528

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 4555 YONKERS, NY

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN CONSUMER RELATIONS DEPT
YONKERS AVENUE DODGE INC
500 YONKERS AVE
YONKERS NY 10704-9971

REPAIR ORDER NUMBER

528

KEY TAG

528

CLAIM CHECK

528

Yonkers Ave. Dodge

6,000 MILE SERVICE

- REPLACE MOTOR OIL & FILTER
- CHECK FLUID LEVELS, TOP OFF TO PROPER LEVEL
- INSPECT BRAKE LININGS AND ADJUST
- ADJUST PARKING BRAKE
- INSPECT ALL HOSES, DRIVE BELTS & ADJUST AS NECESSARY
- ROTATE AND BALANCE TIRES
- CHECK ALL VEHICLE LIGHTS
- CLEAN BATTERY AND TEST
- INSPECT STEERING & SUSPENSION POINTS
- INSPECT EXHAUST SYSTEM

Mopar PARTS
www.mopar.com

Dodge Trucks | CHRYSL Plymouth | Jeep

DATE	REC. NUMBER	MILEAGE
[illegible]	[illegible]	[illegible]

YONKERS, N.Y. 10704

9,000 MILE SERVICE

- REPLACE MOTOR OIL & FILTER
- CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID, TRANS. FLUID & DIFFERENTIAL, AND 4 WD OILS.
- LUBRICATE DOORS, HOOD & TRUNK HINGES
- INSPECT FOR OIL OR COOLANT LEAKS
- INSPECT BRAKE LININGS AND ADJUST
- INSPECT FRONT END FOR WEAR LOOSENESS
- INSPECT CVJ BOOTS
- CLEAN BATTERY TERMINALS

Mopar PARTS
www.mopar.com

Dodge Trucks | CHRYSL Plymouth | Jeep

DATE	REC. NUMBER	MILEAGE
[illegible]	[illegible]	[illegible]

12,000 MILE

- REPLACE MOTOR OIL & FILTER
- REPLACE FUEL FILTER (WHEN APPLICABLE)
- AIR FILTER, CANNISTER FILTER
- CLEAN BATTERY TERMINALS & LOAD TEST
- REPLACE OIL BREATHER ELEMENT
- CHECK ALL FLUID LEVELS, TOP OFF TO PROPE
- CHECK MINIMUM AIR FLOW SETTING & ADJU
- INSPECT SHOCKS AND STRUTS
- INSPECT BRAKE HOSES
- INSPECT FUEL HOSES
- INSPECT BRAKE LININGS
- LUBRICATE DOOR, HOOD & TRUNK HINGES
- LUBRICATE STEERING & PIVOT POINTS
- ROTATE & BALANCE TIRES

PERFORM JB EMISSION SYSTEM CLEANING SERVICE

Dodge Trucks | CHRYSL Plymouth | Jeep

15,000 MILE

- REPLACE MOTOR OIL AND FILTER
- INSPECT FOR OIL OR COOLANT LEAKS
- CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID, TRANS. FLUID & DIFFERENTIAL, AND 4W
- INSPECT BRAKE LININGS (4 WHEELS) ANI
- LUBRICATE DOORS, HOOD & TRUNK HIN

FREE!

For Yonkers Ave. New Vehicle Owners

Dodge Trucks | CHRYSL Plymouth | Jeep

5-21-06

[redacted]

RECEIVED

APR 0 8 2006

OWNER RELATIONS

Whiteville NC [redacted]

[redacted]

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Name [redacted]

Address [redacted] Whiteville NC [redacted]
(Street) (City) (State) (Zip)

Daytime Telephone [redacted]

VIN Number 1D4-GP45R95B [redacted]

Date of Purchase Sept 20-04 Mileage

Servicing Dealer Underwood + Millard Chrysler Jeep Dodge

Number of days vehicle has been Out-of-Service 20 or more days

Number of repair attempts to repair same condition 12

Description of Concern: Lot of electrical problems - Door locks would not work, head lights would not come on, tail lights kept blowing, headlights going out, the would not come on, tail lights off, lock wouldn't work lock not work, air condition not working properly, lights would not come on (And more!

I am writing this to let you know I am not please with my Van! It is the worst lemon! I would go and tell them I have a problem with the head lights, while I am there they work so they tell me they can not find the problem so I the next time during while they were out! There is a bad electrical problem! The head lights, tail lights, locks, windows back got wet!, Trans slipping! Air condition was not working properly! Here is a copy of work schedule! Please help us! We want a new Van or our money back! We had it in the shop to many times for a new Van! Now it is in my back yard because the lights goes out in. Too dangerous to drive!

Thank you

[redacted]

AUTOMATE, INC.
HISTPRNT
PAGE 6

COMPANY: 01 Underwood & Millard
SERVICE MERCHANDISING
HISTORY PRINT

RUN DATE: 03/14/2006
RUN TIME: 10:01

Vin ID#: 5B[redacted] Repair Order#: 79980 Status Cd: C

Line#: B OperNo: 02 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A26
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

DIAGNOSIS
CUST THINKS THE TRANS IS SLIPPING SOMETIMES WHEN PULLING IN GEAR
AS PER CUSTOMER
TEST DROVE AND VEHICLE IS ENGAGING FROM GEAR TO GEAR AS TO SPECS

Vin ID#: 5B[redacted] Repair Order#: 79336 Status Cd: C
RO Date: 11/16/04 Inv Date: 11/16/04 Mileage: 5085 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 01CEC3K FailCode: Hours: 0.30 Rate: 4 Amount$: 15.03 Tech: A03
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 12.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
AS PER CUST REQUEST
PERFORMED ESSENTIAL CARE3

Line#: B OperNo: 00ROTATE FailCode: Hours: 0.30 Rate: 1 Amount$: 15.95 Tech: A03
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

ROTATE 4 TIRES
ROTATE 4 TIRES
AS PER CUST REQUEST
ROTATED 4 TIRES

Vin ID#: 5B[redacted] Repair Order#: 77464 Status Cd: C
RO Date: 07/16/04 Inv Date: 07/20/04 Mileage: 5 Act/Est: A Serv Adv: 51
Control#: Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 50 FailCode: Hours: 1.10 Rate: 2 Amount$: 53.46 Tech: A62
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

ALL PDI
ALL PDI
PERFORMED PDI

Line#: B OperNo: 00CNCSI FailCode: Hours: 0.30 Rate: 3 Amount$: 8.25 Tech: A62
PayType: I Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

NC STATE INSPECTION
NORTH CAROLINA STATE INSPECTION
PERFORMED NCSI

Vin ID#: 5B[redacted] Repair Order#: 82647 Status Cd: C
RO Date: 06/15/05 Inv Date: 06/22/05 Mileage: 18591 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 26860303 FailCode: Hours: 0.30 Rate: 4 Amount$: 3.00 Tech: A67
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
AS PER CUST REQUEST
PERFORMED ESSENTIAL CARE OIL CHANGE

- -

Line#: B OperNo: 03 FailCode: Hours: 0.00 Rate: 1 Amount$: 0.00 Tech: A26
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ ELECTRICAL CUST STATES WHEN UNLOCKING DOORS THE LIGHTS DO
NOT FLASH
OPTICAL HORN CHIRP WAS DISABLED
USED DRBIII TO ACCESS TO BCM AND ENABLED OPTICAL HORN CHIRP

Vin ID#: 5B[redacted] Repair Order#: 81002 Status Cd: C
RO Date: 03/03/05 Inv Date: 03/03/05 Mileage: 12357 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 01CEC3K FailCode: Hours: 0.30 Rate: 4 Amount$: 15.03 Tech: A03
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 12.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
MAINTENCE
PERFORMED SERVICE

Vin ID#: 5B[redacted] Repair Order#: 79980 Status Cd: C
RO Date: 12/29/04 Inv Date: 01/28/05 Mileage: 8443 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 72 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A26
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ INTERIOR TRIM WATER IS COMING IN THE REAR FROM SOMEWHERE, BACK
IS WET
AS PER CUSTOMER
NO LEAK WAS DETECTED, POSSIBILTY SOME WATER GOT IN FROM THE ICE
OR SNOW, RECOMMEND LET CARPET DRY AND RECHECK

Vin ID#: 5B[redacted] Repair Order#: 83573 Status Cd: C
RO Date: 08/15/05 Inv Date: 08/15/05 Mileage: 23661 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 1.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.85 Type: C

Line#: A OperNo: 00CNCSI FailCode: Hours: 0.30 Rate: 1 Amount$: 8.25 Tech: A50
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
NC STATE INSPECTION
NORTH CAROLINA STATE INSPECTION
PERFORMED NCSI

Vin ID#: 5B[redacted] Repair Order#: 83436 Status Cd: C
RO Date: 08/05/05 Inv Date: 08/11/05 Mileage: 22272 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 26860303 FailCode: Hours: 0.30 Rate: 4 Amount$: 3.00 Tech: A99
PayType: S Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ESSENTIAL CARE
ESSENTIAL CARE OIL CHANGE SERVICE
MAINTENCE
PERFORMED ESSENTAIL CARE

Line#: B OperNo: 00ROTATE FailCode: Hours: 0.30 Rate: 1 Amount$: 15.95 Tech: A99
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ROTATE 4 TIRES
ROTATE 4 TIRES
MAINTENCE
ROTATED TIRES

Vin ID#: 5B[redacted] Repair Order#: 83169 Status Cd: C
RO Date: 07/21/05 Inv Date: 07/28/05 Mileage: 21163 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

Line#: A OperNo: 24010101 FailCode: 53 Hours: 0.40 Rate: 2 Amount$: 20.04 Tech: A50
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
DIAGNOSIS
CUSTOMER STATES AC IS NOT COOLING
AC LOW IN FERONE
CHARGED SYSTEM AND ADDED DYE

Vin ID#: 5B[redacted] Repair Order#: 85641 Status Cd: C
PROGRAM LIGHTS TO FLASH WITH KEYLESS ACTIVATION
AS PER CUSTOMER REQUEST
PROGRAMMED PARK LAMPS TO FLASH WHEN KEYLESS ACTIVATED

Vin ID#: 5B[redacted] Repair Order#: 84895 Status Cd: C
RO Date: 11/16/05 Inv Date: 11/16/05 Mileage: 28052 Act/Est: A Serv Adv: 20
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 01C3750K FailCode: Hours: 0.30 Rate: 1 Amount$: 10.00 Tech: A17
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
3K CHRYSLER
3000 MILE SERVICE NOT 23.95 BASIC SERVICE VEHICLES
MAINTENCE
PERFORMED 3000 MILE SERVICE

Vin ID#: 5B[redacted] Repair Order#: 84190 Status Cd: C
RO Date: 09/30/05 Inv Date: 10/13/05 Mileage: 26032 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 0891PCE3 FailCode: 1C Hours: 0.50 Rate: 2 Amount$: 25.85 Tech: A05
PayType: W Sp G/L#: FP: CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ELECTRICAL
NONE OF THE LOCKS WORK WITH REMOTE OR SWITCH
BAD CONNECTION ON C3 PLUG ATBCM LOOSE
FIXED CONNECTOR

Vin ID#: 5B[redacted] Repair Order#: 83576 Status Cd: C
RO Date: 08/15/05 Inv Date: 08/15/05 Mileage: 23661 Act/Est: A Serv Adv: 51
Control#: 6424941 Inv Letter: B G/L Group: 1 Coupon$: 0.00 ShopChg: Y
SOG(1) 0.00 C WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
SOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
SOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 11 FailCode: Hours: 1.00 Rate: 1 Amount$: 50.00 Tech: A26
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ACCESSORIES CUT AND PROGRAM NEW KEY
ACCESSORIES
AS PER CUST REQUEST
CUT AND REPROGRAMED KEY

Vin ID#: 5B[redacted] Repair Order#: 85686 Status Cd: C
RO Date: 01/12/06 Inv Date: 01/19/06 Mileage: 32382 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
LOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
LOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
LOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 08505208 FailCode: Hours: 0.20 Rate: 2 Amount$: 10.34 Tech: A26
PayType: W Sp G/L#: FP: L0003057 CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ELECTRICAL
RIGHT REAR TAILLAMP BULB KEEPS BLOWING
RESISTANCE
CHECK FOPR RESISTANCE, NONE FOUND, CHECKED FOR TSBS, NO FOUND
SWITCHED SOCKETS ON BRAKE ASSEMBLY, REPLACED BULB

Vin ID#: 5B[redacted] Repair Order#: 85641 Status Cd: C
RO Date: 01/10/06 Inv Date: 01/27/06 Mileage: 32202 Act/Est: A Serv Adv: 20
Control#: 6424941 Inv Letter: E G/L Group: 1 Coupon$: 0.00 ShopChg: Y
LOG(1) 0.00 WarrTyp: Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
LOG(2) 0.00 SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
LOG(3) 0.00 Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 03 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A99
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓ELECTRICAL CUSOTMER COMPLAINS THAT THE HEADLAMPS SOMETIMES
DO NOT WORK CORRECTLY, WILL NOT COME ON.
AS PER CUSTOMER
CONDITION NOT PRESENT, RAN TSB SEARCH, NO TSB, NO STORED CODES
FOR CONDITION IN COMPUTER

- -

Line#: B OperNo: 01C3750K FailCode: Hours: 0.30 Rate: 1 Amount$: 10.00 Tech: A17
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
3K CHRYSLER
3000 MILE SERVICE NOT 23.95 BASIC SERVICE VEHICLES
MAINTENCE
PERFORMED 3000 MILE SERVICE

- -

Line#: C OperNo: 03M195 FailCode: Hours: 0.20 Rate: 1 Amount$: 5.50 Tech: A17
PayType: C Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
✓STOP OR TAIL LAMP BULB REPLACEMENT
ONE OF REAR BULBS NOT BURNING. CHECK OPERATION OF REAR BULBS
BULB BLOWN
R&R TAILLAMP ASSSEMBLY AND REPLACED BULB

- -

Line#: D OperNo: 00 FailCode: Hours: 0.00 Rate: 2 Amount$: 0.00 Tech: A99
PayType: W Sp G/L#: FP: CondNo: 0 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:
ROUTINE MAINTENANCE
ROUTINE MAINTENANCE

COMPANY: 01 Underwood & [illegible]
SERVICE MERCHANDISING
HISTORY PRINT

AUTO/MATE, INC.
HISTPRNT
PAGE 1

V.I.N..... 1D[redacted] 5B184958
Owner Name..... [redacted]
Street Address... [redacted] State NC Zip [redacted]
City..... WHITEVILLE Work... [redacted]
Telephone..... Home... [redacted] Send Mail... Y(Y/N)
Other Phone No...
E-mail Address...

Activity	
No.R.O.'s	14
Total$s	294
Lstsr	02/22/06
Miles	33107

Cust. Control No. 6424941 (Only Needed for Charge Sales)
Salesperson..... SU3 Delivery Date... 09/20/04 Delivery Miles.. 8

- - - - - Vehicle Information - - - - -

Year..... 05
Model..... CARAVAN
Plate No.....
Key No. Ign..... M2271
InServiceDate.... 09/20/04
Warranty Type....
ENGINE/TRANS.....
COMMENT 3 .....
ServAdvisor.....

Make..... DODGE
Color..... RED PEL
Stock No.... 6203
Key No.Trk.. RSKH52
Prod. Date.. 00/00/00
Warr.Expires. 00/00/00 Miles 0
SERV CONT # .....
SERV CON ded.....
Tech/Team Cd.

Vin ID#: 5[redacted] Repair Order#: 86220 Status Cd: C
RO Date: 02/16/06 Inv Date: 02/22/06 Mileage: 33107 Act/Est: A Serv Adv: 20
Control#: 6424941 Inv Letter: C G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 08190296 FailCode: FM Hours: 0.50 Rate: 2 Amount$: 25.85 Tech: A26
PayType: W Sp G/L#: FP: CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

MOPAR DIAGNOSTIC SYSTEM TEST
√ DOOR LOCKS INOPERATIVE
TSB 08-040-04
FLASHED BCM FOR INTERMITTENED DOOR LOCKS INOPERATIVE

Vin ID#: 5B[redacted] Repair Order#: 85710 Status Cd: C
RO Date: 01/13/06 Inv Date: 01/25/06 Mileage: 32432 Act/Est: A Serv Adv: 44
Control#: 6424941 Inv Letter: D G/L Group: 1 Coupon$: 0.00 ShopChg: Y
GOG(1) 0.00 C WarrTyp: W Auth#: MISC(1) PAINT AND MAT 0.00 Type: C
GOG(2) 0.00 C SCDeduct$ 0.00 Taken$: 0.00 MISC(2) TIRE DISPOSAL 0.00 Type: C
GOG(3) 0.00 C Lab%: 00 Part%: 00 Pay Type: C MISC(3) NCSI STICKER 0.00 Type: C

- -

Line#: A OperNo: 08803601 FailCode: Hours: 0.30 Rate: 2 Amount$: 15.51 Tech: A26
PayType: W Sp G/L#: FP: ZL671DVAC CondNo: 1 Part$: 0.00
OrigOp: GMClaimType: GMComplaint: GMLabHrs: 0.00 GMOthHrs: 0.00 GMFP: GM Auth:

√ ELECTRICAL
HEADLAMPS WILL NOT COME ON
HEADLAMP SWITCH SENDING INCORRECT VALVE TO THE FCM
VERIFIED CONCERN, CONDITION DID NOT LAST LONG. RAN SYMPTON
SEARCHON STAR ON LINE, FOUNDED RELATED SOLUTION K17859264
tory: Version: 1 Created: 01/13/2006 12:04
REMOVED AND REPLACED HEADLAMP SWITCH WITH NEW VEHICLE ON LOT,PASSED

UNDERWOOD & MILLARD CHRYSLER JEEP DODGE

501 SOUTH MADISON STREET
WHITEVILLE, N.C. 28472
910-642-2000 or 800-682-6835 or fax 642-2462
service@underwoodandmillard.com

86617JER

	VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
[redacted]	1D4GP45R95B[redacted]	35499	03/16/06	86617 PART-CLOSE
WHITEVILLE NC [redacted]	YEAR: 05	MAKE: DODGE	MODEL: CARAVAN	COLOR: RED / TAG NO.: 00530

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
6424941		[redacted]		6203	00/00/00	44 2798RP	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	09/20/04	8	35499	03/16/06	09/20/04

NOTICE: Any & all non Damiler-Chrysler parts used in the repair process are NOT warranted by this dealer//Chrysler Therefore we strongly discourage use of non-factory parts

SERVICE HOURS: MON-FRI 7:30-6:00
shop supplies: incorperate supplies used in servicing vehicles (6% of labor-$10.oo max) towels;lubes;cleaners

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A	3K CHRYSLER					
	3000 MILE SERVICE NOT 23.95 BASIC SERVICE VEHICLES					
	MAINTENCE					
	PE4RFORMED 3000 MILE SERVICE					
	01C3750K		A17 0252		C	10.00
		5281090 FILTER	ENGIN	1	C	6.60
		5W30 5W30 OIL		5	C	7.50
				Line Total.....		24.10
B	ELECTRICAL					
	CUSTOMER STATES RIGHT REAR WINDOW INOP					
	AS PER CUSTOMER					
	WINDOW IS WORKING AT THIS TIME, NOTE THAT IF WINDOW IS OPEN AND					
	CLOSED OFTEN, IT HAS CIRCIUT BREAKER TO TRIP TO COOL MOTOR					
	03		A17 0252			
				Line Total.....		
C	ELECTRICAL					
	CUSTOMER STATED THAT RIGHT HEADLAMP WOUL NOT WORK AT TIMES					
	AS PER CUSTOMER					
	LIGHTS ARE WORKING TO SPECS , NO TSBS					
	03		A17 0252			
				Line Total.....		

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either 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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

[redacted]

Whiteville NC

[redacted]

CERTIFIED MAIL™

7006 0100 0006 1309 8038

UNITED STATES POSTAL SERVICE

0000

48321

U.S. POSTAGE
PAID
WHITEVILLE, NC
28472
MAR 28, '06
AMOUNT

$4.88

00077131-04

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

48321+8004-04

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Tue Apr 04 23:43:12 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

I have had my 2005 Grand Caravan in the shop 5 times (tomorrow will be 6) for the same electrical problem.

Comments:

Lights flickering (both headlights) and on the dash. Headlights have gone out completely while driving at night. The first time I experienced a problem I lost all gauges, wipers, etc. & brought it to Sam Dell Dodge. Since that first visit I have been back to Fayetteville Dodge, but no resolution on this problem. I have a 5 year old with disabilities and am very concerned for our safety at this point. This is my second Grand Caravan - I love them - but this one has serious problems and I would like to explore my options on resolving this.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Apr 05 13:51:10 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Nancy,

Thank you for your recent email to DaimlerChrysler Motors Corporation.

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

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

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

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

Thank you again for your email.

Sincerely,

Dawn
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14790589
REPLY LINK:
http://www.chrysler.com/wccsapp/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3723777C0KM&
Original Message Follows:

Form Selected:

Category: US Customer Service
Brief Description:

I have had my 2005 Grand Caravan in the shop 5 times (tomorrow will be 6) for the same electrical problem.
Comments:

Lights flickering (both headlights) and on the dash. Headlights have gone

out completely while driving at night. The first time I experienced a problem I lost all gauges, wipers, etc. & brought it to Sam Dell Dodge. Since that first visit I have been back to Fayetteville Dodge, but no resolution on this problem. I have a 5 year old with disabilities and am very concerned for our safety at this point. This is my second Grand Caravan - I love them - but this one has serious problems and I would like to explore my options on resolving this.

Sender Information:

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

CCRG

RECEIVED
APR 13 REC'D
SPECIAL INVESTIGATIONS

April 3, 2006

Chrysler Headquarters
Legal Division
Chrysler Drive
Auburn Hills, Michigan 48326-2766

The following is a copy of the letter that I was advised to send – I have also been advised to send this copy to you by Asheville Dodge. This letter is meant to inform you that we are still experiencing engine problems and would appreciate it if this matter could be resolved immediately. You may contact me @ [redacted] ext. 6407(AM).

2006 APR 11 PM 2:07
OFFICE OF THE GENERAL COUNSEL
DAIMLERCHRYSLER CORPORATION
1ST CLASS
BY MAIL/REG. AGENT
SEC. OF STATE/PROCESS SERVER

Asheville Dodge
860 Tunnel Rd.
Asheville, N.C. 28805

February 27, 2006

To Whom It May Concern:

It has been advised that I inform you that I am giving written notice of a last attempt to have my vehicle repaired. Your service department now has 15 calendar days to make the final repair attempt before the law allows the 'Lemon Law' to be invoked. I have consulted with an attorney and we are prepared to proceed in this matter.

As you can see from the attached service copies we began to experience problems with the engine in September 2005-well within the 12 month period that the express warranty of a new vehicle allows. The second service copy will reflect a date of February 6, 2006. At this point the vehicle condition was worsening to the point that the headlights had begun to go out and the check engine light had come on.

After a couple of days we began to experience the same problems and I then made arrangements to have the vehicle serviced at a closer Dodge dealership not wanting to return to Asheville after previous failed attempts at repair. We took the vehicle to Jim Brown Chrysler in Franklin. A copy of that service request has also been attached. The plug wires and vacuum hose were found to be the source of the problem so they were switched out.

The same evening that we retrieved our vehicle the headlights went out twice while driving on a busy interstate. Luckily we weren't in an accident The next day we had to run a short errand and the engine bogged down to the point that we didn't know if we would make it home. **Since these are serious safety issues - I have been instructed to ask for an IMMEDIATE resolution in this matter..**

My sole purpose in purchasing a van was that we were expecting a new baby & there would be room for everyone. We have five children under the age of 15 years so we felt that it would be the perfect vehicle for our family in that it would suit all of our needs. Now we find ourselves afraid to go anywhere for fear that we will break down or have an accident. It is my hope that this can be handled in an amicable manner best suited to everyone.

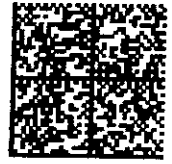
Thank You ,
[redacted]

MY HOME ADDRESS IS
[redacted]
CHEROKEE, NC
[redacted]

[redacted]

CHEROKEE NC

[redacted]



UNITED STATES POSTAGE

PITNEY BOWES

02 1A $ 00.39⁰

0004396783 APR 07 2006

MAILED FROM ZIP CODE 28719

CHRYSLER HEADQUARTERS
LEGAL DIVISION
CHRYSLER DRIVE
AUBURN HILLS, MICHIGAN
48326-2766

48326/2766

April 24, 2006
Rossford, Ohio

Attention: Director of Daimler-Chrysler Customer Assistance Center

From: [redacted]

Rossford, Ohio [redacted]
Phone: [redacted]

I purchased my Chrysler Town & Country Van on May 13, 2004 at Southfield Chrysler/Jeep in Southfield, MI. . (Vin Number R[redacted]

I had my car serviced on 8-16-04 with a mileage reading of 3,201 by Rouen Chrysler/Dodge/Jeep (Customer Number: 20483 Rouen) in Woodville, Ohio for an oil change. On my second oil change servicing on 10-18-04, with 6762 miles, I had the tires rotated. I went for a third visit for an oil change.

On my fourth visit, on 4-25-05, with 13,897 miles, I had an oil change, tires rotated, and was told a new hub stud and wheel nut was installed under warranty. Their explanation note said that I reported stripped wheel studs on the left rear wheel hub. I did not give this explanation as I did not know this problem existed. The note said that more than one stud was stripped, yet only 1 was replaced. As this was the only place that had worked on the tires, the problem had to start at this service center.

On 7-25-05, with 17,411 miles, my 5th visit was a routine oil change. On my 6th visit on 9-12-05 with 20,325 miles, I had the tires rotated and 32# of air put in for a trip out west as I was leaving early on 9-13-05. I was told by the service manager that the air throttle valve was fluttering and dirty. He would clean it and the fuel injectors if necessary. Otherwise, I could have a genuine problem on my trip. The fuel injectors were not cleaned and I was charged for new replacement parts. I honestly believe new parts were never installed because of the short amount of time it took to supposedly replace them. I was mad but paid for the work. While on my trip, I thought that this was an unnecessary repair and wondered why they did not offer me the old parts. Shouldn't this be covered under warranty? Was this an act of deceit? Shouldn't they have offered to give me the old parts?

I had my next oil change and tire rotation done at an independent dealer, AAA Car Care Plus, on 10-14-05 with 24,935 miles. On the left rear wheel, one of the wheel nuts would only come part way off. I told the mechanic to break it off. He pointed out several more bad hub studs on the left rear wheel. He said the hub studs were cross threaded during remounting. This happened during my first tire rotation at Rouen. Why didn't they correct this problem instead of trying to cover it up?

I understand my windshield wiper motor will have to be replaced. I will not go back to this dealer for any work on my vehicle as I don't trust them at all!

Items that need to be taken care of on my 2005 Vehicle:

1). Replacement of hub studs and wheel nuts on left rear hub. Currently, only 4 are holding the wheel and tire on.

2). Return of money for labor and parts on fuel injectors.

3). Wind shield wiper motor replacement.

4). Headlight ON/ OFF switch has failed 8 times so far. Dashlights come on but headlights don't. This is very dangerous and I have to turn them off and on several times before they function correctly.

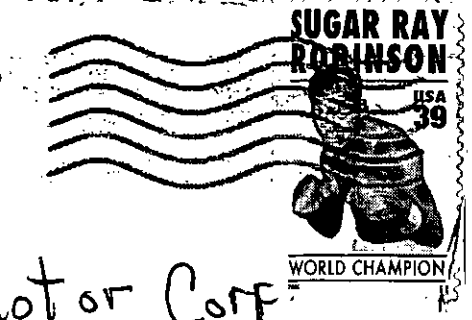
Waiting for your fast response to this letter,

[redacted]

[redacted]
Rossford, OH[redacted]

TOLEDO OH 436

25 APR 2006 PM 2 L



REC'D APR 28 2006

Daimler Chrysler Motor Corp
Chrysler Customer Center
Attention: William E. Moore or Present Director
P.O. Box 21-8004
Auburn Hills, MI.
48321-8004

48321+8004

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu May 04 17:15:00 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Repeted vehicle service failures that repairs have been made but continue to reoccurr.

Comments:

The van has been in for service 10 times for electrical and mechanical related issues that continue to fail. The radio has shorted out this week for the second time in less than 2 months . The following electrical items have failed: air bag lamp(impact sensor shorted internal failure), headlamp switch (shorting out),power locks unlock and lock on their own(two seperate service instances), ABS and Traction light(speed signal sensor failure, failed twice), radio(internal short). Non electrical items are: Leaking red fluid(coolant line leaked after recall replacement), rear stow away seat legs would not retract, replace front sway bushings, accelerator sticks and car surged forward(induction service required), third brake light lens cracked(Possibly lamp was too hot and cracked lens). I also had to replace (myself) a tail lamp that burned out(the inside of the bulb was melted)

The dealership has done it's best to correct the various problems but they keep on reoccuring and the vehicle is not reliable nor safe with headlamp failures, ABS & traction failures, radio giving off a burnt smell and shorting out along with the other problems. The dealership kept the van March 13th, 14th, 15th and 16th to find the source of the numerous problems but as of today my radio has shorted out again, the accelerator is sticking, and the door locks are locking and unlocking themselves. Less than two months later the problems are reoccurring. Ohio's Lemon law requires that I notify you by mail of the problem. I want to resolve this issue either through Ohio's Lemon Law or arbitration. Please advise who I need to contact further.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon May 08 15:25:52 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Lynn:

Thank you for your email to DaimlerChrysler Motors Corporation.

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

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

Thank you again for your email.

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14901881
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3799221I23430L0KM&

Sincerely,

Amelia
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:
Repeted vehicle service failures that repairs have been made but continue to reoccurr.
Comments:
The van has been in for service 10 times for electrical and mechanical related issues that continue to fail. The radio has shorted out this week for the second time in less than 2 months . The following electrical items have failed: air bag lamp(impact sensor shorted internal failure), headlamp switch (shorting out),power locks unlock and lock on their own(two seperate service instances), ABS and Traction light(speed signal sensor failure, failed twice), radio(internal short). Non electrical items are: Leaking red fluid(coolant line leaked after recall replacement), rear stow away seat legs would not retract, replace front sway bushings, accelerator sticks and car surged forward(induction service required), third brake light lens cracked(Possibly lamp was too hot and cracked lens). I also had to replace (myself) a tail lamp that burned out(the

inside of the bulb was melted) The dealership has done it's best to correct the various problems but they keep on reoccuring and the vehicle is not reliable nor safe with headlamp failures, ABS & traction failures, radio giving off a burnt smell and shorting out along with the other problems. The dealership kept the van March 13th, 14th, 15th and 16th to find the source of the numerous problems but as of today my radio has shorted out again, the accelerator is sticking, and the door locks are locking and unlocking themselves. Less than two months later the problems are reoccurring. Ohio's Lemon law requires that I notify you by mail of the problem. I want to resolve this issue either through Ohio's Lemon Law or arbitration. Please advise who I need to contact further.

VIN:
5F[redacted]
Mileage:
38140
Servicing Dealer:
Brunswick Auto
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:

City:
North Royalton
State:
OH
Zip:
[redacted]
Email:
Work Ph

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Wed May 10 12:11:42 EDT 2006
Subject: Reply to DaimlerChrysler (KMM3799221I23430L0KM)
Reply Comments:

Amelia, Please arrange an appointment with your regional representative so that we are able to meet in person as this solution is not resolvement of ongoing issues. The dealership has been unable to resolve these issues for over a year and have been given plenty of opportunity to correct the situation. Please provide the name, phone number, email address of Chrysler's regional representative so that I or my attorney can get this issue resolved.

CHRYSLER/PLYMOUTH/JEEP

CARL GREGORY

3000 Northlake Pkwy.
Bldg. #100
COLUMBUS, GA 31909
(706) 568-4900

CHRYSLER Plymouth | Jeep

61 : 68002
ZONE DEALER CODE

REFERENCE # 14869503

CUSTOMER NO. 58409	ADVISOR: DONALD TYLER 61545	TAG NO. 8694		INVOICE DATE 04/17/06	INVOICE NO. CHCS237314
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 39,128	COLOR MAGNESIUM/	STOCK NO. 530027
FORTSON, GA [redacted]	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/LX FWD			DELIVERY DATE 08/31/04	DELIVERY MILES 98
	VEHICLE I.D. NO. 1C4GP45R75B [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R.O. DATE 04/17/06	
[redacted]	COMMENTS				MO: 39128

LABOR & PARTS

J# 1 08CHZ ELECTRICAL TECH(S):60526 139.28
CUST STATES HEADLIGHTS CUT OFF BY THEMSELVES AT TIMES
---------- (INSTALL SOP) ----------
REPLACED HEADLIGHT SWITCH AND TESTED OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	ZL671DV-AC	SWITCH LI 8053003	58.40	58.40	58.40
					JOB # 1 TOTAL PARTS	58.40
					JOB # 1 TOTAL LABOR & PARTS	197.68

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	ECC	ENVIRONMENTAL CHARGE		2.50
JOB # A	SS	SHOP SUPPLIES		6.96
			TOTAL - MISC	9.46

TOTALS

TOTAL LABOR....	139.28
TOTAL PARTS....	58.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	9.46
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.09
TOTAL INVOICE $	**211.23**

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

Ref # 14869503

-50.00

ORIGINAL

PAID
APR 17 2006
CK# 38261

Copyright © 1989 The Reynolds and Reynolds Company ERAINTS114E CC803567 (5/01)

 CUSTOMER COPY [END OF INVOICE] 12:25pm

SF801907 (05/01)

Checking - 4826

Transaction Details Get Help

If you have any additional questions about this transaction, select the ask a question button below.

Post Date:	4/19/2006
Description:	CHECK
Debit:	$211.23
Check Number:	3861

PRINT | ASK A QUESTION

[redacted]

3861

64-10/610

4/17/06

Date

Pay to the order of Carl Gregory $ 211 23

Two Hundred Eleven and 23/100 Dollars

SUNTRUST ACH RT 061000104

[redacted]

SUNTRUST ATL 64192946

3736-992 INCL

6300714179

FOR DEPOSIT ONLY
CARL GREGORY CHRYSLER JEEP
5720014895

⑆063107513⑆
WACHOVIA NA SVC057 50ST
ORLANDO FL 04182946 09PK

2216139144

<< return to account transactions ASK A QUESTION

[redacted]

FORTSON, GA [redacted]

COLUMBUS, GA 319
PM
27 APR
2006

FIRST-CLASS

DAIMLER-CHRYSLER
P.O. BOX 21-8004
AUBURN HILLS, MI. 48321-8004

RECEIVED
MAY 05 2006

48321#8004

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Nam[redacted]

Addres[redacted] Youngsville Pa [redacted]

(Street) (City) (State) (Zip)

Daytime Telephone [redacted]

VIN Number 1A4GP45R16[redacted]

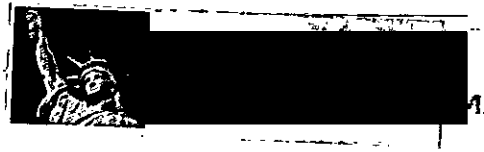
Date of Purchase 1-12-06 Mileage 000.69

Servicing Dealer E.D. Shults of Warren, PA.

Number of days vehicle has been Out-of-Service About Two Weeks

Number of repair attempts to repair same condition Count Drive at Night. It Took 3 New switchs

Description of Concern: Put Two New windows in Rear and on the Driver Side in the Rear I can Put Three Fingers & the air come in all the time Can't be fixed



ERIE PA 165

MAY 2006 PM 1 L

ERIE LETTER C
ANNUAL FOO
MAY 13,

City, State, ZIP

RECEIVED

MAY 09 2006

OWNER RELATIONS

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

48321+8004

May 11, 2006

RECEIVED
MAY 16 2006
OWNER RELATIONS

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

Reference #14854242

To Whom It May Concern:

As per Mike Pawlowski your customer service representative, I am writing this letter to confirm the fact that our 2005 Chrysler Town & Country Van, Limited Edition meets and exceeds the criteria set forth under the Iowa Lemon Law.

We began having this problem immediately after purchase and took it into our dealership, Jim Baier Ford & Chrysler, at **only 551 miles**. The main problem is that **the headlights sporadically go off by themselves**. I work the night shift therefore this happens often at 65 miles per hour on the highway in a major construction zone. Needless to say, it is **extremely unsafe.**

We have taken the van into the dealership four (4) times to have this problem fixed and although they have tried to repair it, they have now decided **they have exhausted all resources to repair it.** In fact, they have the van at the dealership now and Jamie Baier, owner of Jim Baier Ford & Chrysler, stated that **they would rather we leave it at the dealership because he, too, is fearful that this problem will result in a horrible accident if we would continue to drive it.**

The problem still continues and has even happened to their service manager while driving my van.

I am requesting that Chrysler allows us to obtain a safe vehicle and also that they consider that this problem started a 551 miles. We do not believe that we should be charged for the miles that we had to drive the unsafe vehicle.

We are not safe in this van!

We have been told on four (4) occasions that this problem has been fixed. Our patience is exhausted and our lives have been put in jeopardy enough.

Please rush any paperwork necessary to Lemon Law this vehicle as we do need to replace it as soon as possible.

Thank You,

Donnellson, IA

home
cell

[redacted]
Donnellson, IA [redacted]

CERTIFIED MAIL™

7005 3110 0001 5093 6212

UNITED STATES POSTAL SERVICE

0000

48321

U.S. POSTAGE
PAID
FORT MADISON, IA
52627
MAY 12, '06
AMOUNT

$4.64

00019829-04

RETURN RECEIPT
REQUESTED

Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

RETURN RECEIPT
REQUESTED

48321+8004-04 B198

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu May 18 09:01:44 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service [redacted]

Brief Description:

I could not be more unhappy with my minivan

Comments:

Hi, a few months ago my minivan was towed in by roadside assist because it stalled and would not start again. Come to find out the gas gauge was not reading right and I ran out of gas. They replaced the fuel pump. A month later it happened again. Nothing was fixed or replaced this time, because after a week at the dealer they said they could not make it run out of gas. Each time both gas gauges said I had over 1/4 of a tank left with gas. The digital the last time said I had 57 miles to go. Now the car is going back in for service because the headlights don't always come on. If turn the switch on and off about 4 times the headlights eventually come on. There are times when my auto doors don't work, I can only open them if I do it manually. Some things I can live with, but honestly as a mother of 3 I drive around worrying if I will run out of gas and be involved in an accident or if I will get stuck out at night with no headlights. I wish I never bought this car and I cannot say a good thing about it to any mom looking for a minivan to drive her children around in. Thank you.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu May 18 15:13:31 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Jennifer,

Thank you for your recent email to DaimlerChrysler Motors Corporation.

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

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

Thank you for sharing your concerns.

Thank you again for your email.

Sincerely,

William
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14949185
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3829972I23430L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:
I could not be more unhappy with my minivan
Comments:
Hi, a few months ago my minivan was towed in by roadside assist because it stalled and would not start again. Come to find out the gas gauge was not reading right and I ran out of gas. They replaced the fuel pump. A month later it happened again. Nothing was fixed or replaced this time, because after a week

at the dealer they said they could not make it run out of gas. Each time both gas gauges said I had over 1/4 of a tank left with gas. The digital the last time said I had 57 miles to go. Now the car is going back in for service because the headlights don't always come on. If turn the switch on and off about 4 times the headlights eventually come on. There are times when my auto doors don't work, I can only open them if I do it manually. Some things I can live with, but honestly as a mother of 3 I drive around worrying if I will run out of gas and be involved in an accident or if I will get stuck out at night with no headlights. I wish I never bought this car and I cannot say a good thing about it to any mom looking for a minivan to drive her children around in. Thank you.

VIN:
5R[redacted]
Mileage:
10000
Servicing Dealer:
Seaview Chrylser and Jeep
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
oakhurst
State:
NJ
Zip:
Email:
Work Ph

[redacted]
Southgate, MI [redacted]

Dear Chrysler Corporation:

In November of 2004 I purchased a 2005 Chrysler Town and Country Touring edition (VIN 2C4GP54L35R[redacted]) in a brand new condition (with a brand new vehicle loan) with 3700 miles. The previous owner had only kept the van for a short amount of time. Unknown to us it had a 50,000 mile extended warranty when we had purchased it, however, we did not find out about this fact until it was too late to be transferred. The vehicle therefore is currently only under the standard three year or 36,000 mile warranty. All the problems we have encountered occurred before 20,000 miles. The van is extremely low mileage averaging about 10,000-12,000 miles a year.

To date we have had the following problems with the van. I hold all Chrysler vehicles in high regard and do not believe that the problems we have experienced are typical for one of your vehicles. As an engineer for another major auto manufacturer I know that some of the issues do pose a significant safety threat. I have marked the most concerning safety issues with a ★.

	Problem	Status
	Water pump leaking	Replaced by dealer
★	Large amounts of power steering fluid leaking from rack and pinion.	Rack and pinion replaced by dealer.
	Noise from serpentine belt	Belt replaced by dealer.
★	ABS not working.	Rear ABS sensor replaced by dealer.
	Left sliding door not opening	Track and motor replaced by dealer.
★	Loud knocking noise when turning steering wheel combined with vibration on brake pedal.	Dealer claimed the problem was resolved however dealer failed to check for the problem. The problem reoccurred in the parking lot of the dealership. The service manger agreed they had not properly resolved the problem. The issue remains unresolved.
★	Headlamps turn off while driving at night / will not turn on at all / flicker on and off at night.	Dealer has been unable to replicate problem. Problem is becoming increasingly frequent now making the van extremely dangerous to drive at night.
	Rear vent windows will intermittently not open.	Dealer has been unable to replicate problem, and will not fix the issue.
★	Driver air bag warning light would intermittently come previously.	Dealer could not find a problem as they could not replicate it at the time.
	Some doors will not always lock / unlock when using the power locking system.	Not reported to the dealer yet.
★	Drivers air bag warning light is permanently illuminated indicating an airbag system failure.	Not reported to the dealer yet.

As a father of two young infants I am becoming increasingly concerned regarding the safety of this vehicle. The frequent trips to our local dealership are also becoming a major inconvenience as repairs often take almost a week to complete, and do not let us have a rental car without causing a fuss.

It is becoming more and more like this vehicle is a lemon. The previous owner obviously knew this when he traded it in with 3,700 miles on it. We do not know what problems he had with the vehicle prior to us buying it.

Currently we are paying $465.00 per month on this vehicle with 5 years remaining. We have 22,000 miles on it currently, which means we have 14,000 miles remaining, or just about 1 year, which we will time out on our warranty most likely. What is going to happen is we are going to be stuck with a vehicle that is inoperable after the warranty is up. Chrysler is going to leave us stranded because we have an inadequately made vehicle, which somehow slipped through the assembly line.

The problem is simply this: Chrysler dealers will temporarily fix the symptoms but will not cure the illness. That means that there is an underlying problem for most of the electrical problems we are having. A lot of them coincide with a heavy rain event. Of course, when the dealer tried to replicate that by taking it in their carwash, they couldn't. Just because they can't replicate it doesn't mean they shouldn't dig deeper. Do they think I am lying? Although, nowadays these problems are occurring more and more often without a significant rain event. We simply cannot get half of the problems to replicate for the dealer. We do not want to get stuck with a vehicle that is dead after the warranty.

I would love to have this issue resolved. I would much rather avoid a legal situation by resolving this matter peacefully. I want this to be dealt with promptly with or without going through a customer arbitration board. The van currently needs to go into the shop for many issues again. I am hesitant because they will have it for so long, and it makes life really difficult. I'm so tired of this.

If we can't get a resolution we will be forced to file a lemon law complaint. We have not had a good experience with our very 1st Chrysler vehicle, and unless they can show us otherwise what kind of company they are, we will not purchase another one.

Thank You,

[redacted]

[redacted]
Southgate, Michigan [redacted]

REC'D MAY 2 6 2006

DaimlerChrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 B198

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat May 27 09:12:08 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Transmission

Comments:

My van dropped the bearings from the transmission while we were all (wife plus four kids) in the van. The rental is going to cost us $40.00 per day and as the problem occurred on Friday before Memorial Day we can anticipate having the rental until Tuesday when Enterprise reopens and the transmission specialist comes back, plus any days beyond that until our vehicle is fixed. This is not the first problem that we have had with our van but it is the worst.

Previously the main fuse had to be replaced
and the AC has not been the same since (July 2005). The automatic door locks have stopped working and the headlights shut off while driving down the highway (April/May 2006). The locks and headlights are apparently caused by the same problem which is awating a part to be fully resolved. Needless to say I am not impressed with the quality of our vehicle.

It
seems that rentals are not covered by my warranty but I CANNOT be with out a vehicle because my daughter is being scheduled for surgery shortly. I will not have an estimated time for the repair until Tuesday at the earliest, so I am expecting to have this rental for no less than a week. At $40 a day, this will add up quickly. In light of all of this, I would like to know if there is any way for Dodge to re-imburse me, in whole or in part, for the cost of renting this vehicle.

Thank you,
[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue May 30 12:25:29 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear David:

Thank you for contacting DaimlerChrysler regarding your request for a rental assistance.

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

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

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

Thank you again for your email.

Sincerely,

Annelle
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14983056
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3851026I23430L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:
Transmission
Comments:
My van dropped the bearings from the transmission while we were all (wife plus four kids) in the van. The rental is going to cost us $40.00 per day and as the

problem occurred on Friday before Memorial Day we can anticipate having the rental until Tuesday when Enterprise reopens and the transmission specialist comes back, plus any days beyond that until our vehicle is fixed. This is not the first problem that we have had with our van but it is the worst. Previously the main fuse had to be replaced and the AC has not been the same since (July 2005). The automatic door locks have stopped working and the headlights shut off while driving down the highway (April/May 2006). The locks and headlights are apparently caused by the same problem which is awating a part to be fully resolved. Needless to say I am not impressed with the quality of our vehicle. It seems that rentals are not covered by my warranty but I CANNOT be with out a vehicle because my daughter is being scheduled for surgery shortly. I will not have an estimated time for the repair until Tuesday at the earliest, so I am expecting to have this rental for no less than a week. At $40 a day, this will add up quickly. In light of all of this, I would like to know if there is any way for Dodge to re-imburse me, in whole or in part, for the cost of renting this vehicle. Thank you, [redacted]

VIN:
5B[redacted]
Mileage:
16500
Servicing Dealer:
Currently Tate Dodge Glen Burnie
Title:

First Name:
[redacted]
Middle

Last Na

Address

Address 2:

City:
Bolling AFB
State:
DC
Zip:
[redacted]
Email:

Home Pl

From: [redacted]
To: customerassistre@daimlerchrysler.com
Date: Mon May 29 20:20:10 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

unhappy customer

Comments:

I own a 05 grand caravan and am very unhappy. Since I have owned it I have had the instrument cluster replaced the a/c fixed twice the lt slider door motor replaced both outer tie rods replaced and the gate and qtr are rusting and the door needs to be repainted. For what these vehicles cost there is no way this should have all this wrong already. When I bought this van I had plans of keeping it for a long time now I am not so sure. This van is no what I was hoping for. The headlights are not working now which makes it impossible to drive at night. I just spent three days back and forth to the dealer in the last couple weeks which was tough with a busy schedule. Now I will be making additional trips back. Needless to say I am not very happy with the product that you have sold me. I have had it 2 years now and it has been babied with 20,000 miles on it. The way this van has been it is become more and more obvious that you are not concerned with my concerns. I am sure that I am just another number but at this point I would never buy a Dodge again. Thanks

Sender Information:

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

From: customerassistre@daimlerchrysler.com
To: [redacted]
Date: Wed May 31 13:31:24 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Julie,

Thank you for your recent email to DaimlerChrysler Customer Assistance.

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

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

Thank you for sharing your concerns.

Thank you again for your email.

Sincerely,

Dawn
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

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

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 14983881
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3854047I23430L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:
unhappy customer
Comments:
I own a 05 grand caravan and am very unhappy. Since I have owned it I have had the instrument cluster replaced the a/c fixed twice the lt slider door motor replaced both outer tie rods replaced and the gate and qtr are rusting and the door needs to be repainted. For what these vehicles cost there is no way this should have all this wrong already. When I bought this van I had plans of keeping it for a long time now I am not so sure. This van is no what I was hoping for. The headlights are not working now which makes it impossible to drive at night. I just spent three days back and forth to the dealer in the last couple weeks which was tough with a busy schedule. Now I will be making additional trips back. Needless to say I am not very happy with the product that

you have sold me. I have had it 2 years now and it has been babied with 20,000 miles on it. The way this van has been it is become more and more obvious that you are not concerned with my concerns. I am sure that I am just another number but at this point I would never buy a Dodge again. Thanks

VIN:
5R[redacted]
Mileage:
20565
Servicing Dealer:
Dodge of Burnsville
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Farmington
State:
MN
Zip:
[redacted]
Email:
Home Ph

[redacted]
Southgate, MI [redacted]

Dear Chrysler Corporation:

In November of 2004 I purchased a 2005 Chrysler Town and Country Touring edition (VIN 2C4GP54L35R[redacted]) in a brand new condition (with a brand new vehicle loan) with 3700 miles. The previous owner had only kept the van for a short amount of time. Unknown to us it had a 50,000 mile extended warranty when we had purchased it, however, we did not find out about this fact until it was too late to be transferred. The vehicle therefore is currently only under the standard three year or 36,000 mile warranty. All the problems we have encountered occurred before 20,000 miles. The van is extremely low mileage averaging about 10,000-12,000 miles a year.

To date we have had the following problems with the van. I hold all Chrysler vehicles in high regard and do not believe that the problems we have experienced are typical for one of your vehicles. As an engineer for another major auto manufacturer I know that some of the issues do pose a significant safety threat. I have marked the most concerning safety issues with a ★.

	Problem	Status
	Water pump leaking	Replaced by dealer
★	Large amounts of power steering fluid leaking from rack and pinion.	Rack and pinion replaced by dealer.
	Noise from serpentine belt	Belt replaced by dealer.
★	ABS not working.	Rear ABS sensor replaced by dealer.
	Left sliding door not opening	Track and motor replaced by dealer.
★	Loud knocking noise when turning steering wheel combined with vibration on brake pedal.	Dealer claimed the problem was resolved however dealer failed to check for the problem. The problem reoccurred in the parking lot of the dealership. The service manger agreed they had not properly resolved the problem. The issue remains unresolved.
★	Headlamps turn off while driving at night / will not turn on at all / flicker on and off at night.	Dealer has been unable to replicate problem. Problem is becoming increasingly frequent now making the van extremely dangerous to drive at night.
	Rear vent windows will intermittently not open.	Dealer has been unable to replicate problem, and will not fix the issue.
★	Driver air bag warning light would intermittently come previously.	Dealer could not find a problem as they could not replicate it at the time.
	Some doors will not always lock / unlock when using the power locking system.	Not reported to the dealer yet.
★	Drivers air bag warning light is permanently illuminated indicating an airbag system failure.	Not reported to the dealer yet.

As a father of two young infants I am becoming increasingly concerned regarding the safety of this vehicle. The frequent trips to our local dealership are also becoming a major inconvenience as repairs often take almost a week to complete, and do not let us have a rental car without causing a fuss.

It is becoming more and more like this vehicle is a lemon. The previous owner obviously knew this when he traded it in with 3,700 miles on it. We do not know what problems he had with the vehicle prior to us buying it.

Currently we are paying $465.00 per month on this vehicle with 5 years remaining. We have 22,000 miles on it currently, which means we have 14,000 miles remaining, or just about 1 year, which we will time out on our warranty most likely. What is going to happen is we are going to be stuck with a vehicle that is inoperable after the warranty is up. Chrysler is going to leave us stranded because we have an inadequately made vehicle, which somehow slipped through the assembly line.

The problem is simply this: Chrysler dealers will temporarily fix the symptoms but will not cure the illness. That means that there is an underlying problem for most of the electrical problems we are having. A lot of them coincide with a heavy rain event. Of course, when the dealer tried to replicate that by taking it in their carwash, they couldn't. Just because they can't replicate it doesn't mean they shouldn't dig deeper. Do they think I am lying? Although, nowadays these problems are occurring more and more often without a significant rain event. We simply cannot get half of the problems to replicate for the dealer. We do not want to get stuck with a vehicle that is dead after the warranty.

I would love to have this issue resolved. I would much rather avoid a legal situation by resolving this matter peacefully. I want this to be dealt with promptly with or without going through a customer arbitration board. The van currently needs to go into the shop for many issues again. I am hesitant because they will have it for so long, and it makes life really difficult. I'm so tired of this.

If we can't get a resolution we will be forced to file a lemon law complaint. We have not had a good experience with our very 1st Chrysler vehicle, and unless they can show us otherwise what kind of company they are, we will not purchase another one.

Thank You,

[redacted]

[redacted]

Southgate, Michigan [redacted]

DETROIT MI 482

25 MAY 2006 PM 2 1

REC'D JUN 0 1 2006

DaimlerChrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004

15060168

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Erie Regional Office
1001 State Street, Suite 1009
Erie, PA 16501
(814) 871-4371
July 10, 2006

RECEIVED
JUL 17 REC'D
SPECIAL INVESTIGATIONS

Daimler Chrysler
Daimler Customer Center
Customer Service Manager
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Ref: [redacted] D-001389-2006

Dear Customer Service Manager:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within fifteen (15) days from the above date.

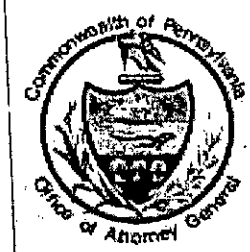
Very truly yours,

Karla Smith
Agent Supervisor

vaw
Enclosure
21

PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

TOM CORBETT
ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

www.attorneygeneral.gov

Office Use Only Investigator: KS Code 1 684 Code 2 820
Complaint # D6L-1389

Bureau of Consumer Protection
1001 State Street, Suite 1009
Erie, PA 16501
(814) 871-4371

RECEIVED
JUN 23 2006
Office of Attorney General

[redacted]

ADDRESS
HERMITAGE PA [redacted] MERCER
CITY STATE ZIP CODE COUNTY
[redacted]

DAIMLER CHRYSLER MOTORS CO.
NAME OF BUSINESS COMPLAINT IS AGAINST
DC CONSUMER AFFAIRS
NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

ADDRESS

CITY STATE ZIP CODE COUNTY
1-800-992-1997
PHONE

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASED PRICE
2005 CHRYSLER SW (T&C)	09-10-2004	$19,343.76

To what other agencies have you complained? TOO LATE FOR LEMON LAW

What action was taken?

Have you retained an attorney? ☐ Yes ☒ No
If yes, please provide your attorney's name, address and telephone number

Have you filed a court action? ☐ Yes ☒ No
If yes, please state **WHEN, WHERE** and **WHAT** decision was made?

Your Age:
☐ 18-29
☐ 30-44
☐ 45-59
☒ 60 or older

How did you find out about us:
☐ Visited Office
☐ Attended County/Senior Fair or Speaking Engagement
☐ State Legislator/Agency
☐ News Story
☐ Internet
☒ Other: Please Specify: BLUE PAGES

PHONE BOOK

(This information will be used for Statistical & Enforcement Purposes Only)

1-800-441-2555

PLEASE COMPLETE THE REVERSE SIDE OF THE COMPLAINT FORM

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell **WHAT** happened, **WHEN** it happened and **WHERE** it happened. Be specific about any oral statements the business made to you, **ESPECIALLY** those that influenced you to deal with the company. Describe events in the order in which they happened. Attach **COPIES** of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

TOO MANY REPAIRS; HEATING PROBLEM WAS INTO 2ND SEASON BEFORE REPAIRED; DIMMER SWITCH STILL NOT FUNCTIONING PROPERLY; INTERMITTENT ENGINE NOISE STILL NOT DISCOVERED; THINGS CONTINUE TO FAIL AND LEAVE ME WITHOUT USE OF VEHICLE. IT IS MY FEELING THAT THESE FAILURES ARE UNCOMMON AND WILL CONTINUE LONG PAST WARRANTY.

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

BUY BACK VEHICLE; OPTION I, EXTENDED $0 DEDUCTIBLE WARRANTY 100,000 MI.; OPEN TO OTHER OPTIONS.

PLEASE READ CAREFULLY

[redacted]

YOUR SIGNATURE

2-17-06

DATE

RETAIL BUYER'S CAR ORDER

GRIFFIN MOTORS COMPANY
11031 SUITE 101 PERRY HIGHWAY
MEADVILLE, PA 16335
814-336-2161
(800) 331-1113

GRIFFIN OF TITUSVILLE, INC.
1185 HYDETOWN ROAD
TITUSVILLE, PA 16354
814-827-3694
(800) 227-4886

SOLD TO [redacted]

DATE 9/10/2004

PHONE [redacted]

STOCK NO. 8223

HERMITAGE, PA [redacted]

BUS. PHONE ___ - ___ - ___

SALESMAN JIM GREENFIELD

NEW OR USED	YEAR	MAKE	BODY	MODEL	CYLS.	COLOR	SERIAL NO.
NEW	2005	CHRYSLER	SW	T & C	6	LINEN GOLD	1C4GP45R05B[redacted]
TRADE-IN							

FACTORY OPTIONAL EQUIPMENT AND DEALER EXTRAS

CASH PRICE	21,621.00
CHRYSLER SERVICE CONTRACTS	0.00
LESS REBATES	3,500.00
TOTAL	18,121.00

NEW CAR WARRANTY ☐ GUARANTEED WARRANTY ☐ SPECIAL (SPECIFY) ☐

SALE PRICE	18,121.00
LESS USED CAR ALLOWANCE	0.00
NEW TRADE DIFFERENCE	18,121.00
DOCUMENTARY FEE	55.00
TOTAL PRICE	18,176.00
SALES TAX	1,087.26
PUBLIC TRANSPORTATION ASSISTANCE TAX	5.00
TITLE, REG., LIEN	63.56
NEW PLATE	10.00
MESSENGER FEE	2.00
NOTARY FEE → $2.00 PER SEAL	0.00
BALANCE DUE	19,343.76
DEPOSIT	0.00
BALANCE DUE ON TRADE	0.00
TOTAL	
AMOUNT TO BE FINANCED	19,343.76
NAME OF FINANCE CO. DAIMLERCHRYSLER SERVS NA	19,343.76
LIFE INSURANCE	0.00
A & H INSURANCE	0.00
CAR INSURANCE	0.00
FINANCE CHARGE	3,143.64
TIME BALANCE	22,487.40

N/E

CONTRACT TO BE PAID IN 59 INSTALLMENTS OF $ 374.79 EACH

AND ONE INSTALLMENT OF $ 374.79 FIRST INSTALLMENT DUE 10/25/2004

18 MILEAGE APPEARING ON ODOMETER

☐ MILEAGE IS ACCURATE ☐ MILEAGE IS NOT ACCURATE

X CUSTOMER INITIAL

☐ **DISCLAIMER OF WARRANTIES**

I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.

☐ **USED CAR WARRANTY** -Used car is covered by a limited warranty detailed in a separate document.

☐ **AS IS** – This motor vehicle is sold "AS IS" without any warranty either expressed or implied. The purchaser will bear the entire expense of repairing or correcting any defect that presently exists or that may occur in the vehicle.

PURCHASER'S SIGNATURE X [redacted]

Purchaser has read and agrees with this order and all the terms and conditions on both the face and reverse side hereof. This order constitutes the entire Agreement between the parties and may not be varied. I certify that I am Eighteen (18) years [redacted] copy of this Agreement and order.

X [redacted] 9/10/04

DATE WRITTEN

THIS CONTRACT IS NOT BINDING UPON EITHER [redacted] AUTHORIZED DEALER REPRESENTATIVE. YOU, THE BUYER MAY CANCEL [redacted] BEFORE RECEIPT OF A COPY OF THIS CONTRACT SIGNED BY AN AUTHORIZED [redacted] OF CANCELLATION TO THE DEALER.

ACCEPTED BY [redacted] REPRESENTATIVE

THE INFORMATION YOU SEE ON THE [redacted] PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW [redacted] THE CONTRACT OF SALE.

Griffin Motors Company

CHRYSLER

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

DODGE Jeep

VIN					DATE IN
54527 1C4GP45R05B[redacted]				[redacted]	02/14/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD		TIME IN 09:15
MILES IN 5240	MILES OUT 5241	FIRST USE 09/10/04	LISC.	HERMITAGE PA [redacted]	CLOSED 02/14/05
SEE ALSO				RES. (0) [redacted] BUS. ( ) ___-____	WRITER 9971 BONNIE

(1) CUST FEELS HEATER DOES NOT GET HOT ENOUGH - NEEDLE FLUCTUATES ROAD TEST VEHICLE TO TEST ENGINE WARM-UP AND HEATER FUNCTION. UNABLE TO VERIFY LACK OF HEAT OR GAUGE FLUCTUATION. SCANNED HVAC SYSTEM FOR FAULTS. NONE PRESENT. VERIFIED PROPER MODE & BLED DOOR OPERATION. FLOOR VENT OUTLET TEMP 149 DEG. NO TECHNICAL SERVICE BULLETINS APPLY.
(02-7574 PCRIDER-)

Warranty Claim
Labor A

Total Repair (Warranty)..... .00

(2) CUST STATES BRAKE PULSATION IN FRONT VERIFIED SLIGHT BRAKE PULSATION FROM FRT OF VEHICLE. INSPECTED FRONT BRAKE ROTOR RUNOUT. REPLACED BOTH FRONT DISC ROTORS PER TECHNICAL SERVICE BULLETIN #05-002-05. ROAD TEST VEH.
(02-7574 PCRIDER-)

Warranty Claim
Labor A
(F)5019981AA ROTOR 2 127.40

Total Repair (Warranty)..... 127.40

2-22- air bag Cute (Pass) between 8&9 TE 10 -

Next Service MAY '05 Lube-Oil-Filter

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

W/C	INT.		CUSTOMER
.00	.00	Labor	.00
127.40	.00	Parts	.00
.00	.00	Sublet	.00
.00	.00	Hazardous Wa	.00
.00	.00	Oil/Grease	.00
127.40	.00	Total	.00
.00	.00	Tax	.00
127.40	.00	Total	.00

54527 Customer Copy

AUTOSOFT FORMS 1-877-477-4367

Griffin Motors Company

CHRYSLER

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

DODGE Jeep

VIN	YEAR	MAKE	MODEL	COLOR	MILES IN	MILES OUT	FIRST USE	LISC.
54526 1C4GP45R05B[redacted]	2005	CHRYSLER	T & C	LINEN GOLD	5240	5241	09/10/04	

[redacted]

Called 2/14 @ 12:10pm

HERMITAGE PA [redacted]

RES. (0[redacted]) ___-____

SEE ALSO

DATE IN 02/14/05
TIME IN 09:01
CLOSED 02/14/05
WRITER ~~9971~~ BONNIE

(1) 2680 LUBE OIL FILTER
CHECK FLUID LEVELS,BELTS,HOSES & TIRES.
PERFORMED OIL & FILTER SERVICE NO CHARGE
PER COUPON.
(02-7574 PCRIDER-)

26860303	MC	A	5	4.50	
5281090BA	FILTER		1	4.53	
Engine Oil			5	8.65	
Total Repair (Internal)					17.68

Next Service MAR '05 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

W/C	INT.		CUSTOMER
.00	4.50	Labor	.00
.00	4.53	Parts	.00
.00	.00	Sublet	.00
.00	.00	Hazardous Wa	.00
.00	8.65	Oil/Grease	.00
.00	17.68	Total	.00
.00	.00	Tax	.00
.00	17.68	Total	.00

54526 Customer Copy

Griffin Motors Company

CHRYSLER

Chrysler - Dodge - Jeep
11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

DODGE Jeep

VIN 61803 1C4GP45R05B[redacted]			[redacted]	DATE IN 10/11/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD	TIME IN 08:14
MILES IN 14044	MILES OUT 14045	FIRST USE 09/10/04	LISC. FLK4939	HERMITAGE PA [redacted] CLOSED 10/11/05
SEE ALSO			RES. H: [redacted] ___-___	WRITER 7450 MCRAWFOR

(1) CUST STATES HEADLAMPS WILL NOT COME ON AT TIMES WHEN SWITCHED ON. HAS OCCURRED ABOUT TWICE SINCE SWITCH WAS REPLACED. TESTED HEADLAMP OPERATION. SCANNED BODY CONTROL MODULE FOR FAULTS. NONE PRESENT. ALL LAMPS FUNTIONING AS DESIGNED AT THIS TIME (05-7648 GKELTZ-)

Warranty Claim
Labor A (Was not a current complaint)
Total Repair (Warranty) ..... .00

(2) CUST STATES HEAT DOES NOT SEEM SUFFICIENT ON VARIOUS SETTINGS. RAN VEHICLE TO OPERATING TEMP. NORMAL ENGINE WARM-UP TIMES NOTED. CALIBRATED HVAC DOORS. NO FAULTS PRESENT IN SYSTEM. MEASURED TEMP AT HVAC OUTLETS. 150-160 DEGREES. READINGS WITHIN NORMAL RANGES. UNABLE TO VERIFY CUSTOMER CONCERN. HEATING/A-C SYSTEM FUNCTIONING AS DESIGNED. (05-7648 GKELTZ-)

Warranty Claim
Labor A
Total Repair (Warranty) ..... .00

(3) CUST STATES HEADLAMPS OPERATE ERRATIC WHEN DIMMER SWITCH IS USED. ALL 4 FILAMENTS IN BULBS STAY ON WHEN SWITCHED. SEE NOTE VERIFIED HEADLAMP DIMMER OPERATION. CONDITION EXPERIEMCED IS NORMAL FUNCTION OF OPTICAL HORN/FLASH-TO-PASS FEATURE OF DIMMER. SEE ENCLOSED DISCRIPTION OF FEATURE FUNCTION. (05-7648 GKELTZ-)

Warranty Claim
Labor A
Total Repair (Warranty) ..... .00

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	.00		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	.00		Total	.00
	.00		Tax	.00
	.00		Total	.00

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

61803 Customer Copy

2-R

Griffin Motors Company

Chrysler - Dodge - Jeep
11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

CHRYSLER DODGE Jeep

VIN 61802 1C4GP45R05B[redacted]				DATE IN 10/11/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD	TIME IN 08:13
MILES IN 14044	MILES OUT 14048	FIRST USE 09/10/04	LISC. FLK4939	CLOSED 10/11/05 7450
SEE ALSO				WRITER MCRAWFOR

[redacted] HERMITAGE PA [redacted]

[redacted]) ___-____

(1) CUST STATES BRAKES PULSATE WHEN SLOWING
VERIFIED PULSATION UNDER BRAKING. FRT BRAKE
PADS WORN & BEGINNING TO DETERIORATE.
REPLACED FRT DISC PADS & RESURFACED ROTORS AS
NECESSARY. CLEANED & LUBED CALIPER SLIDES.
ROAD TEST VEHICLE. REPAIR COVERED AS
ONE-TIME CUSTOMER GOODWILL ADJUSTMENT BY
NEW CAR DEPT. FUTURE BRAKE SYSTEM REPAIRS
WILL BE RESPONSIBLITY OF CUSTOMER.
(05-7648 GKELTZ-)

Labor	A	23
V1013984AB (PAD KIT)		1

.....(Internal).....

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

W/C	INT.		CUSTOMER
.00		Labor	.00
.00		Parts	.00
.00		Sublet	.00
.00		Hazardous Wa	.00
.00		Oil/Grease	.00
.00		Total	.00
.00		Tax	.00
.00		Total	.00

61802 Customer Copy

2-B

OPTICAL HORN/HIGH BEAMS

When the multi-function switch is pulled to the first detent (optical horn) signal, the headlamps are ON, key-in the ignition the BCM shall send a message via PCI bus to the FCM to turn on the headlamps drivers to illuminate all four filaments (Low and High beams). When the multi-function switch is pulled to the second detent (high beam) signal and the headlamps are ON, the BCM shall send a message via PCI bus to the FCM to turn on the headlamps drivers. The High Beams are illuminated and the Low Beams and Fog Lamps (if ON) are extinguished. If the headlamps were in the high beam configuration when power was removed from the headlamps, the headlamps will be configured as low beam the next time they are activated.

NOTE: For RG - Export vehicles, the low beams and front fog lamps will remain ON when high beams are activated.

Milan John Chlpka
Van Almond Row 1

1-800-331-1113

GRIFFIN 2005 T&C VAN

FRONT BRAKES—AGAIN

HEADLITES WOULD NOT COME ON
ON ATLEAST TWO OCCASIONS.
HEADLIGHT SWITCH PER LAST
SERVICE

HIGH BEAM / DIMMER OPERATION

WHEN DIMMER SWITCH IS MOVED
TO HI-BEAM, ALL 4 FILAMENTS
ARE LIT, BUT 2 GO OUT. HIT SWITCH
QUICKLY AGAIN & ALL 4 STAY ON.

[redacted]

2-C

Griffin Motors Company

Chrysler - Dodge - Jeep

11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161 Toll Free 800-331-1113 Fax 814-337-0199

3

VIN					DATE IN
54829 1C4GP45R05B[redacted]				[redacted]	02/23/05
YEAR 2005	MAKE CHRYSLER	MODEL T & C	COLOR LINEN GOLD		TIME IN 10:05
MILES IN 5586	MILES OUT 5587	FIRST USE 09/10/04	LISC. FLK4939	HERMITAGE PA [redacted]	CLOSED 02/23/05 7450
SEE ALSO				[redacted]) ___-____	WRITER MCRAWFOR

(1) CUST STATES AIR BAG LAMP ON WHILE DRIVING PERFORMED TESTS FOR AIR BAG SYSTEM WITH SCAN TOOL. CHECK SYSTEM FOR FAULT CODES. RIGHT FRONT IMPACT SENSOR INTERNAL. TEST CIRCUITS AND CONNECTION. O.K. NO TECHNICAL SERVICE BULLETINS APPLY. REPLACED RIGHT FRONT SENSOR WITH REVISED PART. TORQUE FASTENERS TO 55 IN/LB. PER STAR INFO. ERASED STORED FAULT.
(02-7574 PCRIDER-)

Warranty Claim
Labor A
(F)4896023AA SENSOR 1 12.81

Total Repair (Warranty)..... 12.81

(2) CUST STATES HEATER OUTPUT IS INSUFFICIENT ON VERY COLD DAYS. TEMP GAUGE FLUCTUATES. RE-CHECK COOLING SYSTEM/HEATER OPERATION. NORMAL ENGINE WARM-UP TIME & PROPER T-STAT OPERATION. 182 DEG FLOOR AIR VENT TEMP WITH ENGINE COOLANT READING 190 DEG. BOTH TEMP DOORS FUNCTIONING PROPERLY. NORMAL GAUGE FLUCTUATION WHEN T-STAT OPENS OR RAD FANS CYCLE. NO TECHNCIAL SERVICE BULLETINS APPLY TO CONCERN. VEHICLE OPERATING AS DESIGNED AT THIS TIME.
(02-7574 PCRIDER-)

Warranty Claim
Labor A

Total Repair (Warranty)..... .00

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	12.81		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	12.81		Total	.00
	.00		Tax	.00
	12.81		Total	.00

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

54829 Customer Copy

4

Griffin Motors Company

Chrysler - Dodge - Jeep
11031 Perry Highway, Suite 101
Meadville, Pennsylvania 16335
814-336-2161. Toll Free 800-331-1113 Fax 814-337-0199

CHRYSLER DODGE Jeep

VIN					DATE IN
60394 1C4GP45R05E[redacted]				[redacted]	08/23/05
YEAR	MAKE	MODEL			TIME IN
2005	CHRYSLER	T & C	LINEN GOLD		07:56
MILES IN	MILES OUT	FIRST USE	LISC.	HERMITAGE PA [redacted]	CLOSED
12138	12140	09/10/04	FLK4939		08/23/05
SEE ALSO				RES. BUS.	WRITER 9971
				H[redacted] -	BONNIE

(1) CUST STATES BRAKE PULSATION AGAIN
REPLACED FRONT ROTORS PER SERVICE
BULLETINE IN FEBRUARY OF 05 - MAY
BE WARRANTY CONCERN
ROAD TESTED VEHICLE BUT, COULD NOT DUPLICATE
CUSTOMER CONCERN.
(03-3670 DBAKER-20706167)

Labor A 0

.....(Internal).....

(2) REPLACE HEADLIGHT SWITCH WAS ORDERED
ON LAST VISIT IN JUNE 05
REPLACED HEADLAMP SWITCH AS PER PREVIOUS
R.O. 54527.
(03-3670 DBAKER-20706167)

Warranty Claim
Labor A
(F)ZL671J8AB (SWITCH) 1 46.27

Total Repair (Warranty)..... 46.27

	W/C	INT.		CUSTOMER
	.00		Labor	.00
	46.27		Parts	.00
	.00		Sublet	.00
	.00		Hazardous Wa	.00
	.00		Oil/Grease	.00
	46.27		Total	.00
	.00		Tax	.00
	46.27		Total	.00

TERMS
No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.

DISCLAIMER OF WARRANTIES
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Page 1 of 1 Job 60394

60394 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN			DATE IN
19346	1C4GP45R05B[redacted]		[redacted]	10/26/05
YEAR: 2005	MAKE: CHRYSLER	MODEL: VAN		TIME IN: 07:18
MILES IN: 14829	MILES OUT: 14831	FIRST USE: / /	LISC.	HERMITAGE PA [redacted]	CLOSED: 10/26/05
SEE ALSO			RES. H: ( ) -	BUS. W: ( ) -	WRITER: 8085 JOHN

(1) REPLACE POWER STEERING COOLER
NOISE TURNING WHEEL GROWLS
REPAIR PER BULLETIN 19 006 05

(04-7661 ROSS-)

Warranty Claim

19501692	68	A	9
Labor		A	
(F)4743473AE	(LINE)		1
5013457AA	(OIL)		1

.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service FEB '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 SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Total			.00
Tax			.00
Total			.00

Page 1 of 1 Job 19346

19346 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN				DATE IN
20142	1C4GP45R05B[redacted]			[redacted]	12/29/05
YEAR	MAKE	MODEL	COLOR		TIME IN
2005	CHRYSLER	VAN			11:55
MILES IN	MILES OUT	FIRST USE	LISC.	HERMITAGE PA [redacted]	CLOSED
20061	20061	00/00/00			12/29/05
SEE ALSO				RES. H:(724) - BUS. W:( ) -	WRITER 4711 VINCE

(1) REPLACE LEFT FRONT AIR BAG IMPACT SENSOR
AIR BAG LAMP ON CODE PRESENT
LEFT FRONT IMPACT SENSOR INTERNAL FAILURE

(03-2841 TERRY-)

Warranty Claim
08142503 18 A 3
Labor A
(F)5175978AA (SENSOR) 1
.....(Warranty).....

(2) REPLACE MULTI FUNCTION SWITCH
WONT KICK UP ON HIGH BEAMS

(03-2841 TERRY-)

Warranty Claim
08808701 D7 A 2
Labor A
(F)4685711AA (SWITCH) 1
.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service JAN '06 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES
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X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

20142 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN				DATE IN
20217	1 C 4 G P 4 5 R 0 5 B [redacted]			[redacted]	01/05/06
YEAR	MAKE	MODEL	BODY		TIME IN
2005	CHRYSLER	VAN			06:36
MILES IN	MILES OUT	FIRST USE	LISC.	HERMITAGE PA [redacted]	CLOSED
20184	20186	00/00/00			01/05/06
SEE ALSO				RES. H: (724) - BUS. W: (724) -	WRITER 4711 VINCE

(1) REPLACE THERMOSTAT
LACK OF HEAT ENGINE RUNS COLD
DEFECTIVE THERMOSTAT

(03-2841 TERRY-)

Warranty Claim

07400105	8R	A	5
Labor		A	
4781674AA	(GASKET)		1
(F)4573560AC	(THRMOSTAT)		1
5066386AA	(COOLANT)		1
.....	(Warranty)		.....

(2) REPLACE RADIATOR FAN MODULE
RELAY SHORTED FAN RUNS ALL THE TIME
EFFECTS HEAT

(03-2841 TERRY-)

Warranty Claim

08651201	18	A	3
Labor		A	
6036306AA	(RIVET)		1
(F)4868332AE	(RELAY)		1
.....	(Warranty)		.....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service APR '06 Lube-Oil-Filter

	W/C	INT.		CUSTOMER
			Labor	.00
			Parts	.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Sub Total	.00
			Tax	.00
			Total	.00

DISCLAIMER OF WARRANTIES

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X CUSTOMER SIGNATURE

Page 1 of 1 Job 20217

20217 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN		DATE IN
21089	1 C 4 G P 4 5 R 0 5 B [redacted]	[redacted]	03/17/06
YEAR: 2005	MAKE: CHRYSLER / MODEL: VAN		TIME IN: 08:07
MILES IN: 23567 / MILES OUT: 23567	FIRST USE: 00/00/00 / LISC.	HERMITAGE PA [redacted]	CLOSED: 03/17/06
SEE ALSO		RES. H:(724) - / BUS. W:(724) -	WRITER: 4711 VINCE

(1) REPLACE ALTERNATOR
NOISE UNDER HOOD GENERATOR WHINES NOISY

(03-2841 TERRY-) A

Warranty Claim

08050121	E1	T03	8
Labor		T03	
(F)4868431AG	(ALTERNATR)		1
6030441	(PIN)		1

.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service APR '06 Lube-Oil-Filter

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X CUSTOMER SIGNATURE

	W/C	INT.		CUSTOMER
			Labor	.00
			Parts	.00
			Sublet	.00
			Waste Dispos	.00
			Oil/Grease	.00
			Sub Total	.00
			Tax	.00
			Total	.00

Page 1 of 1 Job 21089

21089 Customer Copy

SHARON CHRYSLER, INC.

923 East State Street
Sharon, PA 16146
Phone 724-346-3548

CHRYSLER

R/O	VIN			DATE IN
21297	1C4GP45R05B[redacted]		[redacted]	04/04/06
YEAR: 2005	MAKE: CHRYSLER	MODEL: VAN		TIME IN: 08:13
MILES IN: 24449	MILES OUT: 24449	FIRST USE: 00/00/00	LISC.	HERMITAGE PA [redacted] / CLOSED: 04/04/06
SEE ALSO			RES. H:(724) - / BUS. W:(724) -	WRITER 4711 VINCE

(1) REPLACE WASHER PUMP
NO WASHER DEFECTIVE PUMP
INTERNAL PROBLEM

(04-7661 ROSS-) A

Warranty Claim
23432501 58 T04 4
Labor T04
(F)5143581AA (PUMP KIT) 1
.....(Warranty).....

(2) REPLACE CRUISE CONTROL TO THROTTLE CABLE
CABLE BINDING STICKING
ERATIC CRUISE CONTROL
(04-7661 ROSS-) A

Warranty Claim
14200501 07 T04 3
(F)4861457AA (CABLE) 1
.....(Warranty).....

CHRYSLER

ENGINEERED TO BE GREAT CARS

Next Service JUL '06 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES
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X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

21297 Customer Copy

Lakeland FIVE STAR Chrysler · Dodge

31 Hadley Road
Greenville, PA 16125
Phone 724-588-8100
or 724-622-3911
or Toll Free 1-800-422-8913
Fax 724-588-1701

R/O	VIN			DATE IN
24451	1C4GP45R05B[redacted]		[redacted]	06/05/06
YEAR 2005	MAKE CHRYSLER	MODEL T&C	CO GOLD	TIME IN 07:43
MILES IN 27681	MILES OUT 27685	FIRST USE 00/00/00	LISC.	HERMITAGE PA [redacted]	CLOSED 06/12/06
SEE ALSO			RES. H[redacted]	BUS. 5 W:(724) -	WRITER 4146 SAM

(1) CHECK ENGINE TICKING AND CHECK ENGINE LIGHT I
REPLACE LIFTERS FRONT AND REAR HEADS

Warranty Claim

09850119	68	T25	57	312.36
4781034AB	(GASKET)		1	24.50
4781580AA	(SEAL)		6	26.46
(F)4621938	(TAPPET)		6	151.20
4621938	(TAPPET)		6	151.20
4891068AB	(GASKET)		1	5.39
5277723	(GASKET)		1	2.17
5066386AA	(COOLANT)		1	13.30
4761851AD	(OIL)		1	14.21
4781017AA	(GASKET)		1	30.87
4781018AA	(GASKET)		1	30.87
4881012AB	(GASKET)		1	8.33
4883971	(ADHESIVE)		1	6.16
5013457AA	(OIL)		1	6.30
5066386AA	(COOLANT)		1	13.30
Total Labor				312.36
Total Parts				484.26
Total Repair (Warranty)				796.62

(25-8523 DENNY ROCHE-) A

(2) CHECK ENGINE LIGHT ON
CODE P0406 AND P0404 REPLACE EGR VALVE

Warranty Claim

25014509	ML	T25	2	10.96
(F)4861662AC	(VALVE)		1	63.21
Total Labor				10.96
Total Parts				63.21
Total Repair (Warranty)				74.17

(25-8523 DENNY ROCHE-) A

Ref # 150 601 68 06-19-06

STILL HAS ENGINE COMPARTMENT NOISE

	W/C	INT.		CUSTOMER
Next Service JUL '06 Lube-Oil-Filter	323.32	.00	Labor	.00
	547.47	.00	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Lubricates/s	.00
	.00	.00	Oil/Grease	.00
	870.79	.00	Sub Total	.00
	.00	.00	Tax	.00
	870.79	.00	Total	.00

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X _____
CUSTOMER SIGNATURE

Page 1 of 1 Job 000383

24451 Customer Copy

Reynolds and Reynolds OC014094 (07/02)

Chrysler 1-800-992-1997 —

Ref [redacted]

N [redacted] 12-29-05 — John unavailable,
talked to S.M. — didn't want to go over Griffin work

Christina? KRISTIN? 12-29-05, 2:55 pm,

|||| Heater ~~||||~~ ||||
||| Brakes |||| ||| one when S-C-P verified improper braking as courtesy
|| Air Bag || ||
Headlight Switch ||| |||
| dimmer switch || ||
| Power steering ||

84 mo 70,000

|| One Inv from 06-05-05 missing = probably dimmer sw.
|||

OVER

02-16-06 Chrysler 1:45 pm
Tom Gordon
dealt w/ new mechanic, fine w/
dimmer switch problem

3-09-06 MW 9:05 AM

1-800-331-1113

GRIFFIN 2005 T&C VAN

FRONT BRAKES AGAIN

HEADLITES WOULD NOT COME ON ON ATLEAST TWO OCCASIONS HEADLIGHT SWITCH PER LAST SERVICE

HIGH BEAM / DIMMER OPERATION

WHEN DIMMER SWITCH IS MOVED TO HI-BEAM, ALL 4 FILAMENTS ARE LIT, BUT 2 GO OUT. HIT SWITC QUICKLY AGAIN & ALL 4 STAY ON.

[redacted] CELL [redacted]

squeak, accel pedal, live w/ switch
unreasonable, didn't tug go elsewhere
alienate not mediate, pts Torque
add driving lites
1-800-441-2555
1-800-955-5100 ARBITRATOR
BBB
412-456-2700
Chrys cust relations says art thru selling dealer
called Griffin 03-09-06 10:38AM talked to Tom Godlin
(1-800-331-1113)
3-31-06 141-780-95 mello pil # (NEW REF #)

NOTIFICATION TO DAIMLERCHRYSLER MOTORS COMPANY LLC CUSTOMER CENTER

Customer Nam[redacted]

Add[redacted] HERMITAGE, PA. [redacted]
(Street) (City) (State) (Zip)

Daytime Telepho[redacted]

VIN Number 1C4GP45R05 B[redacted]

Date of Purchase 09-10-04 Mileage 20,110

Servicing Dealer GRIFFIN MOTORS / SHARON CHRYSLER, PLY

Number of days vehicle has been Out-of-Service 8 (EIGHT)

Number of repair attempts to repair same condition 5, 3, 2, 3, 2+, 1

Description of Concern: TOO MANY PROBLEMS; PROBLEMS NOT SOLVED; PROBABLY TOO MANY PROBLEMS IN NEAR FUTURE;

03-17-06 - Sharon Chrysler - alt - tell about throttle, rear washer / replaced alt - ordered " cable & washer motor

3-31-06 - no goblin, no owner - to call back 10 PM

(1) #3 somewhat dis-satisfied (2) #3 (3-31-06)
Turkey - mom

05-30-06 Alex
engine lite
rear wiper lite

no help - call dealer

04-19-06
11 44 AM

D/C Consumer affairs
Mike

[redacted]

Mike EC #

1% under
INVOICE

Jim Hoag 15

Dam / Chrys rep

(offered ext warranty $100.00 DED)

Mon 5th

8.00

Mon

13575.00

3

HERMITAGE, PA

[redacted]

HERMITAGE, PA

[redacted]

ATTORNEY GENERAL
MONWEALTH OF PENNSYLVANIA
AU OF CONSUMER PROTECTION
STATE STREET, ROOM 1009
PA 16501

PLEASE OPEN IMMEDIATELY

UNITED STATES POSTAGE
PITNEY BOWES
02 1A
0004396328
$ 00.87⁰
JUL 12 2006
MAILED FROM ZIP CODE 16501

15060168

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Erie Regional Office
1001 State Street, Suite 1009
Erie, PA 16501
(814) 871-4371
July 27, 2006

Daimler Chrysler
Daimler Customer Center
Customer Service Manager
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Ref: [redacted] D-001389-2006

Dear Customer Service Manager:

Recently, a copy of a consumer complaint, referenced above, was sent to you by this office. A reply was requested within fifteen (15) days. As of this date, we have not received a response to our previous letter.

We are still hopeful that this matter can be resolved amicably. However, if a response is not received within the next fifteen (15) days, an investigation into this matter may be commenced. As part of such an investigation and pursuant to Section 919 of the Administrative Code of 1929 (71 P.S. §307-3), a subpoena may be issued to compel your appearance at the Bureau of Consumer Protection and/or the production of relevant documents and records.

Again, we request that you provide a response within fifteen (15) days from the above date.

Very truly yours,

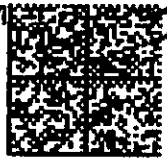
Karla Smith
Agent Supervisor

mlj
21A

of Attorney General
onwealth of Pennsylvania
u of Consumer Protection
State Street, Suite 1009
PA 16501

ERIE PA 165

PLEASE OPEN IMMEDIATELY



UNITED STATES POSTAGE
PITNEY BOWES
02 1A $ 00.39
0004396328 JUL 28 200
MAILED FROM ZIP CODE 1650

48321+8004-04 8198

Forward To:

ATTN: Typist / Transcribers
DaimlerChrysler
Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

DaimlerChrysler Customer Assistance Center

Attention: Typist / Transcriber

Image Document Request

Customer Name:	[redacted]
Requestor Profs ID:	T4049MW / MPW
CAIR Number:	15060168
Business Center:	35 – Mid Atlantic
District Number	Q

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA ■ OFFICE OF ATTORNEY GENERAL ■ BUREAU OF CONSUMER PROTECTION
1001 STATE STREET ■ 10th FLOOR ■ ERIE, PENNSYLVANIA 16501
TELEPHONE: (814) 871-4371 ■ FACSIMILE: (814) 871-4848

October 23, 2006

DaimlerChrysler Motors Company, LLC
Attn: Mark Wittholz
Customer Relations Manager
6085 Marshalee Drive, Suite 200
Elkridge, MD 21075-5926

Re: [redacted]
Our File No. D06-1389

Dear Mr. Wittholz,

Thank you for your faxed response to the above referenced complaint filed with our office. A copy of your response was forwarded to Mr. [redacted] for his review. I am enclosing a copy of his most recent correspondence.

At this time, I am wondering if Mr. [redacted]'s complaint can be forwarded to DaimlerChrysler's Dispute Resolution or an arbitration board? He is still very dissatisfied with the 2005 Town & Country.

Please advise what the next step is for Mr. [redacted] complaint in your process at DaimlerChrysler. I would also appreciate it if you would respond to the most recent correspondence from Mr. [redacted] about his ongoing problems with the vehicle.

Thank you for your consideration in this matter.

Sincerely,

Karla Smith
Agent Supervisor

Enclosure

[redacted]
Hermitage, PA [redacted]

10-14-2006

Karla Smith
Commonwealth of PA
Office of Attorney General
Erie Regional Office
Ref: DaimlerChrysler D-001389-2006

In reply to a fax from Mark P. Wittholz, Customer Relations Manager with DaimlerChrysler, please review repair order # 25784 (08-21-06). Note item #1-no problem, yet Mark in his comments said a valve was replaced to address the noise. What valve? What noise?

Note item #2-the headlight switch is probably operating as designed. The dimmer switch is not operating as stated in my owners manual, and has been replaced once already-see Sharon Chrysler Repair Order #20142. The replacement functioned as per owners manual for two days. If the dimmer switch, as it is now functioning, is according to DaimlerChrylser design, they should warn purchasers of poor visibility when using high beams.

To readdress item #1 in Mark's fax, on August 29th I personally took the vehicle to Lakeland Chrysler Dodge where service personnel heard the noise and the noise was tentatively identified as a power steering pump, or a belt tensioner, or a timing chain. Lakeland's service department said they would order a belt tensioner and call me when it came in. Instead they called back and said they didn't want to work on the vehicle anymore.

And now since the last round of problems and commencing on or about September 15, 2006, a frontal noise is evident, probably in the suspension system. And now, commencing on or about September 20, 2006, the throttle control is again acting erratically. See Sharon Chrysler repair order #21297.

And now, since the vehicle is financed with DaimlerChrysler, do I have the repairs made at an independent service agency and deduct the cost from my monthly payment?

Or is DaimlerChrysler going to recognize their shortcomings and try to satisfy me as a customer?

Sincerely,

[redacted]

Lakeland FIVE STAR Chrysler • Dodge

31 Hadley Road
Greenville, PA 16125
Phone 724-588-8100
or 724-622-3911
or Toll Free 1-800-422-8913
Fax 724-588-1701

R/O	VIN			DATE IN
25784	1 C 4 G P 4 5 R 0 5 B[redacted]	[redacted]		08/21/06
YEAR 2005	MAKE CHRYSLER	MODEL T&C	COLOR GOLD	TIME IN 00:00
MILES IN 30264	MILES OUT 30264	FIRST USE 00/00/00	LISC.	HERMITAGE PA [redacted]	CLOSED 08/21/06
SEE ALSO			RES. H: [redacted] BUS. –	WRITER DAVE

(1) CHECK NOISE
NO PROBLEM EXHIBITED AT THIS TIME
(22-0836 RAY-) A

Labor T22
Total Repair (Customer) ..... .00

(2) CHECK HEADLIGHT OPERATION
SEE CUSTOMERS LETTER
HEADLIGHTS OPERATING ACCORDING TO
SERVICE MAN.
(22-0836 RAY-) A

Labor T22
Total Repair (Customer) ..... .00

Next Service SEP '06 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

[illegible]

X _____ CUSTOMER SIGNATURE

	W/C	INT.		CUSTOMER
	.00	.00	Labor	.00
	.00	.00	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Lubricates/s	.00
	.00	.00	Oil/Grease	.00
	.00	.00	Sub Total	.00
	.00	.00	Tax	.00
	.00	.00	Total	.00

25784 Customer Copy

[redacted]
Chesterfield, VA[redacted]
June 23, 2006

To Whom It May Concern:

On November 21st of 2005 my wife and I purchased a 2005 Dodge Grand Caravan SXT (vin #: 2D4GP44L15R[redacted]) from Pearson Dodge of 11701 Midlothian Pk, Midlothian, VA 23113.

In the 7 months we have owned the vehicle it has been in the repair shop 5 times for service of faulty mechanical problems. The car has been serviced for the issues listed below (please note that some issues were serviced at the same time):

3 separate occasions for **Airbag not functioning properly**
3 separate occasions for **Windows not functioning properly**
2 separate occasions for **Headlights not turning on**
1 occasion for **Water Pump leaking**
1 occasion for **Heat not working**

My wife and I purchased this car when we were 5 months pregnant with our 1st child. This vehicle was intended to be our main source of family transportation. It upsets me immensely that a **Family Vehicle** with so many safety issues would pass your companies inspections and be sold at one of your stores. I feel that this vehicle has had way too many mechanical failures and believe it to be far too unreliable and unsafe for anybody to be traveling with.

I am writing this letter with expectations that DaimlerChrysler Motors will resolve these issues, under Virginia State Lemon Laws, with either a full refund or another vehicle of equal value. If it is decided that no course of actions will be taken by DaimlerChrysler, I will be forced to seek legal counsel.

Dealing with the Customer Service of Pearson Dodge has been a very pleasant experience (all things set aside) and we would like to continue being able to use them for future car purchases.

Thank you for taking care of this matter in a timely fashion,

[redacted]

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113

SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1754	01/25/06	DOCS82074

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		42,056	DK GREEN/	P8794

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Dir. Mfg. #	Production Date
2D4GP44L15R[redacted]		

Federal Tax Exempt #	Work Order Date	Parking Location
	01/20/06	

[redacted]
CHESTERFIELD, VA [redacted]

Home	Office	Chassis # / Engine # / Notes:
804-739-7134	703-741-0300	MO: 42056

JOB# 1 CHARGES

LABOR
J# 1 18DOZ ELECTRICAL TECH(S):230 81.00
PWR WINDOWS STOP WORKING

AT TIMES THE HEADLIGHTS WILL NOT COME ON...
FOUND THE BODY CONTROL MODULE IS FAILING...
REPLACE TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		Z5082502-AE	MODULE EXCHAN	133.90	133.90
				TOTAL - PARTS		133.90

MISC	CODE	DESCRIPTION	CONTROL NO	
	PAU	POLICY USED CAR		-204.56
	110G	COSTGUARD WARRANTY	82074	-440.66
			TOTAL - MISC	-645.22

JOB# 1 TOTALS

LABOR	81.00
PARTS	133.90
MISC	-645.22
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	-430.32

JOB# 2 CHARGES

LABOR
J# 2 37DOZ MISCELLANEOUS TECH(S):230 94.50
SRS LIGHT IS ON...
DRIVER'S SEATBELT TENSIONER IS LOCKED UP...
REPLACE TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		H20	DIST.WATE	1.30	1.30
	1		WP151J3-AF	SEAT BELT 23049004	44.20	44.20
				TOTAL - PARTS		45.50

JOB# 2 TOTALS

LABOR	94.50
PARTS	45.50
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	140.00

JOB# 3 CHARGES

LABOR
J# 3+07DOZCHECK CK FOR COOLANT LEAK TECH(S):230 76.50
CHECK FOR COOLANT LEAK
TESTED AND FOUND THE WATERPUMP LEAKING...
REPLACE TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4781157-AB	PUMP WATE 7042001	55.70	55.70
	1		5066386-AA	COOLANT C 1081004	12.45	12.45
	1		4781172-AA	GASKET WA 7044003	2.47	2.47

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 04:27pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113

SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1754	01/25/06	DOCS82074

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		42,056	DK GREEN/	P8794

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Dir. Mfg. #	Production Date
2D4GP44L15R[redacted]		

Federal Tax Exempt #	Purchase Order #	Work Order Date	Parking Location
		01/20/06	

[redacted]

CHESTERFIELD, VA [redacted]

Chassis # / Engine # / Notes:

MO: 42056

TOTAL - PARTS 70.62

JOB# 3 TOTALS

LABOR 76.50
PARTS 70.62

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 147.12

JOB# 4 CHARGES

LABOR
J# 4+20DOZ LIGHT ENGINE TECH(S):230 36.00
DRIVE BELT TENSIONER IS LOCKED UP.
REPLACE TENSIONER TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4861277-AD	TENSIONER 9020002	42.64	42.64
				TOTAL - PARTS		42.64

JOB# 4 TOTALS

LABOR 36.00
PARTS 42.64

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 78.64

JOB# 5 CHARGES

LABOR
J# 5+20DOZDB DRIVE BELTS TECH(S):230 31.50
REPLACE CRACKED DRIVE BELT...

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4593684-AA	BELT ACCE 7003001	29.32	29.32
				TOTAL - PARTS		29.32

JOB# 5 TOTALS

LABOR 31.50
PARTS 29.32

JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL 60.82

JOB# 6 CHARGES

LABOR
J# 6+02D03000 3000 MILE SERVICE TECH(S):230 13.00
CUSTOMER REQUEST 3000 MILE SERVICE
INCLUDES OIL AND FILTER CHANGE AND LUBE. TOP OFF FLUIDS.
CHECK COOLANT HOSES AND CLAMPS . CHECK TIRE PRESSURES.
INSPECT EXHAUST SYSTEM. INSPECT BRAKE HOSES . INSPECT CV
JOINTS AND FRONT SUSPENSION.INSPECT ENGINE AIR FILTER.
COMPLETE 3000 MILE SERVICE PER MAINTENANCE SCHEDULE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		PK1	5281090 5-4467718	****	****
	1		5281090	FILTER EN 9057006	6.00	6.00
	5		4761838A	5W30 QT. 1 81	2.19	10.95
				TOTAL - PARTS		16.95

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 04:27pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113

SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	0000	02/08/06	DOCS82733
[redacted]	Labor Rate / Plate #		Current Mileage	Exterior Color	Stk. #
			42,285	DK GREEN/	P8794
	Vehicle Description			Delivery Date	Delivery Miles
	05/DODGE/GRAND-CARAVAN/STOW			11/21/05	38,641
CHESTERFIELD, VA [redacted]	Serial # 2D4GP44L15R[redacted]			Dir. Reg. #	Production Date
	Federal Tax Exempt #	Purchase Order #		Work Order Date	Parking Location
				02/08/06	
[redacted]	Office / Chassis # / Engine # / Notes:				

MO: 42285

JOB# 1 CHARGES

LABOR
J# 1 26DOZ LIGHTS TECH(S):26 67.50
HEADLIGHTS WILL NOT COME ON.
HEADLIGHT SWITCH IS BAD.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	ZL651J8-AE	SWITCH LI 8053003	52.65	52.65
			TOTAL - PARTS	52.65

MISC CODE	DESCRIPTION	CONTROL NO	
110G	COSTGUARD WARRANTY	82733	-120.15
		TOTAL - MISC	-120.15

JOB# 1 TOTALS

LABOR	67.50
PARTS	52.65
MISC	-120.15
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
COSTGUARD

CGP 77600

TOTAL: $120.15

TOTALS

TOTAL LABOR....	67.50
TOTAL PARTS....	52.65
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-120.15
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR CHOOSING PEARSON DODGE

VISA DISCOVER AMEX CHOICE

CASH CHECK# CHARGE M/C

DEAR VALUED CUSTOMER
IN A FEW DAYS YOU WILL BE RECEIVING A SURVEY FROM DAIMLER CHRYSLER RATING US ON YOUR SERVICE VISIT. COMPLETE CUSTOMER SATISFACTION IS OUR GOAL .IF YOU CAN NOT RATE US AS EXCELLENT,PLEASE CONTACT US AT 794-0300.

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 CUSTOMER COPY [END OF INVOICE] 03:42pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113

SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1617	02/02/06	DOCS82526

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		42,285	DK GREEN/	P8794

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Div. Mfg. #	Production Date
2D4GP44L15R[redacted]		

Federal Tax Exempt #		Work Order Date	Parking Location
		02/02/06	

[redacted]

CHESTERFIELD, VA [redacted]

Chassis # / Engine # / Notes:

MO: 42285

JOB# 1 CHARGES

LABOR

J# 1 18DOZ ELECTRICAL TECH(S):26 0.00
HEADLIGHTS WOULD NOT COME ON...
NEED TO ORDER HEADLAMP ASSEMBLY...

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 37DOZ MISCELLANEOUS TECH(S):26 0.00
AIR BAG LIGHT IS ON
TOO MANY OLD CODES PRESENT....CLEAR CODES SO CUSTOMER
CAN DRIVE...

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02DOCHECKUP 23 23 POINT CHECKUP TECH(S):26 0.00
PERFORM 23 POINT CHECKUP PER ATTACHED FORM.
INCLUDES CHECK OF LISTED FLUID LEVELS, BELTS, HOSES,
AIR FILTER, WIPER BLADES, AND LAMPS. ALSO INCLUDES CHECK OF
FRONT AND REAR BRAKES, SHOCKS AND STRUTS, TRANSFER CASE AND
DIFFERENTIAL FLUID LEVELS, STEERING AND SUSPENSION
COMPONENTS, AND VISUAL CHECK OF EXHAUST SYSTEM.
COMPLETED INSPECTION

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

DISCLAIMER OF WARRANTY

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Orlando Business Systems, Inc.

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 05:13pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113

SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK /	392	1054	02/20/06	DOCS83054

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		42,448	DK GREEN/	P8794

Delivery Date	Delivery Miles

Vehicle Description	Dlr. Mfg. #	Production Date
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Federal Tax Exempt #	Work Order Date	Parking Location
2D4GP44L15R[redacted]		02/16/06	

[redacted]
CHESTERFIELD, VA[redacted]

Hosts | Office
[redacted]

Chassis # / Engine # / Notes:

MO: 42448

JOB# 1 CHARGES

LABOR
J# 1 37DOZ 2 MISCELLANEOUS TECH(S):230 0.00
AIR BAG LIGHT IS NOT WORKING PROPERLY....PASS SIDE.
TESTED FOR CODES. NONE PRESENT. PERFORM WEIGHT
TEST. CAR PASSES....CAR PASSES ALL TEST.

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	94888	69095	02/16/06	CAR RENTAL	120.03
				TOTAL - SUBLET	120.03

MISC	CODE	DESCRIPTION	CONTROL NO	
	110G	COSTGUARD WARRANTY	83054	-190.00
			TOTAL - MISC	-190.00

JOB# 1 TOTALS

SUBLET	120.03
MISC	-190.00
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	-69.97

JOB# 2 CHARGES

LABOR
J# 2 18DOZPW POWER WINDOW TECH(S):230 67.50
CUSTOMER STATES PASSINGER SIDE WINDOW INOP.
REPLACE THE WINDOW REGULATOR TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		4894526-AA	REGULATOR 23039005	87.50	87.50
					TOTAL - PARTS	87.50

JOB# 2 TOTALS

LABOR	67.50
PARTS	87.50
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	155.00

JOB# 3 CHARGES

LABOR
J# 3 23DOZ HEATING SYSTEM TECH(S):230 26 126.00
CUSTOMER STATES HEATER AND FAN INOP AT TIMES.
THE BLOWER MODULE IS BAD...REPLACE TO CORRECT.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5179985-AA	MODULE PO 8035022	44.87	44.87
					TOTAL - PARTS	44.87

JOB# 3 TOTALS

LABOR	126.00
PARTS	44.87
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL	170.87

DISCLAIMER OF WARRANTY

The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 03:57pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113

SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1863	05/17/06	DOCS86679

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		44,360	DK GREEN/	P8794

[redacted]
CHESTERFIELD, VA [redacted]

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Dir. Mkg. #	Production Date
2 D 4 G P 4 4 L 1 5 R [redacted]		-

Federal Tax Exempt #	Purchase Order #	Work Order Date	Parking Location
		05/15/06	

[redacted]

Chassis # / Engine # / Notes:

MO: 44360

JOB# 1 CHARGES

LABOR

J# 1 50DOZ AIRBAG AIRBAG SYS DIAG TECH(S):230 113.40

PERFORM DIAGNOSIS OF SUPPLEMENTAL RESTRAINT SYSTEM
DIAGNOSIS ONLY. REPAIRS ADDITIONAL.
CUSTOMER STATES VEHICLE HAS BEEN HERE SEVERAL TIMES
FOR SAME COMPLAINT.
FOUND CIRCUIT AT THE DRIVER'S SEATBELT TENSIONER.
FOUND BREAK IN THE CONNECTOR FOR THE DRIVER'S SEATBELT
TENSIONER...REMOVE THE SEAT AND REPLACE CONNECTOR...

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	5170955 AA	WIRING SE 8015002	36.40	36.40
				TOTAL - PARTS	36.40

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
	96161	D343161	05/15/06	CAR RENTAL	90.02
				TOTAL - SUBLET	90.02

MISC	CODE	DESCRIPTION	CONTROL NO	
	PAU	POLICY USED CAR		-241.64
			TOTAL - MISC	-241.64

JOB# 1 TOTALS

LABOR	113.40
PARTS	36.40
SUBLET	90.02
MISC	-241.64
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	-1.82

JOB# 2 CHARGES

LABOR

J# 2 34DOF01 #F01 AC TUBES TECH(S):230 WARRANTY

PERFROM RECALL PER F01 RECALL NOTICE
REPLACED REAR AC AND HEATER TUBE PACKAGE PER F01 RECALL

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	CEU1F010	LINE A/C 24028024		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02DOCHECKUP 23 23 POINT CHECKUP TECH(S):230 0.00

PERFORM 23 POINT CHECKUP PER ATTACHED FORM.
INCLUDES CHECK OF LISTED FLUID LEVELS, BELTS, HOSES,
AIR FILTER, WIPER BLADES, AND LAMPS. ALSO INCLUDES CHECK OF
FRONT AND REAR BRAKES, SHOCKS AND STRUTS, TRANSFER CASE AND
DIFFERENTIAL FLUID LEVELS, STEERING AND SUSPENSION
COMPONENTS, AND VISUAL CHECK OF EXHAUST SYSTEM.

DISCLAIMER OF WARRANTY
The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 04:44pm

PEARSON DODGE

11701 Midlothian Pk.
MIDLOTHIAN, VA 23113
SALES (804) 794-0300
PARTS (804) 379-3033
SERVICE (804) 379-3030
TOLL FREE 800-339-0537

CELL: 804-339-6652

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
37924	RICK	392	1241	06/26/06	DOCS88383

Labor Rate	Plate #	Current Mileage	Exterior Color	Stk. #
		45,879	DK GREEN/	P8794

[redacted]
CHESTERFIELD, VA [redacted]

Vehicle Description	Delivery Date	Delivery Miles
05/DODGE/GRAND CARAVAN/STOW	11/21/05	38,641

Serial #	Div. Mfg. #	Production Date
2 D 4 G P 4 4 L 1 5 R [redacted]		

Federal Tax Exempt #	Purchase Order #	Work Order Date	Parking Location
		06/26/06	

[redacted]

Chassis # / Engine # / Notes:

MO: 45879

JOB# 1 CHARGES

LABOR

J# 1 37DOZ MISCELLANEOUS TECH(S):26 135.00
BOTH FRONT POWER WINDOWS INTERMITTENTLY INOP.
BOTH PWR WINDOW REGULATORS ARE FAILING....REPLACE BOTH
TO CORRECT.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	4894527-AA	REGULATOR 23039005	79.45	79.45
1	4894526-AA	REGULATOR 23039005	72.23	72.23
			TOTAL - PARTS	151.68

SUBLET PO#	VEND INV#	INV.DATE	DESCRIPTION	
58	343700	06/26/06	CAR RENTAL	35.00
			TOTAL - SUBLET	35.00

MISC CODE	DESCRIPTION	CONTROL NO	
110G	COSTGUARD WARRANTY	88383	-321.68
		TOTAL - MISC	-321.68

JOB# 1 TOTALS

LABOR	135.00
PARTS	151.68
SUBLET	35.00
MISC	-321.68

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 02DOCHECKUP-23 23 POINT CHECKUP TECH(S):26 0.00
PERFORM 23 POINT CHECKUP PER ATTACHED FORM.
INCLUDES CHECK OF LISTED FLUID LEVELS, BELTS, HOSES,
AIR FILTER, WIPER BLADES, AND LAMPS. ALSO INCLUDES CHECK OF
FRONT AND REAR BRAKES, SHOCKS AND STRUTS, TRANSFER CASE AND
DIFFERENTIAL FLUID LEVELS, STEERING AND SUSPENSION
COMPONENTS, AND VISUAL CHECK OF EXHAUST SYSTEM.
DUE FOR 45 K SERVICE..
COMPLETEO INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 02DO3000 3000 MILE SERVICE TECH(S):26 13.00
CUSTOMER REQUEST 3000 MILE SERVICE
INCLUDES OIL AND FILTER CHANGE AND LUBE. TOP OFF FLUIDS.
CHECK COOLANT HOSES AND CLAMPS . CHECK TIRE PRESSURES.
INSPECT EXHAUST SYSTEM. INSPECT BRAKE HOSES . INSPECT CV
JOINTS AND FRONT SUSPENSION.INSPECT ENGINE AIR FILTER.
COMPLETE 3000 MILE SERVICE PER MAINTENANCE SCHEDULE

DISCLAIMER OF WARRANTY
The only warranties applying to this part(s) are those which may be offered by the manufacturer, 12 months or 12,000 miles, whichever occurs first. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

Orlando Business Systems, Inc.

 [CONTINUED ON NEXT PAGE] 03:50pm

[redacted]
CHESTERFIELD, VA [redacted]

Return for ~~4¢ additional~~ postage. When remaining across ~~but this notice or paste stamps~~ over it.

RICHMOND VA
PM
01 JUL
2006

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

RECEIVED
1 1 2006

RECEIVED
JUL 1 1 2006

48321+8004-04 B138

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Sat Jul 15 21:47:53 EDT 2006
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Enacting the Lemon Law on my Town & Country

Comments:

I am having recurring electrical harness and programming issues with my 2005 Chrysler T&C. I like the product very much, however the headlights are unreliable and I have had it back to the service department four times for the same electrical issues. I have lost confidence in the T&C that I currently own. I like the Chrysler product and want to continue to be a loyal customer but I am having difficulty navigating through the Daimler Chrysler organization to get a straight answer regarding my rights. All I am asking is that Chrysler takes my current T&C back and provides me another vehicle in return without me having to put money down and without increasing my monthly payments. Again, I like the Chrysler product and want to continue to be a customer, but I have lost confidence in the T&C that I currently own. Thank you in advance for your time and assistance.
[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jul 18 17:16:29 EDT 2006
Subject: Re: DaimlerChrysler Customer Assistance
Dear Steven:

Thanks again for your email.

Sincerely,

Tony

Senior Staff Representative
DaimlerChrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15165029
EMAIL CASE NUMBER: 1433026
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM3996139I25261L0KM&

Sincerely,

Tony
Senior Staff Representative
DaimlerChrysler Customer Assistance Center

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Enacting the Lemon Law on my Town & Country
Comments:
I am having recurring electrical harness and programming issues with my 2005 Chrysler T&C. I like the product very much, however the headlights are unreliable and I have had it back to the service department four times for the same electrical issues. I have lost confidence in the T&C that I currently own. I like the Chrysler product and want to continue to be a loyal customer but I am having difficulty navigating through the Daimler Chrysler organization to get a straight answer regarding my rights. All I am asking is that Chrysler takes my current T&C back and provides me another vehicle in return without me having to put money down and without increasing my monthly payments. Again, I like the Chrysler product and want to continue to be a customer, but I have lost confidence in the T&C that I currently own. Thank you in advance for your time and assistance. [redacted]

VIN:
5R[redacted]
Mileage:

17000

Servicing Dealer:

Miller Hill Automotive

Title:

Mr.

First Name:

Middle [redacted]

Last Na [redacted]

Address [redacted]

Address 2:

City:

Superior

State:

WI

Zip:

Email: [redacted]

Home Ph [redacted]

Survey Return Date: 02/28/2006

CSI SCORE: 50

Overall Satisfaction . . .

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

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your recent service experience at Yonkers Avenue Dodge?					■

About the Service Staff At . . .

Yonkers Avenue Dodge

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

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

The Dealership's Facility . . .

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

d. Approximately how many miles are on your vehicle? 8,700 Miles

The Service Staff At . . .

SERVICE ADVISOR SCORE: 43

Yonkers Avenue Dodge

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

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

Yonkers Avenue Dodge

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

	Less than 10 Minutes	10-20 Minutes	More than 20 Minutes
b. From the time you arrived at the dealership to pick up your 2005 Dodge Grand Caravan, how long did it take to receive your vehicle?			■

About the Service Work Performed . . .

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.)*

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

11. Compared to other automotive service providers, please tell us how much you agree that this dealership's . . .

	Strongly Agree				Strongly Disagree
a. Overall service process is convenient	☐	■	☐	☐	☐
b. Value of services performed is competitive	☐	■	☐	☐	☐

Communicating With You . . .

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 Yonkers Avenue Dodge 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:

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 Yonkers Avenue Dodge to my family and friends . . . . . Strongly Agree ■ ☐ ☐ ☐ Strongly Disagree ☐

Comments about your service experience: Please See the Inclose letter that have been sent to you Company and yours are Dodge twice and I have never heard from no one Please note there is 2 Phone no. that I can be reach but no one have Call

1082030071846 0021

Service Advisor: Name Not On File
Purchase Date: 03/22/2005
Transaction Date: 12/27/2005
Survey Mail Date: 02/06/2006

February 6, 2006

To Yonkers Avenue Dodge

Please note that I mailed the enclosed letter to you sometime ago, and have not gotten any response from you, please let me hear from you.

My next scheduled appointment for car service at Yonkers Avenue Dodge is March 6, 2006.

Thank you,

[redacted]

cc: Daimler Chrysler Corp.

January 2, 2006

To Whom It May Concern,

I am writing this letter to your organization because having been a loyal customer for over 10 years, I have several major complaints about my last few trip to Yonkers Avenue Dodge. First of all I brought my 2005 Dodge Caravan in for a 6,000 mile checkup on 12/5/05. It was noted that my head light switch was bad and needed to be replaced. Well that was not able to be done because they did not have the part in stock and after repeated calls I was finally able to have the switch replaced on 12/27/05 (almost 3 weeks later). This kept me from being able to turn my head lights off properly causing drainage to my battery. Also during the 12/5/05 visit I assumed my brakes would be checked however shortly after my brakes began making noise which I informed the technician who helped me on 12/27/05 and I was told in a very nasty manner that I am riding the brakes too hard. I drove 600 miles between my 12/5/05 visit and 12/27/05 visit. As I stated the noise began shortly after the 12/5/05 visit so it would seem like the problem should have been visible during that visit and fixed. Now the front brake was supposed to have been repaired during the 12/27/05 visit yet I still hear noise coming from the rear of the car. Also I was told should I come in with another brake problem no matter how soon it would not be covered under warranty and I feel as if I am being set up to be charged an arm and leg for future brake repair. Please tell me what the warranty is on all parts of the 2005 Caravan including brakes. I have never had to have brakes repaired on my previous cars in less than 13,000 miles, so why should this time be any different. Just like the light switch went bad and it was not my fault the same could be said for the brakes.

Next I want to address the issue on the rude service tech. who I encountered on 12/27/05. First of all if my car had been serviced correctly and completely on 12/5/05, there would have been no need for my visit on 12/27/05, which was totally inconvenient for me because I had to take time off from work for a second day. If anyone had a reason to be rude that day it was me, and even though I was frustrated with Yonkers Avenue Dodge Service Dept's incompetence, I still was not rude. No customer should be treated in such a manner, especially one with such a long standing history with your company.

I look forward to receiving an immediate response to my letter by phone from the Service Dept. Supervisor or the owner of Yonkers Avenue Dodge.

Sincerely,

[redacted]

cc:Daimler Chrysler Corp.

YONKERS AV DODGE, Inc.
YONKERS AVENUE AUTO EXPO
KIA OF WESTCHESTER

500 Yonkers Ave.
YONKERS, NEW YORK 10704
Sales
(914) 964-0700

WEB PAGE
www.Zcarsdirect.com

Service
(914) 964-0099

SERVICE DEPT. E-MAIL
5StarService@Zcars.org

Parts
(914) 964-9533
Fax (914) 964-9423

PARTS DEPT. E-MAIL
FiveStarParts@Zcars.org

2002

YONKERS AVENUE
DODGE, Inc.
DODGE DEALER
CODE 32-43691
NYS MV R/S REG NO. 704 3506

YONKERS AVENUE
AUTO EXPO
KIA OF WESTCHESTER
KIA DEALER
CODE NY004

CUSTOMER NO. 85716	ADVISOR SIGFREDO 04446		TAG NO. 528	INVOICE DATE 12/27/05	INVOICE NO. DOCS79791
[redacted]	LABOR RATE 93.50	LICENSE NO.	MILEAGE 7,344	COLOR /	STOCK NO. 530378
BRONX, NY [redacted]	YEAR / MAKE / MODEL 05/DODGE TRUCK/CARAVAN/GRAND SE			DELIVERY DATE 03/25/05	DELIVERY MILES
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L 3 5 R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. [redacted]		R. O. DATE 12/27/05	
[redacted]	COMMENTS				MO: 7345

LABOR & PARTS

J# 1 08DOZ ELECTRICAL HOURS: 0.20 TECH(S):3710 WARRANTY

C/S HEAD LIGHT SWITCH WAS ORDER IS HERE NOW
SWITCH SHORTED OUT
REPLACE HEAD LAMP SWITCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	ZL651DV-AF	SWITCH LIGHTING CON		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 05DOZ BRAKES HOURS: 0.60 TECH(S):3710 WARRANTY

C/S RIGHT REAR BRAKE IS GRINDING NOISE
BRAKES COMPLETLY WORN OUT TO THE METAL
REPLACE BRAKE PADS IN THE FRONT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	V1013803-AB	PAD KIT-FRONT DISC		WARRANTY
JOB # 2	2	5019981-AB	ROTOR BRAKE		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

G.O.G. & SUPPLIES

JOB # 1 FREIGHT (PARTS) WARRANTY

TOTAL - GOG 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
VEH BRAKES WORN OUT PREMATURE.IT IS RECOMENDED TO BE EASY ON THE BRAKES ..THEY DO NOT WEAR AT THIS LOW MILEAGE.
TOO HARD ON THE BRAKES .NEXT TIME IT WILL NOT BE WARRANTY.

ALL PARTS NEW EXCEPT AS NOTED

WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED.

Copyright © 1998 The Reynolds and Reynolds Company ERANNTWVE CC317884 (01/03)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 10:31am

6,000 MILE SERVICE

- REPLACE MOTOR OIL & FILTER
- CHECK FLUID LEVELS, TOP OFF TO PROPER LEVEL
- INSPECT BRAKE LININGS AND ADJUST
- ADJUST PARKING BRAKE
- INSPECT ALL HOSES, DRIVE BELTS & ADJUST AS NECESSARY
- ROTATE AND BALANCE TIRES
- CHECK ALL VEHICLE LIGHTS
- CLEAN BATTERY AND TEST
- INSPECT STEERING & SUSPENSION POINTS
- INSPECT EXHAUST SYSTEM

Mopar PARTS
www.mopar.com

Dodge Trucks | CHRYSL Plymouth | Jeep

DATE	R.O. NUMBER	MILEAGE

YONKERS, N.Y. 10704

12,000 MILE

- REPLACE MOTOR OIL & FILTER
- REPLACE FUEL FILTER (WHEN APPLICABLE)
- AIR FILTER, CANNISTER FILTER
- CLEAN BATTERY TERMINALS & LOAD TEST
- REPLACE OIL BREATHER ELEMENT
- CHECK ALL FLUID LEVELS, TOP OFF TO PROPE
- CHECK MINIMUM AIR FLOW SETTING & ADJU
- INSPECT SHOCKS AND STRUTS
- INSPECT BRAKE HOSES
- INSPECT FUEL HOSES
- INSPECT BRAKE LININGS
- LUBRICATE DOOR, HOOD & TRUNK HINGES
- LUBRICATE STEERING & PIVOT POINTS
- ROTATE & BALANCE TIRES

PERFORM JB EMISSION SYSTEM CLEANING SERVICE

Dodge Trucks | CHRYSL Plymouth | Jeep

9,000 MILE SERVICE

- REPLACE MOTOR OIL & FILTER
- CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID TRANS. FLUID & DIFFERENTIAL, AND 4 WD OILS.
- LUBRICATE DOORS, HOOD & TRUNK HINGES
- INSPECT FOR OIL OR COOLANT LEAKS
- INSPECT BRAKE LININGS AND ADJUST
- INSPECT FRONT END FOR WEAR LOOSENESS
- INSPECT CVJ BOOTS
- CLEAN BATTERY TERMINALS

Mopar PARTS
www.mopar.com

Dodge Trucks | CHRYSL Plymouth | Jeep

DATE	R.O. NUMBER	MILEAGE

15,000 MILE

- REPLACE MOTOR OIL AND FILTER
- INSPECT FOR OIL OR COOLANT LEAKS
- CHECK ALL FLUID LEVELS AND FILL TO PROPER LEVEL INCLUDING: WINDSHIELD SOLVENT, ENGINE COOLANT, BATTERY, BRAKE FLUID, TRANS. FLUID & DIFFERENTIAL, AND 4W
- INSPECT BRAKE LININGS (4 WHEELS) ANI
- LUBRICATE DOORS, HOOD & TRUNK HIN

FREE!

For Yonkers Ave. New Vehicle Owners

Dodge Trucks | CHRYSL Plymouth | Jeep

AND
KIA OF WESTCHESTER

WE WANT TO INSURE YOUR SATISFACTION

1. How were you satisfied with the treatment you received from our service staff? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
2. Did the service staff listen and understand your needs? ☑ Yes ☐ No
3. How satisfied were you with the quality of the work performed on your vehicle? ☐ Very Satisfied ☐ Satisfied ☑ Dissatisfied
4. How satisfied are you with the service staffs ability to have your vehicle ready when promised? ☐ Very Satisfied ☑ Satisfied ☐ Dissatisfied

DO YOU HAVE ANY SUGGESTIONS TO IMPROVE OUR SERVICE? Yes See letter

[redacted]

NAM[redacted] PHONE [redacted]

HELP US IMPROVE OUR SERVICE - PLEASE FILL IN AND M

PLEASE FILL OUT ABOVE CARD WHICH QUALIFIES YOU FOR CUSTOMER OF THE MONTH DRAWING. WIN A $100.00 GIFT CERTIFICATE FOR ANY SALES, SERVICE OR PARTS ITEMS AT YONKERS AVENUE AUTOMOTIVE EXPO.

THANK YOU!

Dodge
Dodge Trucks

YONKERS AVENUE
▪ AUTOMOTIVE EXPO ▪
"THE NEW DODGE EXPERIENCE"
500 YONKERS AVENUE • YONKERS, N.Y. 10704

CHRYSLER

FORM RL-700 TG300041 O (8/05)

Please present this stub to cashier when calling for your vehicle

Thank You!

OWNER'S NAME

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

Last Na

null:

null:

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

Home Ph

Busines

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 [redacted]

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.

Intermittent problems are often very difficult for the dealer to=20
duplicate. This may cause delay in diagnosis and repair. Often, there=20
are many components that could produce the same symptoms. Unless the=20
dealer is able to duplicate the problem, he cannot properly diagnose the
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problem does occur, this can assist the dealer in diagnosing the=20
problem. Any specific information you are able to provide relative to=20
when a certain problem appears, will help the dealer to perform prompt=20
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
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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]
Mail:

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:
Last Name:

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:
2[redacted]
Mileage:
23920
Servicing Dealer:
Town& Country, Middletown,CT
Title:
Dr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:

City:
Middletown
State:
CT
Zip:
[redacted]
Email:
Home Ph

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]

Inquiry 15266835 [redacted]

8/9/06

To
Customer Center
DaimlerChrysler

RECEIVED
AUG 14 2006
OWNER RELATIONS

Re: [redacted]
Contract # [redacted]
2005 Chrysler Van
Ser# 2C4GP5424 [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

Thank you

[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.

[redacted]

City: SARASOTA State: FL

Other Authorized Person:

Year/Make: 2005 Model: GMC VAN

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

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

7317

Intended Payment Method: (CASH VISA MC DISC AMEX)

Proposed Complete Date:

Hom[redacted]

Work Ph:

Date: Time:

Tag: Miles In:

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
Computer Ajustment	

ESTIMATED REPAIR COST/SHOP SUPPLIE $ 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]

$ _____ 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:
Last Name:

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 [redacted]
Middle Initial:

D

Last Name:

Address:

Address 2:

City:

Texarkana

State:

TX

Zip:

Email:

Work Ph

DODGE [redacted] Sun City Center, FL [redacted]

Survey Return Date: 08/31/2006

SSI SCORE: NA

About Your Overall Impressions Of

Brandon Dodge Inc

	Very Satisfied				Very Dissatisfied
1. How satisfied are you with your new vehicle buying experience?	☐	☐	☐	☐	☐

About the Facility

	Strongly Agree				Strongly Disagree
2. The facility was neat and clean	☐	☐	☐	☐	☐

The Sales Staff

	Very Satisfied				Very Dissatisfied
3. How satisfied are you with the sales staff?	☐	☐	☐	☐	☐
4. How satisfied are you with the sincerity of the sales staff?	☐	☐	☐	☐	☐

Your Delivery Experience

	Very Satisfied				Very Dissatisfied
5. How satisfied are you with the delivery experience?	☐	☐	☐	☐	☐

Recommendations

	Strongly Agree				Strongly Disagree
6. I would recommend THIS DEALERSHIP to my family and friends	☐	☐	☐	☐	☐
7. I would buy another vehicle from THIS DEALERSHIP	☐	☐	☐	☐	☐

	Yes	No
8. Would you purchase again from the same salesperson?	☐	☐

Your Salesperson

SALESPERSON SCORE: NA

9. Please rate your SALESPERSON on the following:	Very Satisfied				Very Dissatisfied
a. The manner in which you were greeted	☐	☐	☐	☐	☐
b. Sincerity and honesty in dealing with you	☐	☐	☐	☐	☐
c. Consideration of your time	☐	☐	☐	☐	☐
d. Ability to listen, understand, and answer your questions	☐	☐	☐	☐	☐
e. Knowledge of the product features and benefits	☐	☐	☐	☐	☐
f. Fulfilled all commitments made to you	☐	☐	☐	☐	☐

Your Sales Team

10. Please rate your SALES TEAM on the following:	Very Satisfied				Very Dissatisfied
a. The vehicle price and/or payments were discussed in a straightforward and thorough manner	☐	☐	☐	☐	☐
b. Explanation of warranty coverages	☐	☐	☐	☐	☐
c. The professional manner in which you were treated	☐	☐	☐	☐	☐
d. Fulfilled all commitments made to you	☐	☐	☐	☐	☐

More About the Buying Experience

	Doesn't Apply	Very Satisfied				Very Dissatisfied
11. If you've contacted this dealership by phone, how satisfied are you with the way your call was handled?	☐	☐	☐	☐	☐	☐
12. If this dealership handled the financing for your new vehicle, how satisfied are you with the arrangements?	☐	☐	☐	☐	☐	☐
13. If you took a demonstration drive at this dealership, how satisfied are you with that experience?	☐	☐	☐	☐	☐	☐

	Strongly Agree				Strongly Disagree
14. The dealer location was convenient	☐	☐	☐	☐	☐

Sales Transaction / Price Negotiation

15. Please rate your satisfaction with the following:	Very Satisfied				Very Dissatisfied
a. The length of time it took to complete the sales transaction	☐	☐	☐	☐	☐
b. The process of determining the final purchase/lease price	☐	☐	☐	☐	☐
c. The comfort of the area where the vehicle price was negotiated	☐	☐	☐	☐	☐

The Delivery of Your New Vehicle

	Excellent	Good	Average	Fair	Poor
16. What was the overall condition of your vehicle at delivery?	☐	☐	☐	☐	☐
17. What was your vehicle's operating condition at delivery?	☐	☐	☐	☐	☐

	Yes	No
18. a. Were you informed about the service department hours and whom to contact?	☒	☐
b. Were you informed about the vehicle's maintenance requirements and logbook for tracking maintenance services?	☒	☐

Dealership Follow-Up / Concerns Handling

	Yes	No
19. Since taking delivery, have you been contacted by a dealer representative regarding your satisfaction?	☒	☐
20. a. Did you have any concerns regarding your sales experience that you brought to the attention of the dealership?	☒ *(Go to Q.20b.)*	☐ *(Skip Q.20b.)*

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

Overall Comments: _____

Salesperson: Aviso,C

Model and Year: 2006 Dodge Grand Caravan

VIN: 1D4GP24R96B[redacted]

Purchase Date: 07/21/2006

Survey Mail Date: 08/11/2006

Overall comments for questions 1-20. 8-22-06

We owned a 2003 Dodge Grand Caravan and were very satisfied with it. It was getting close to 80,000 miles on it so it was time to trade. It had tinted windows, power door locks, power windows and power rear view mirror — things we assumed were standard on a Grand Caravan. When asked what we would need on a new car, my husband asked about power seats. The sales person or sales manager said that it wasn't available on this model. At all times the sales person was friendly and helpful. They told us they had found a 2006 Grand Caravan for us in Daytona that had the seating arrangements that we desired and would have it here on Saturday. We were planning to come up the next day when it was suggested that we could do the paper work right then and that they needed our car because a person was there that had to do with auctions — my mind is a little hazy on the exact reason — but it was needed that day. So we obliged them by making out the papers at that time. While making out the papers I asked Toni what we could do if we didn't like the car. She said 'nothing'; it was ours now, that Florida did not have a three day period to change your mind.

They loaned us a car and we went home — Friday afternoon. Saturday afternoon we came up to get our new car. It was silver and very pretty — seating arrangement perfect. The sales

person was very helpful and we got in the car to leave. I went to lower the side window to say something to the salesperson and stopped dead! Where was the panel with the buttons to push to lower + raise the windows? The panel looked nude: Then I noticed the handles inconveniently beside the seat. Sick is how I felt!!! I can imagine the shock showed all over my face. The sales person apologized saying he should have mentioned that this car did not have power windows or power locks. I couldn't believe it! He said he would ask what could be done to have them ~~put on~~ installed. Came back with a figure. After he left us, we must have sat there five minutes. We then drove home to figure out what we should do.

I was sick all day Sunday. I was the one who had suggested we go to Brandon Dodge 'cause we had such good luck with the previous car.

Monday morning I called, talking to a sales manager and telling him how we felt. He said he would call back. We waited all day — no call.

Tuesday my husband called and talked to the manager. He called back in about ½ hour saying they would install back for $310. My husband thought that very reasonable and had it done. When we picked up the car, an ad was being filmed for Bright House and they needed a 'customer'. They used my husband and waived the $310.

My husband was satisfied.

But — we feel that when my husband expressed the desire for automatic seats and it was pointed out that model didn't come with them, that was the time to point out that it also did not have power doors or windows or power rear view windows.

It is a great car — drives like the old one. You sit up high where you can see the highway clearer in the daytime. At night, the lights do not seem as bright as the 2003. While we were vacationing in Maine and had to do more night driving, I had to hold the dimmer switch so I had both high beam + low beam lites at the sametime, very inconvenient.

We are not as happy with the car and experience as we should be because of these reasons.

Greta May Barnes

[redacted]

[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

0101DOCS526498

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
722160	MATTHEW DRAKE 3360		10/27/06	DOCS526498

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] ROME, NY [redacted]	67.00	[redacted]	29,048	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
		10/25/06

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	[redacted]	MO: 29068

LABOR & PARTS

J# 1 10DOZ06 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

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 SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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 [CONTINUED ON NEXT PAGE] 12:35pm

Reynolds and Reynolds (MAINTINVE BFe28110 Q (00/00)

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS526498

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Yorkville, NY 13495
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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

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	67.00	[redacted]	29,048	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
		10/25/06

[redacted]

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

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

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THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:35pm

Reynolds and Reynolds ERANTINVE 0F0261165 Q (06/03)

DOCS519509

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

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 / [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 #18-018-04
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) (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

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO
67.00	[redacted]	27,103	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]		

P. T. E. NO.	P. O. NO.	R. O. DATE
		09/19/06

[redacted]

ROME, NY [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 BFecs11A.0 (06/05)

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

[redacted] ROME, NY [redacted]	LABOR RATE 67.00	LICENSE NO. [redacted]	MILEAGE 27,103	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 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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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:36pm

Reynolds and Reynolds ERANTINVE

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS487391

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

DODGE Jeep

DOCS487391

01011DOCS487391

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] ROME, NY [redacted]	67.00	[redacted]	24,728	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
		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]

Reynolds and Reynolds ERANTINVC (06/06)

DOCS487391

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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.	H.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

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THANK YOU!

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

Reynolds and Reynolds GRAINTINVE

Carbone Chrysler Jeep Dodge

DOCS459618

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(315) 736-3371
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NYS Registered Shop #R-4330154

DOCS459618

0101DOCS459618

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

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]	67.00	[redacted]	19,559	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
		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

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

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

Daimler and Chrysler ERAINTINVE 3/98 (10 C (00/06)

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] ROME, NY [redacted]	LABOR RATE 67.00 / LICENSE NO. [redacted] / MILEAGE 17,619		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 01/26/06	
RESIDENCE PHONE [redacted]	BUSINESS PHONE [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

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] 12:37pm

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

Carbone Chrysler Jeep Dodge

DOCS419389

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]	67.00	[redacted]	15,425	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]		

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

[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 ERAINTWV2 SF035115.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
[redacted] ROME, NY [redacted]	LABOR RATE 67.00 / [redacted] / MILEAGE 12,684		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 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 WARM 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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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:37pm

Reynolds and Reynolds ERAINTINVE

CHRYSLER

Carbone Chrysler Jeep Dodge

DOCS383461

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

DODGE Jeep

DOCS383461

0101DOCS383461

CUSTOMER NO. 722160	ADVISOR MATTHEW DRAKE 3360	TAG NO.	INVOICE DATE 06/22/05	INVOICE NO DOCS383461
[redacted] ROME, NY [redacted]	LABOR RATE 67.00	LICENSE NO. [redacted]	MILEAGE 11,334	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 06/22/05	
[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

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

[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] ROME, NY [redacted]	67.00	[redacted]	11,334	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]		

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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ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:38pm

Reynolds and Reynolds 6Ts(INTINV) SFR35115 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]	LABOR RATE 67.00 / LICENSE NO. [redacted]	MILEAGE 2,174	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. 2C4GP54L75R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/20/04	
R [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]	LABOR RATE 67.00 / LICENSE NO. [redacted]	MILEAGE 249	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.	R.O. NO	R.O. DATE 09/09/04	
[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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THANK YOU!

SERVICE FILE COPY

[END OF INVOICE] 12:36pm

Reynolds and Reynolds ERAINTINVE 8F8051180 (06/05)

[redacted]
Sioux Falls, SD [redacted]

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: [redacted]

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: 2D4GP24R85R268955. Respectfully yours: [redacted] Aylett, VA [redacted]

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

[redacted]

Address 2:

City:

Aylett

State:

VA

Zip:

Email: [redacted]

Work Ph

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

[redacted]

Eveleth, Mn [redacted]

Subject: Electrical problem
with my 2005 Dodge Caravan VIN: 2D4GP44L05R416314

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:
Last Name:

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: 2D4GP44L05R416314 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, Clarence A. Cadeau 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 N
Addres
Addres
City:
Eveleth

State:
MN
Zip:

Email:

Home Ph

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 Melissa:

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
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:
Last Name:

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

Address 2: [redacted]

City:
Lynnwood
State:
WA
Zip:

Email: [redacted]

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:

---

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,

[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: 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 Name:
[redacted]
Middle
Last Na
Address
Address 2:
#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:

Middle [redacted]

Last Na

Address

Address 2:

City:
Fort Mill
State:
SC
Zip:

Email:

Home P

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,

[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: 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[redacted]

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 Na
Address
Address 2:
Apt 2E
City:
Freeport
State:
NY
Zip:
[redacted]
Email:
Work Ph

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

Last Na

Address

Address 2:

City:

Freehold

State:

NJ

Zip:

Email:

Home Ph

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,

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=KMM4799077I25261L0KM&

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 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 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] 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 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,

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 [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,

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:
5F[redacted]
Mileage:
29300
Servicing Dealer:
Humphries Auto City
Title:
Mr.-Mrs.
First Name:
[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
=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

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_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, Trent Lenhart

VIN:
5F[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,

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 <customerassist@daimlerchrysler.com> 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,

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

City:
Dover
State:
OH
Zip:
[redacted]

Email:
[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

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_forms/us/reply.jsp?trk_ID=3D=
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=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]20

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_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: Thu Feb 15 09:45:24 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4655218I25261L0KM)
Dear Trent:

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]t 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=KMM4661043I25261L0KM&

Original Message Follows:

Karrie,

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,

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 [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,

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
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 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 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

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]20

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
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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
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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
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Dodge/Chrysler group had turned things around and we could expect a=20
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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
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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
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
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but I
can assure you that this is not the level of quality that I would=20
expect my
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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
Zip:
[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,

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=KMM4799077I25261L0KM&

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 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 <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, [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,

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 [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,

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:
Mr.-Mrs.
[redacted]

City:
Dover
State:
OH
Zip:
[redacted]
Email:

[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
[redacted]
=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]=20

customerassist wrote:
Dear Trent:

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

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 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

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]=20

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
Title:
Mr.-Mrs.
[redacted]
Address 2:

City:
Dover
State:
OH
Zip:
[redacted]

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Jan 01 10:37:22 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

factory lemon car

Comments:

Have had toe van in four times for extremely bad mpg. Other dealers have been approach about serviceing this problem, but, have refused to service this van. One stated that they would not service it due to the fact that they MIGHT be able to solve the problem, and if not they would be stuck having to do a buy back on the van. SEVERAL professional mechanics have told me I have a serious problem with this van.
I am sure that Chrysler
would not adervertize nationally that they get 25 mpg, when mine gets 15 to 20.5 on the highway. As this would be false advertizeing.
I have always
gotten the high end mpg on any Van that I have driven, and Any one who has driven THIS van has gotten extremely poor mpg.

I don't feel I should
continue payments on this van until it is fixed.

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Jan 03 12:45:42 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear John:

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your 2006 Chrysler Town and 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.

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: 15823439
EMAIL CASE NUMBER: 1632157
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4554033I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:
factory lemon car
Comments:
Have had toe van in four times for extremely bad mpg. Other dealers have been approach about serviceing this problem, but, have refused to service this van. One stated that they would not service it due to the fact that they MIGHT be able to solve the problem, and if not they would be stuck having to do a buy back on the van. SEVERAL professional mechanics have told me I have a serious problem with this van. I am sure that Chrysler would not adervertize nationally that they get 25 mpg, when mine gets 15 to 20.5 on the highway. As this would be false advertizeing. I have always gotten the high end mpg on any Van that I have driven, and Any one who has driven THIS van has gotten extremely poor mpg. I don't feel I should continue payments on this van until it is fixed.

VIN:
6B[redacted]
Mileage:
15483
Servicing Dealer:
Fairview Chrysler-Jeep, Inc
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Eire
State:
PA
Zip:
[redacted]
Email:
Home P

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Fri Jan 05 08:26:20 EST 2007
Subject: Reply to DaimlerChrysler (KMM4554033I25261L0KM)
Reply Comments:

Verification:

Per Phone call 12/4.

Have taken the van to another
Dealer for service. The dealer refused to touch the van due to:
1. They
know the van does have a serious problem.
2. There is a 50/50 chance that
it can be fixed correctly.
3. If they could not fix the van they would be
stuck with the buy back under the lemon law.

THE PROBLEMS are now
getting out of hand. Having restored many cars and trucks myself and
having consulted several professional mechanics, They all tell me this van
has seroius problems.

A. Van starts hard (has motor power) /stsrts easy
(has no motor power).

>> Possible defective lock up torque
converter.

B. No passing gear at random

>> Possible bad
transmission.

c. Headlights blink at radom.

>> Computer reseting
itself. Defective computer. Does not keep trouble codes.

D. Cd player
scratching CD's.

>> Possible broken internal vibration mount.

E.
Extremely bad MPG.

>> See all of the above.

There is absolutely NO
dout that this VAN is defective. As other dealers will not work on it.

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jan 25 12:00:42 EST 2007
Subject: Reply to DaimlerChrysler (KMM4554033I25261L0KM)
Reply Comments:

Contacted the dealer on 1/10.
Said he would call me about having the van
fixed.
As of today, still no call.

Payment on loan is on hold.

From: replyform@daimlerchrysler.com
To: customerassist@daimlerchrysler.com
Date: Tue Jan 30 10:45:40 EST 2007
Subject: Reply to DaimlerChrysler (KMM4554033I25261L0KM)
Reply Comments:

Confirmation:
Talked with CA manger Robin on 1/30/07.

Every
conversation I have had with service department I have been told that the
low MPG indicates that this T & C has a serious problem.

Was told I had
to contact Dearler.

Went to dealer:
Was told by Kevin the service
manager that Chrysler service department and distric rep. would not
authorized the proper repairing of the Town and Country. And that the
repairs would be at the Dealer expense.

Another attempt to fix the Town
and Country is set fot 2/1/07.

Something is not right here between the
Dealer - Dist. Rep. - Chrysler.

THIS NOW TRY NUMBER 10 TO GET THIS
RESOLVED.

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 30 11:12:19 EST 2007
Subject: Re: Reply to DaimlerChrysler (KMM4554033I25261L0KM)
Dear John:

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: 15823439
EMAIL CASE NUMBER: 1632157
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4621721I25261L0KM&

Original Message Follows:

Comments:
Confirmation: Talked with CA manger Robin on 1/30/07. Every

conversation I have had with service department I have been told that the low MPG indicates that this T & C has a serious problem. Was told I had to contact Dearler. Went to dealer: Was told by Kevin the service manager that Chrysler service department and distric rep. would not authorized the proper repairing of the Town and Country. And that the repairs would be at the Dealer expense. Another attempt to fix the Town and Country is set fot 2/1/07. Something is not right here between the Dealer - Dist. Rep. - Chrysler. THIS NOW TRY NUMBER 10 TO GET THIS RESOLVED.

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Fri Feb 09 15:50:41 EST 2007
Subject: Reply to DaimlerChrysler (KMM4621721I25261L0KM)
Reply Comments:

UPDATE:
AS of 2/7/07 Air bag system and seat bealt system now do not work correctly, MPG down to 14-16, Head lights sill blink off then back on, Radio cd player still not working correctly and now radio stations cut in and out at random.

Van does not meet DOT safety standards.

Contacted
the Atourney General Office, Papers being filed under the Lemon Law.

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Thu Jan 04 07:02:57 EST 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

headlight failure

Comments:

All of a sudden my headlights either go out or will not turn on. I took it in to Trier yesterday and they told me it is a design problem and Chryler is working on it. Faulty headlights and you're working on it? What is going to be done to remedy this very hazardous problem?

[redacted]

Sender Information:

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

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Fri Jan 05 16:40:27 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Leo:

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

It was noted that you have not yet had the repair performed on the vehicle.

We suggest you give your local Dodge Five Star dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Furthermore, your Five Star dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Chrysler Group Customer Assistance Center at 800-992-1997 for additional discussion.

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

Please contact your local authorized Dodge dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign # F10 WINDSHIELD WIPER MOTOR

Thank you again for your email.

Sincerely,

Susanna
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15834578
EMAIL CASE NUMBER: 1634756
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4562013I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
headlight failure
Comments:
All of a sudden my headlights either go out or will not turn on. I took it in to Trier yesterday and they told me it is a design problem and Chryler is working on it. Faulty headlights and you're working on it? What is

going to be done to remedy this very hazardous problem? Leo Philbin

VIN:
6B[redacted]
Mileage:
12500
Servicing Dealer:
Trier Chrysler, Columbia City, IN
Title:
Dr.
First Name:
[redacted]
Middle
Last N
Addres
Address 2:
City:
Albion
State:
IN
Zip:
[redacted]
Email:
Work P

From: [redacted]
To: customerassist@daimlerchrysler.com
Date: Mon Jan 08 10:52:10 EST 2007
Subject: RE: DaimlerChrysler Customer Assistance (KMM4562013I25261L0KM)
[redacted]
I took the car in for the windshield wiper recall. I also asked them to check the headlights as the problem is getting worse.
The mechanic worked on it and said that he was not sure it was fixed. He said it was a design problem that Chrysler was "working on." Apparently, there is a voltage issue.
The mechanic did some tinkering, but did not feel that he really fixed anything. Since he worked on it, the lights have come on as they should. However, he obviously did not leave me with much confidence in the fix.
Thank you.
Leo

-----Original Message-----
From: customerassist [mailto:customerassist@daimlerchrysler.com]
Sent: Friday, January 05, 2007 4:41 PM
To: [redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM4562013I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Caravan.

It was noted that you have not yet had the repair performed on the vehicle.

We suggest you give your local Dodge Five Star dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Furthermore, your Five Star dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Chrysler Group Customer Assistance Center at 800-992-1997 for additional discussion.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized Dodge dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign # F10 WINDSHIELD WIPER MOTOR

Thank you again for your email.

Sincerely,

Susanna
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15834578
EMAIL CASE NUMBER: 1634756
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4562013I2526 1L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
headlight failure
Comments:
All of a sudden my headlights either go out or will not turn on. I took it
 in to Trier yesterday and they told me it is a design problem and Chryler
 is working on it. Faulty headlights and you're working on it? What is
 going to be done to remedy this very hazardous problem? Leo Philbin

VIN:
6B[redacted]
Mileage:
12500
Servicing Dealer:
Trier Chrysler, Columbia City, IN
Title:
Dr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Albion
State:
IN
Zip:
[redacted]
Email:
Work Ph

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Mon Jan 08 11:07:11 EST 2007
Subject: RE: DaimlerChrysler Customer Assistance (KMM4562013I25261L0KM)
Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your recent service experience.

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 the Chrysler Group's reputation depends in part on the quality of service provided by our dealers. Because Chrysler Group 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 the Chrysler Groip 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.

Again, thank you for your email.

Sincerely,

Susanna
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: 1634756
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4565660I25261L0KM&

Original Message Follows:

Susanna,
I took the car in for the windshield wiper recall. I also asked them to check the headlights as the problem is getting worse.
The mechanic worked on it and said that he was not sure it was fixed. He said it was a design problem that Chrysler was "working on." Apparently, there is a voltage issue.
The mechanic did some tinkering, but did not feel that he really fixed anything. Since he worked on it, the lights have come on as they should. However, he obviously did not leave me with much confidence in the fix.
Thank you.
[redacted]

-----Original Message-----
From: customerassist [mailto:customerassist@daimlerchrysler.com]
Sent: Friday, January 05, 2007 4:41 PM
To: [redacted]
Subject: Re: DaimlerChrysler Customer Assistance (KMM4562013I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Group Customer Assistance Center regarding your Dodge Caravan.

It was noted that you have not yet had the repair performed on the vehicle.

We suggest you give your local Dodge Five Star dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with DaimlerChrysler vehicles.

Furthermore, your Five Star dealer is empowered by DaimlerChrysler to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Chrysler Group Customer Assistance Center at 800-992-1997 for additional discussion.

Our records indicate your vehicle is involved in the factory recall campaign listed below.

Please contact your local authorized Dodge dealer to arrange for these repairs. The recall services are performed free of charge.

Recall Campaign # F10 WINDSHIELD WIPER MOTOR

Thank you again for your email.

Sincerely,

Susanna
Senior Staff Representative
Chrysler Group Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 15834578
EMAIL CASE NUMBER: 1634756
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM4562013I2526
1L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:

headlight failure
Comments:
All of a sudden my headlights either go out or will not turn on. I took it
 in to Trier yesterday and they told me it is a design problem and Chryler
 is working on it. Faulty headlights and you're working on it? What is
 going to be done to remedy this very hazardous problem? Leo Philbin

VIN:
6B[redacted]
Mileage:
12500
Servicing Dealer:
Trier Chrysler, Columbia City, IN
Title:
Dr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Albion
State:
IN
Zip:
[redacted]
Email:
Work Ph

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[redacted]

Last N[redacted]

Addres[redacted]

Address 2:

City:
Denver
State:
NC
Zip:

Email:

Work Ph[redacted]

[redacted]

TO: Diamler Crysler

FROM: [redacted]

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 [redacted] 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	2D4GP24R75E[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)

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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 N

Addres

Address 2:

City:
Rensselaer
State:
IN
Zip:
[redacted]
Email:

Work Ph

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.

[redacted] 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 [redacted] 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 [redacted] 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!

[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

16 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: [redacted]
First Name:
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 Name:
[redacted]
Middle
Last N
Addres
Address 2:
City:
Fayetteville
State:
NC
Zip:
[redacted]
Email:
Work Ph

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 2:
City:
Fayetteville
State:
NC
Zip:
Email:
Work Ph

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Tue Jan 30 19:01:20 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4623693I25261L0KM)
Dear [redacted]

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 Na

Address

Address 2:

City:
Fayetteville
State:
NC
Zip:

Email: [redacted]

Work P

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 Grady:

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
City:
union grove
State:
NC
Zip:
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: Mrs.
First Name: [redacted]
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 [redacted]

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 Name:
[redacted]
Middle
Last Na
Address
Address
City:
Dinwiddie
State:
VA
Zip:
[redacted]
Email:
Home P

RECEIVED
FEB 08 2007
OWNER RELATIONS

1/17/2007
DaimlerChrysler Motors Corporation
Customer Relations Department
DaimlerChrysler Motors Corporation Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

To: DaimlerChrysler Motors Corporation

Customer Relations Department:

My name is Kelly Ryals and I am writing this letter to provide you notice of the defective 2006, Dodge, Caravan. Vin # 1D4GP45RX6B[redacted] bought this vehicle on 1/25/2006 at Safford Motors Dodge, located in Fredericksburg, Virginia.

The problems that I have had and still currently have with my vehicle are as follows

1.transmission

2.power windows sticking

*3.headlights going out while driving *currently still having this problem

I have attached copies of my repair orders for these problems. Please contact me within 15 days of receiving this letter so these problems can be resolved once and for all. If you cannot resolve these issues, I request a buy back of my vehicle.

My contact information is:

[redacted]
Orange, VA [redacted]
[redacted]

W.L.S. Motors, Inc. T/A
CHRYSLER OF CULPEPER
11030 James Monroe Hwy.
CULPEPER, VIRGINIA 22701
Sales (540) 547-3900
Service (540) 547-3400
www.chryslerofculpeper.com
E-mail: service@chryslerofculpeper.com

1021669 56567

ENTERED SEP 2 .. 2006 ACCOUNTING*

[redacted]

ORANGE, VA [redacted]
HOME: [redacted]

PAGE 2

SERVICE ADVISOR: 150 JOE SCHICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	DODGE CARAVAN	1D4GP45RX6B[redacted]		16954/16960	T2561

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 IS			20SEP06			CASH	21SEP06

R.O. OPENED	READY	OPTIONS:
08:24 20SEP06	17:22 21SEP06	DLR:44574 ENG:3.3_LITER_SMPI

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DEAR VALUED SERVICE CUSTOMER,
YOU MAY RECEIVE A SURVEY FROM CHRYSLER ASKING YOU TO RATE YOUR SERVICE VISIT, IF FOR ANY REASON YOU CAN'T MARK "COMPLETELY SATISFIED" ON ANY PART OF THIS SURVEY, PLEASE CONTACT BRIAN GILES, OUR SERVICE MANAGER AT (540) 547-3900 OR (800)547-7343

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL

COST, SALE, & COMP TOTALS

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY 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. BUYERS 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 PROFIT , OR INCOME OR ANY OTHER INCIDENTAL DAMAGES. NPN OR NON - O.M.E. (ORIGINAL MANUFACTURER EQUIPMENT) PARTS ARE NOT GUARANTEED BY DAIMLER CHRYSLER. THEY ARE GUARANTEED UNDER A SEPARATE WARRANTY.

LIMITED EXPRESSED WARRANTY. LABOR & PARTS 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST W.L.S. MOTORS,INC. T/A CHRYSLER OF CULPEPER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. ADDITIONAL MANUFACTURER'S WARRANTY MAY BE APPLICABLE.
USED PARTS CARRY NO WARRANTY.

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 DISCOUNT/INS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

X _____

ACCOUNT COPY

1021669 56567

ACCOUNTING

PAGE 1

W.L.S. Motors, Inc. T/A
CHRYSLER OF CULPEPER
11030 James Monroe Hwy.
CULPEPER, VIRGINIA 22701
Sales (540) 547-3900
Service (540) 547-3400
www.chryslerofculpeper.com
E-mail: service@chryslerofculpeper.com

[redacted]
ORANGE, VA [redacted]
HOME: [redacted]

SERVICE ADVISOR: 150 JOE SCHICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	06	DODGE CARAVAN	1D4GP45RX6B[redacted]		16954/16960	T2561

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 IS			20SEP06			CASH	21SEP06

R.O. OPENED	READY	OPTIONS:
08:24 20SEP06	17:22 21SEP06	DLR:44574 ENG:3.3_LITER_SMPI

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A DIAGNOSE CHECK ENGINE LIGHT
CAUSE: 1
25014509 Valve, exhaust gas recirculation control (EGR) - Test and replace All others (C)
151 W
1 4861662AC VALVE
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

B F10 RECALL
CAUSE: 1
08F10182 RECALL F10
151 W
1 CBR0F102 MOTOR KIT-WINDSHIELD WIPE
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

C CUSTOMER STATES VEHICLE HAS OVERDRIVE SHUTTER AT 60-65, FEELS LIKE TORQUE CONVERTER SHUTTER
Z TECHNICIAN FOUND NO FAULTS STORED IN VEHICLE, CVI'S LOOKED OKAY
151 C 0.00 0.00

D CUSTOMER STATES SHIFT FROM 1ST TO 2ND AT LOW RPM IS ROUGH
Z SEE LINE C
151 C 0.00 0.00

DISCLAIMER OF WARRANTIES

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY 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. BUYERS 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 PROFIT , OR INCOME OR ANY OTHER INCIDENTAL DAMAGES. NPN OR NON - O.M.E. (ORIGINAL MANUFACTURER EQUIPMENT) PARTS ARE NOT GUARANTEED BY DAIMLER CHRYSLER. THEY ARE GUARANTEED UNDER A SEPARATE WARRANTY.

LIMITED EXPRESSED WARRANTY. LABOR & PARTS 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST W.L.S. MOTORS,INC. T/A CHRYSLER OF CULPEPER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. ADDITIONAL MANUFACTURER'S WARRANTY MAY BE APPLICABLE.
USED PARTS CARRY NO WARRANTY.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT/INS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X

Copyright 2000 and the service mark or trade

ACCOUNT COPY

D5614

93601

INVOICE

DUPLICATE 1
PAGE 1

SAFFORD DODGE

5202 Jefferson Davis Highway
Fredericksburg, VA 22408
(540) 898-7200

[redacted]
ORANGE, VA [redacted]
HOME: [redacted]

SERVICE ADVISOR: 9561 JUSTIN J MAYERCSIK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	06	DODGE CARAVAN	1D4GP45RX6B[redacted]		21012/21033	T1748

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JAN06 IS			17:00 30OCT06		87.00	CASH	17JAN07

R.O. OPENED	READY
30OCT06	18NOV06

OPTIONS: STK:D5614 DLR:45027
ENG:EGA_3.3L_V6_OHV_Engine
TRN:DGL_4-Speed_Automatic_Transmission

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES HEADLIGHTS SHUT OFF BY THEMSELVES
MISC AFTER SEVERAL TEST DRIVES AND DIAGNOSTICS,
THE VEHICLE NEVER SHOWED SIGNS OF HEADLIGHTS
TURNING OFF BY THEMSELVES.
36 COD 0.00 0.00
****

B CUSTOMER STATES TRANS FEELS LIKE ITS SLIPPING
CAUSE: OPERATES TO SPECS. SEE TECH NOTES.
85412100 TRANS. DIAGNOSTICS - UNABLE TO DUPLICATE
CONCERN AT THIS TIME.
36 W40 (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

****

C CUSTOMER STATES LEFT FRONT WINDOW DOESN'T ALWAYS WORK PROPERLY
MISC WINDOWS OPERATED FLAWLESSLY WHILE BEING
CHECKED. THE WINDOW WENT UP AND DOWN, NEVER
WITH HESITATION OR DOUBT.
36 COD 0.00 0.00
****

D** FIRST DAY RENTAL
CAUSE: LOANER PROVIDED
85412100 TRANSMISSION DIAGNOSTICS
99 WSC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: F
AUTH CODE:

Customer

SERVICE HOURS:

8 am to 6 pm
Monday thru Friday

Evening & Saturday
Cashier Available

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	
PARTS AMOUNT	
GAS/OIL/LUBE	
SUBLET AMOUNT	
SHOP SUPPLIES	
TOTAL CHARGES	
LESS DEDUCTIBLE/COUPON	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

D5614

93601

INVOICE

DUPLICATE 1
PAGE 2

SAFFORD DODGE

5202 Jefferson Davis Highway
Fredericksburg, VA 22408
(540) 898-7200

[redacted]
ORANGE, VA [redacted]
HOME [redacted]

SERVICE ADVISOR: 9561 JUSTIN J MAYERCSIK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SIL	06	DODGE CARAVAN	1D4GP45RX6B[redacted]		21012/21033	T1748

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JAN06 IS			17:00 30OCT06		87.00	CASH	17JAN07

R.O. OPENED	READY	OPTIONS:
30OCT06	18NOV06	STK:D5614 DLR:45027 ENG:EGA_3.3L_V6_OHV_Engine TRN:DGL_4-Speed_Automatic_Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUBL	ENTERPRISE LOANER VEHICLE PROVIDED PER CSC CONTRACT NO. 22175049 PO#13384						
	WSC						(N/C)

****

I HAVE RECEIVED A SATISFACTORY EXPLANATION ABOUT THE REPAIRS MADE TO MY VEHICLE AND ANY CHARGES INCURRED.
CUSTOMER SIGNATURE _____

THANK YOU FOR YOUR BUSINESS.

Customer

SERVICE HOURS:

8 am to 6 pm
Monday thru Friday

Evening & Saturday
Cashier Available

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	0.00
PARTS AMOUNT	0.00
GAS/OIL/LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
LESS DEDUCTIBLE/COUPON	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

[redacted]

Orange, VA [redacted]

CERTIFIED MAIL™

7006 0100 0004 3411 0018

UNITED STATES POSTAL SERVICE

0000 48321-

U.S. POSTAGE PAID
LOUSUT GROVE, VA
22508
JAN 30, '07
AMOUNT
$4.88
00019286-10

RETURN RECEIPT
REQUESTED

Daimler Chrysler Motors Corporation
Customer Relations Department
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

48321+8004-04 B138

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.
[redacted] 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.
[redacted] 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.
[redacted] 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.
[redacted] 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 [redacted] 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:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed Feb 28 10:31:54 EST 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Amit:

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 N[redacted]
Middle [redacted]
Last Na[redacted]
Address[redacted]
Address[redacted]
City:
Sayreville
State:
NJ
Zip:
[redacted]
Email:
[redacted]m
Work Ph[redacted]

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

February 22, 2007

Mr. Joe Warne, Correspondence Supervisor
DaimlerChrysler Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

RE: BBB Case #5002165 - [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

Description for Complaint ID # 5002165

[redacted]
Erie, PA [redacted]

DaimlerChrysler Corporation
Joe Warne
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

Consumer:
[redacted]
Erie, PA [redacted]

Car Year: 2006
In Possession: Yes
Miles Kms:
Miles: 16700
Car Make: Chrysler
Car Model: Town & Country
VIN: 1A4GP45R16B[redacted]

Last Dealer: Fairview Chrysler Jeep Inc.
Last Dealer Addr: 7589 West Ridge Road
Last Dealer City: Fairview
Last Dealer State: PA
Sell Dealer: Fairview Chrysler Jeep Inc.
Sell Dealer Addr: 7589 West Ridge Road
Sell Dealer City: Fairview
Sell Dealer State: PA

Issue 1: MPG rate dropping MPG not obtainable
Issue 2: Head lights flash at random
Issue 3: Radio/cd player scratching cd/not working correcty
Issue 4: Transmission not working properly
Issue 5: Air bag system not working correctly
Issue 6: Seatbelt interlock system not working correctly
Issue 7:
Issue 8:
Issue 9:
Issue 10:
Outcome: At this point I want Chrysler to buy this van back at loam payoff amount. This van is not repairable to new status.

RECEIVED
FEB 22 2007
By

Attachment A

Customer Information 5002165

Name [redacted]

Addre[redacted]

ERIE, PA. [redacted]

Home Phon[redacted] Work Phone:

Vehicle Information

VIN: 1A4GP45R16B[redacted]

Model: CHRYSLER T&C Year: 2006

Mileage: 16700

Concern (s): CHRYSLER WILL NOT HONOR WARRANTY REPAIRS. AIR BAG & SEAT BELT SYSTEM NOT WORKING CORRECTLY. RADIO/CD PLAYER - STRATCHES CD'S AND CUTS OUT AT RAMDOM. HEAD LIGHT FLICKER AT RANDOM. TRANSMISSION DOES NOT REGISTER PROPER GEAR AT TIMES, DOES NOT SHIFT AT PROPER SPEED AT RANDOM. MOTOR RPM HIGH FOR SPEED CREATING ULTRA BAD MPG 14 TO 16 ON HIGHWAY, 10-12 MPG CITY.

Dealer Information

Servicing

Dealer(s): FAIRVIEW CHRYSLER JEEP INC. 7589 WEST RIDGE ROAD FAIRVIEW, PA 16415

Selling Dealer:

SAME

CHRYSLER CUSTOMER ASSISTANCE HAS TOLD ME, (EVEN UPPER MANAGEMENT), THAT THE VAN IS "DEFECTIVE" AND TO TAKE IT TO THE DEALER. HAVE DONE WHAT CHRYSLER C/A TOLD ME TO DO SEVERAL TIMES. DEALER TOLD ME THEY CAN NOT GET CHRYSLER CUSTOMER ASSISTANCE OR DISTRICT SERVICE REP TO AUTHORIZE REPAIRS. ORIGIONAL PROBLEM STARTED MARCH 06 @ 5,700 MILES.

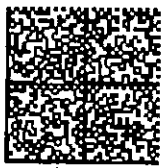
IF I HAVE TO FIX THIS VAN MYSELF IT WILL COST ME ABOUT $6,000.00 TO REPAIR IT.

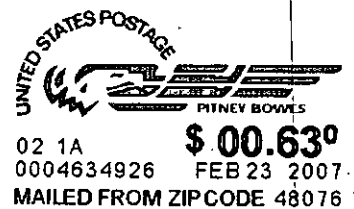
I WANT A FULL REFUND AND BE RID OF THIS VAN.

CHRYSLER INTERNET REF#: 15823439

Better Business Bureau
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

FIRST CLASS





March 1, 2007

Better Business Bureau
Ms. Constance Stevens
Fax: 248-644-5026

RE: # 5002165[redacted]
CAIR: 15995298

Dear Ms. Stevens:

Thank you for referring Mr[redacted]s concerns with his 2006 Chrysler Town & Country.

DaimlerChrysler Motors will repair his minivan under the terms of his factory warranty. The customer currently has a 3 year/36,000 mile Basic Limited Warranty, which started on February 11, 2006. If the dealer can find no problems with the vehicle, no repairs will be performed.

At this time, DaimlerChrysler Motors will not assist in a repurchase or replacement. We understand the customer is not satisfied with this response; unfortunately, there is nothing further I can do to help the customer at this time.

It is always DaimlerChrysler Motors recommendation if they are currently experiencing a difficulty with their vehicle, to bring it to the attention of the Service Department of their local dealership.

Thank you for writing and allowing us to review this with you.

Sincerely,

Maggie
Senior Staff

MG/kat

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:

---

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:
Last Name:

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Thu Mar 15 15:59:02 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear Angela,

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

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VIN:
5E[redacted]
Mileage:
28831
Servicing Dealer:
Blouins
Title:
Mrs.
First [redacted]
Middle
Last N
Addres
Addres
City:
Augusta
State:
ME
Zip:
Email:
Home Ph

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 419-547-9049
Our address is [redacted]
Bellevue, Ohio [redacted]

[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 12 4 1 06	1C8GP44R75R[redacted]	4698

None Mr (Mrs) Miss Rev Dr Business Ms (Mr & Mrs)

Circle one of the above

OR

Title

[redacted] S

Init

[redacted]

Phone

SUFFIX (Jr, III, etc)

[redacted]

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.

PM1350

Daimler Chrysler Motors Company LLC
Customer Center
PO Box 21-8004
Auburn Hills, Michigan 48321-8004

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: [redacted]
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:
5R[redacted]
Mileage:
43600
Servicing Dealer:
Prebul Chrysler
Title:
Mr.
First N[redacted]

Middle

Last Na

Address

Address

City:
Trenton
State:
GA
Zip:

Email:

Work Ph

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:

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.	R.O. DATE	
		03/12/07	REPRINT# 1

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		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	/	

[redacted]
CROWN POINT, IN [redacted]

YEAR / MAKE / MODEL: 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST
DELIVERY DATE | DELIVERY MILES
VEHICLE I.D. NO: 2 C 8 G P 6 4 L 3 5 R [redacted]
SELLING DEALER NO. | PRODUCTION DATE
F.T.E. NO. | P.O. NO.
R.O. DATE: 03/12/07 | REPRINT# 1

RESIDENCE PHONE [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.

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	/	

[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.	R.O. DATE	
		03/12/07	REPRINT# 1

[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 FLUIO 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.

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.

 [CONTINUED ON NEXT PAGE] 12:45pm

Copyright © 1998 The Reynolds and Reynolds Company
ERAINTINVE SF622154 O (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]

BUSINESS PHONE: [redacted]

COMMENTS

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.

Always Bring Your Vehicle Here For Factory Authorized Service

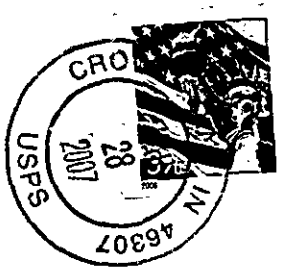
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR DAMAGE FROM FREEZING DUE TO LACK OF ANTIFREEZE.

CUSTOMER COPY

[END OF INVOICE] 12:45pm

Copyright © 1998 The Reynolds and Reynolds Company
ERAINTINVE SF622154 Q (02/05)

[redacted]
Crown Point, IN [redacted]



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 N
Addres
Address 2:
City:
Hagerstown
State:
MD
Zip:
[redacted]
Email:
Home P

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 [redacted]
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.

[redacted]
----- 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
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> electrcally, the air bag light comes on the check engine light comes
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> 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:
>
> Middle
>
> Last N
>
> Addres
>
> 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: <kb1995@myactv.net>
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
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> 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:
>
> Middle[redacted]
>
> Last N
>
> Addres
>
> Addres
>
> 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]			[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:

Middle

Last Na

Address

Address 2:

City:
Farmington

State:
MN

Zip:

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:
> [redacted]
> Middle
>
> Last Na
>
> Address
>
> Address 2:
>
> City:
> Farmington
> State:
> MN
> Zip:
> [redacted]
> Email:
>
> Work Ph
>

From: customerassist@daimlerchrysler.com
To: [redacted]
Date: Wed May 09 15:15:26 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance (KMM4824758I25261L0KM)
Dear [redacted]

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:

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---- 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 Ph
>

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:
Last Name:

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: [redacted]
Last Name: [redacted]

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
City:
Snoqualmie
State:
WA
Zip:
Email:
Work Ph

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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www.executivedodge.com

[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 contact [redacted]
Our address is [redacted]
Bellevue, Ohio [redacted]

[redacted]

Bellevue, OH [redacted]

TOLEDO OH 435
PM
23 MAY 2007 PM 1

26 MAY
2007

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 Raymond:

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:
5F[redacted]
Mileage:
50000
Servicing Dealer:
Sam Leman
Title:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:
Bloomington
State:
IL
Zip:
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 Raymond:

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]

DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: [redacted]

Requestor PROFS ID: L553

CAIR Number: 16457397

Zone Number: 74

District Number:

DAIMLERCHRYSLER

August 7, 2007

Robert J. Marcroft
State of Minnesota
Office of the Attorney General
445 Minnesota Street, suite 1400
St. Paul, MN. 55101-2131

DaimlerChrysler
Motors Company LLC
Denver Business Center

RE: [redacted]

File No: RJM/20070378046/C
VIN 1A4GP45R56E[redacted]

Dear Mr. Marcroft:

I have read your letter dated July 31st 2007 as well as the enclosed documents. Our records indicate that the customers listed above have contacted our company via phone.

The vehicle in question the customers 2006 Chrysler Town & Country was diagnosed as needing engine work that appears to be caused by the lack of maintenance outlined in the vehicles owners manual. The owners were asked to provide any type of receipt they might have that would indicate that the vehicle has had regular engine oil changes, but so far have not been a able to produce them. I would also add that engine failure as a result of infrequent oil changes is obvious and much different then damage that is caused by defects in material or workmanship.

In this situation the 2006 Town & Country owned by [redacted] will not be repaired under the manufactures warranty due to the failure of the owners to preformed the basic factory recommended maintence as outlined in the vehicles owners manual.

Sincerely

Lance Jenkins
Customer Relations Manager
Denver Business Center
Chrysler Motors

LORI SWANSON
ATTORNEY GENERAL

STATE OF MINNESOTA

OFFICE OF THE ATTORNEY GENERAL

SUITE 1400
445 MINNESOTA STREET
ST. PAUL, MN 55101-2131
TELEPHONE: (651) 296-7575

July 31, 2007

Mr. Lance Jenkins
Daimler Chrysler Motors Corporation
6400 South Fiddler's Green Circle, Suite 400
Englewood, CO 80111

Re: Ms. [redacted]
Mr. [redacted]
File No: RJM/2007/378046/C

Dear Mr. Jenkins:

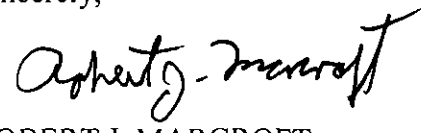
I am writing regarding Ms. [redacted] Minnesota consumers who recently contacted the Attorney General's Office with a complaint concerning their 2006 Chrysler Town & Country. Ms. Bulford and Mr. Cease reside at 3907 52nd Avenue North, Brooklyn Center, MN 55429. The vehicle identification number for the 2006 Chrysler Town & Country is 1A4GP45R56B[redacted]

Ms. [redacted] state that ever since purchasing their Town & Country as a new vehicle, the vehicle has had numerous and repeated repair issues. Specifically, Ms. [redacted] and Mr. [redacted] state that there have been a number of electrical issues which have occasioned a number of repairs. Furthermore, Ms. [redacted] state that on several occasions, they have notified service personnel at Luther Brookdale Chrysler that there was a smell of anti-freeze in the car. Ms. [redacted] were told on April 30, 2007 that the vehicle was fine and they should not be concerned about the anti-freeze smell. Five weeks later, the engine started knocking. Ms. [redacted] state that neither the "check engine" light nor the oil light illuminated. Now Ms. [redacted] state that their warranty claim for engine repair or replacement has been denied because they could not prove they have changed the oil on a regular basis. Ms. [redacted] state that Mr. [redacted] regularly changes the oil himself, but does not have receipts necessary to prove that fact. By filing their complaint with the Attorney General's Office, Ms. [redacted] are asking that you honor the warranty and repair the 2006 Chrysler Town & Country. A copy of Ms. [redacted]s complaint is enclosed for your review.

I ask that you promptly review this matter and reply in writing to both Ms.[redacted] and Mr.[redacted] and this Office with an explanation as to how this situation could occur. In addition, I request a written explanation of the steps that Daimler Chrysler Motors Corporation will take to resolve this matter promptly. You should send your response within the next ten days to the above referenced address.

I thank you for your anticipated cooperation with this request.

Sincerely,



ROBERT J. MARCROFT
Consumer Services Division
(651) 297-2737 (Voice)
(651) 282-2155 (Fax)

Enclosure
AG: #1839924-v1

Minnesota Attorney General's Office • **Consumer Complaint**

Consumer Protection, Suite 1400
445 Minnesota Street, St. Paul, MN 55101

Voice: (651) 296-3353 • Toll-free: (800) 657-3787
TTY: (651) 297-7206 • Toll-free TTY: (800) 366-4812

[redacted]

City, State, Zip: Brooklyn Center, MN [redacted]

Day Phone (Include Area Code) Evening Phone: [redacted]

Name of Company (Dealer): Brookdale Luther

Address: 6021 Brooklyn Blvd

City, State, Zip: Brooklyn Center, MN 55429

Phone Number (Include Area Code): 763-560-8000

Person Contacted: Title:

The information you provide may be used in efforts to resolve the problem, to communicate with you, and/or to enforce applicable laws. The information may be shared with the party complained against, law enforcement agencies and consumer assistance agencies. You are not legally required to provide this information, but failure to do so may hinder efforts to resolve your problem.

Have you contacted another agency? ☐ Yes ☒ No
If yes, give name of agency:

Have you filed a lawsuit? ☐ Yes ☒ No
Result:

Product/Service Involved	Date of Purchase	Amount of Purchase	Name of Service or Extended Warranty Company

What do you want the company to do? Help us get our warranty honored or come to some kind compromise to get it fixed.

FILL OUT SHADED AREA IF YOUR COMPLAINT IS ABOUT A MOTOR VEHICLE

[redacted]

Explanation of Complaint: See attached

The information I have given you is true and accurate to the best [redacted] form.

[redacted] 7/28/07

We hope our efforts will assist you in resolving this problem.

Lori Swanson
Minnesota Attorney General

07/19/2007

November 2005 we purchased a car from Luther Chrysler. From the start the car seemed not to be right. The car seemed to run rough and hot sometimes never did any indicators come on. Sometimes I could even smell a faint smell of antifreeze. Numerous other things occurred such as the radio would turn off, the clock would flicker off and on, the head lights would not go on sometimes or shut off I would have to keep turning the light switch repeatedly on and off to correct the problem. The left head light and left tail light had to be replaced a few times. We repeatedly brought the car into dealership stating something is not right with this car and the were always rude to us treating us like we were bothering them and they always said the car was fine. On 6/12/2006 I brought the car into the dealer ship stating air light on the console was staying on which it supposed turn off within a few seconds like the other indicators on the dash after turning on the car. The manual said if this light stays on the car needs to be serviced immediately because it could mean the air bag is malfunctioning. At the dealership once again I had to deal with there condescending attitudes. The guy at the dealer ship kept saying to me are you sure your not confused with the air bag engage light (which is by the radio) being on when someone is in the passenger seat. I said no I know what I' m talking about it was like pulling teeth to get my warranted care serviced. Every time we brought the care in that's how we were treated. Our problem with the dealer ship is they don't want honor their warranties. On 4/30/2007 we brought are car in stating seems to have electrical problems and once in a while it smells like antifreeze. They called said care was fine and I asked what about the antifreeze smell. The dealer stated it was not in the work order but he did state they checked all the fluids and that they were all good. When my boyfriend picked up the car he asked why was that not in the work order he was told it got put in the computer but not the work order. We were told next time it smelled like antifreeze and we were close to dealer ship to bring it in so they could smell it. Then five weeks later our engine started knocking. No check engine light went on. No oil light went on until after the fact and it would only flicker on for a little while. It angers us that 5weeks earlier we told them something was wrong with car and the said it was fine. And know they are saying we never changed our oil but wouldn't they say how bad our oil was if they checked all the fluids. Since the claim we never changed our oil.

The oil in that car was change numerous times with synthetic oil, the dealer ship wants proof of receipts of oil. we dont have any cuz he changed the oil him self he has always done it himself for all our cars. I guess if we thought our motor would have gone bad at 30,000 miles we would have. the owners manual state you most maintain you vehicle ~~good~~ which we did. we would keep bringing it into the dealer w/ complaints but never change the oil thats ridicules no were I can find the owner manual says you most save your receipts Thank [redacted]

DaimlerChrysler Motors Company

NEW VEHICLE DELIVERY CHECK SHEET

Customer Na[redacted] VIN 1A4GP45R56[redacted]

Delivery Date 11/28/01 Year 2002 Make Chrysler Model T&C SWB

Dealership Name Lutheran Brookside C-J-D Sales Consultant R. Kibert

Pre-Delivery ... *To be completed and checked ☑ by Sales Consultant.*

- ☑ Vehicle is equipped as indicated in the contract of sale
- ☑ Vehicle interior/exterior clean
- ☑ Delivery appointment verified *(if applicable)*
- ☑ Vehicle and customer paperwork prepared
- ☑ Applicable arbitration and lemon law materials in glove box
- ☑ Preset radio and clock

☑ **Vehicle is ready for delivery**

Delivery ... *To be reviewed and checked ☑ by Sales Consultant with customer present.*

Vehicle Interior including:

- ☑ Gauges and instrumentation
- ☑ Radio and clock operation
- ☑ Climate control operation
- ☑ Applicable safety features
- ☑ Seat, safety belt and air bag operation

Vehicle Exterior Including:

- ☑ Inspect exterior
- ☑ Hood operation and engine service checkpoints
- ☑ Tire and jack operation

Warranty and Applicable Service Contract and Accessories Disclosure

- ☑ New vehicle warranty coverage ~~and warranty information booklet~~
- ☐ Dealership has disclosed the sale of non-DaimlerChrysler service contracts and accessories on buyer's order or other required document
- ☑ Not applicable

General Information ...

- ☑ Towing assistance benefits. Record VIN on reverse of the customer's detachable cards located in the 24-Hour Towing Assistance Guide
- ☑ Owner's Manual
- ☑ Advise customer of proper maintenance schedule (circle one – Schedule A / Schedule B) and explain use of Maintenence Logbook
- ☑ Customer acknowledges their responsibility under the terms of the New Vehicle Limited Warranty to properly maintain their vehicle _____ (Customer Initials)
- ☑ Discussed Mopar Parts and Accessories
- ☑ Service and Parts Department introduction and business hours 7AM - 10PM MON - THUR
- ☐ Dealership acknowledges the following services and/or equipment are not available at time of delivery but will be provided as follows: NA

Scheduled completion date and time: _____ Sls. Mgr. Initials: _____

Customer and/or Dealer Personnel general comments: _____

☑ **Vehicle is equipped as agreed upon**

Customer Follow-Up Information ...

Customer's preferred contact phone number:

Primary: _____

Secondary: _____

Other means of contact (E-mail address) _____

(Direct customer information to appropriate follow-up personnel)

Customer's preferred time of contact:

____:____ A.M. ____:____ P.M.

Customer's first service appointment:

Date: _____ **Time:** _____

☐ **Customer Issue** *(see reverse side of pink copy)*

Sales Consultant

All of the items checked ☑ have been reviewed with the customer.

Sales Consultant/Date 11/28/01

Customer Acknowledgement

I acknowledge that all of the items checked ☑ have been reviewed with me.

Customer/Date 11/28/01

Reorder Form #00PM1641

© DaimlerChrysler Motors Company LLC

Rev. 01/04

06/08/2007 HISTORY LISTING 3651
15:17:50 PAGE 1

CUSTOMER NAME : CURTIS [redacted] SERIAL NO. : 1A4GP45R56B[redacted]

R.O NO. : 87649 R.O DATE : 04/30/2007 R.O TYPE : S
MILEAGE : 28869 ADVISOR NO. : 2450

JOB NUMBER : 1 OPERATION 50CHZZ OP. DESC. ENGINE ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 2467
COMPLAINT : C/S: CUSTOMER STATES VAN IS HAVING SOME ELECTRICAL PROBL
EMS.THE RADIO WOULD FLASH DIFFERENT TIMES ON ITS OWN AND
THE PARKING LIGHTS KEEP FLASHING, THE RIGHT SIDE TURN
SIGNAL STAYS ON AFTER TURNING.
CORRECTION : VERIFIED TURN SIGNAL ISSUE REPLACED TURN SIGNAL SWITCH

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

JOB NUMBER : 2 OPERATION 60CHZZ0 OP. DESC. INTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 2467
COMPLAINT : DRIVERS SIDE FRONT ARM REST COVER IS CRACKED
CORRECTION : CHRYSLER DECLINED ARM REST REPLACEMENT PER DIGITAL IMAGING

JOB NUMBER : 3 OPERATION 61CHZZ01 OP. DESC. EXTERIOR TRIM
SALE TYPE : W TECHNICIAN NO(S). 2467
COMPLAINT : PASS SIDE SLIDING DOOR, YOU HAVE TO SLAM THE DOOR AT TIMES
TO CLOSE THE DOOR.
CORRECTION : CLEANED AND LUBED TRACK WORKING NORMALLY AT THIS TIME

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
[redacted]

COMMENTS : LOANER VEHICLE

R.O NO. : 68159 R.O DATE : 08/25/2006 R.O TYPE : S
MILEAGE : 12350 ADVISOR NO. : 2287

JOB NUMBER : 1 OPERATION 46CHZZ OP. DESC. WHEELS/TIRES
SALE TYPE : C TECHNICIAN NO(S). 2311
COMPLAINT : CUSTOMER STATES THE FRONT TIRES ARE WORN AND THE RIGHT
FRONT RIM IS BENT.
CAUSE : NEEDS NEW FRONT TIRES AND RIGHT FRONT WHEEL.
CORRECTION : CUSTOMER DECLINES AT THIS TIME.

JOB NUMBER : 2 OPERATION 40CHZZPBS OP. DESC. FRONT BRAKE SERVICE
SALE TYPE : I TECHNICIAN NO(S). 2311 2382
COMPLAINT : PERFORM FRONT BRAKE LINING REPLACEMENT SERVICE.
FRONT PADS ARE THIN
CAUSE : FRONT PADS ARE WORN TO.3 MM ON BOTH SIDES. replaced ourselves
RECOMMEND REPLACING PADS/TURNING ROTORS
CORRECTION : CUSTOMER DECLINES AT THIS TIME.
BRAKE INSPECTION CHARGED TO SERVICE DEPT.

JOB NUMBER : 3 OPERATION 70CHZ OP. DESC. RENTAL VEHICLE
SALE TYPE : I TECHNICIAN NO(S). 2311
COMPLAINT : CUSTOMER REQUEST RENTAL VEHICLE
CORRECTION : RENTAL VEHICLE CHARGES

JOB NUMBER : 4 OPERATION 10CHZZ OP. DESC. DRIVABILITY
SALE TYPE : W TECHNICIAN NO(S). 2311
COMPLAINT : CUSTOMER STATES VEHICLE HAS A ROUGH IDEL-SEEMS TO BE ALL THE TIME
CAUSE : INSPECTED AND MONITORED VEHICLE AT IDLE. UNABLE TO VERIFY
CORRECTION : NO CODES OR CHECK ENGINE LIGTHT PRESENT.
CUSTOMER ADVISED

R.O NO. : 62084 R.O DATE : 06/12/2006 R.O TYPE : S
MILEAGE : 8405 ADVISOR NO. : 2378

JOB NUMBER : 1 OPERATION 51CHZZ01 OP. DESC. BODY ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 2353
COMPLAINT : CUSTOMER STATES THE AIR BAG LIGHT IS ON
CAUSE : DRB TEST FOUND CORROSION IN RIGHT AND LEFT SHOCK SENSORS
CORRECTION : REPLACED BOTH SENSORS AND CONNECTORS, OK NOW

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
620840

JOB NUMBER : 2 OPERATION 70CHZ OP. DESC. RENTAL VEHICLE
SALE TYPE : I TECHNICIAN NO(S). 2353
COMPLAINT : CUSTOMER REQUEST RENTAL VEHICLE
CORRECTION : RENTAL VEHICLE CHARGES

JOB NUMBER : 3 OPERATION 40CHZZ OP. DESC. BRAKES
SALE TYPE : C TECHNICIAN NO(S). 2353
COMPLAINT : CUSTOMER STATES THAT THE BRAKES ARE NOISEY
CAUSE : COULD NOT GET CONDITION TODAY
CORRECTION : NO PROBLEM PRESENT

JOB NUMBER : 4 OPERATION 46CHZZ OP. DESC. WHEELS/TIRES
SALE TYPE : W TECHNICIAN NO(S). 2353
COMPLAINT : CUSTOMER STATES THAT THERE IS A SHAKE AT 65 M.P.H
CUSTOMER FEELS IT IN THE STEERING WHEEL
CAUSE : NEEDS TIRE BALANCE
CORRECTION : BALANCED FOUR TIRES OK NOW

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
620840

JOB NUMBER : 5 OPERATION 30CHZZ OP. DESC. TRANSMISSION
SALE TYPE : C TECHNICIAN NO(S). 2353
COMPLAINT : CUSTOMER STATES THAT THAT TRANS SEEMS TO BE SHIFTING HARD
CORRECTION : CONDITION NOT PRESENT

COMMENTS : DROP

R.O NO. : 45148 R.O DATE : 10/13/2005 R.O TYPE : S
MILEAGE : 2 ADVISOR NO. : 2287

JOB NUMBER : 1 OPERATION 75CHZZPDI OP. DESC. PRE DELIVERY INSP.
SALE TYPE : I TECHNICIAN NO(S). 2372
COMPLAINT : PERFORM PRE DELIVERY INSPECTION
CAUSE : PREVENTATIVE CARE
CORRECTION : PERFORMED PRE-DELIVERY SERVICE ROAD READY INSPECTION SERVICE

Luther brookdale
CHRYSLER·JEEP·DODGE

6121 BROOKLYN BOULEVARD
BROOKLYN CENTER, MN 55429
PH: 763-535-5200 CHRYSLER JEEP
PH: 763-560-8000 DODGE
SERVICE FAX: 763-536-7636
SERVICE DIRECT: 763-536-7655

CUSTOMER NO 28160	MICHAEL ENNIS 2450	TAG NO 1735	05/01/07	CHCS87649
[redacted]	LABOR RATE [redacted]	MILEAGE 28,869	MIDNGT BLUE	233636
BROOKLYN CENTER, MN [redacted]	YEAR/MAKE/MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD S		11/28/05	DELIVERY MILES 3
	VEHICLE I.D. NO. 1 A 4 G P 4 5 R 5 6 B [redacted]			PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	04/30/07	
[redacted]	COMMENTS			MO: 28865

JOB# 1 CHARGES

LABOR----------
J# 1 50CHZZ ENGINE ELECTRICAL HOURS: 0.30 TECH(S):2467 WARRANTY
C/S: CUSTOMER STATES VAN IS HAVING SOME ELECTRICAL PROBL
EMS.THE RADIO WOULD FLASH DIFFERENT TIMES ON ITS OWN AND
THE PARKING LIGHTS KEEP FLASHING. THE RIGHT SIDE TURN
SIGNAL STAYS ON AFTER TURNING.
VERIFIED TURN SIGNAL ISSUE REPLACED TURN SIGNAL SWITCH

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	4685711-AB	SWITCH MU		
				TOTAL - PARTS	0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2 60CHZZ0 INTERIOR TRIM HOURS: TECH(S):2467 WARRANTY
DRIVERS SIDE FRONT ARM REST COVER IS CRACKED
CHRYSLER DECLINED ARM REST REPLACEMENT PER OIGITAL IMAGING

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------
J# 3+61CHZZ01 EXTERIOR TRIM HOURS: 0.20 TECH(S):2467 WARRANTY
PASS SIDE SLIDING DOOR. YOU HAVE TO SLAM THE DOOR AT TIMES
TO CLOSE THE DOOR.
CLEANED AND LUBED TRACK WORKING NORMALLY AT THIS TIME

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

COMMENTS----------
LOANER VEHICLE

THANK YOU FOR THIS OPPORTUNIT
TO SERVE YOU. IT IS OUR AIM T
PERFORM ALL THE REPAIRS RE
QUESTED ON THIS REPAIR ORDER T
YOUR COMPLETE SATISFACTION. I
OUR SERVICE WAS SATISFACTOR
TELL YOUR FRIENDS, IF NOT, PLEAS
TELL US IMMEDIATELY.

THANK YOU
THE SERVICE MGR

SERVICE & PARTS HOURS
MONDAY-THURSDAY:
7:00 AM TO 9:00 PM
FRIDAY:
7:00 AM TO 6:00 PM
SATURDAY:
8:00 AM TO 5 PM
WE ACCEPT THE FOLLOWING
CREDIT CARDS: AMEX-
VISA-MASTERCARD-DISCOVE

Thank You!

WE APPRECIATE YOUR BUSINESS

"Any warranties on the products sold hereby ar
those made by the manufacturer. The selle
(above named dealership) hereby expressly dis
claims all warranties, either express or implie
including any implied warranty of merchantabilit
or fitness for a particular purpose, and neithe
assumes nor authorizes any other person t
assume for it any liability in connection with th
sale of said products."

 [CONTINUED ON NEXT PAGE] 02:12pm

Luther brookdale
CHRYSLER·JEEP·DODGE

6121 BROOKLYN BOULEVARD
BROOKLYN CENTER, MN 55429
PH: 763-535-5200 CHRYSLER JEEP
PH: 763-560-8000 DODGE
SERVICE FAX: 763-536-7636
SERVICE DIRECT: 763-536-7655

CUSTOMER NO. 28160	ROBERT CROOK 2453	TAG NO. 7207	06/08/07	CHCS90834
[redacted]	LABOR RATE [redacted]	MILEAGE 31,300	MIDNGT BLUE	233636
BROOKLYN CENTER, MN [redacted]	06/CHRYSLER/TOWN & COUNTRY/VAN FWD S		11/28/05	DELIVERY MILES 3
	VEHICLE VIN 1A4GP45R56B [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P.O. NO.	06/06/07	
[redacted]	COMMENTS			MO: 31300

JOB# 1 CHARGES

LABOR
J# 1 11CHZZ ENGINE MECHANICAL HOURS: TECH(S):2348 WARRANTY
ENGINE IS MAKING A KNOCKING NOISE
INSPECTED AND TESTED VERIFIED NOISE HAS ENGINE KNOCKING NOIS
CHRYSLER WANT OIL MAINT RECORDS. CUSTOMER ELECTED TO TAKE
VAN OUT OF SHOP NO WORK PERFORMED.

MISC CODE	DESCRIPTION	CONTROL NO	
XF2	WARRANTY-EXT PROTECTIVE & OTHER	90834	-70.00
		TOTAL - MISC	-70.00

JOB# 1 TOTALS

	MISC	-70.00
JOB# 1 JOURNAL PREFIX CHCS	JOB# 1 TOTAL	-70.00

JOB# 2 CHARGES

LABOR
J# 2 30CHZZO TRANSMISSION HOURS: TECH(S):2348 WARRANTY
ONCE THE ENGINE SPEED DROPPEO DOWN THEN SPEO UP. FELT LIKE
THE TRANSMISSION WAS SLIPPING
NO WORK PERFORMEO

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS	JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR
J# 3 70CHZZER ENTERPRISE RENTAL HOURS: TECH(S):2348
ENTERPRISE RENTAL
ENTERPRISE RENTAL

SUBLET PO#	VEND INV#	INV.DATE	DESCRIPTION	
47707		06/08/07	RENTAL	70.00
			TOTAL - SUBLET	70.00

JOB# 3 TOTALS

	SUBLET	70.00
JOB# 3 JOURNAL PREFIX CHCS	JOB# 3 TOTAL	70.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $30.00 (+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.

THANK YOU
THE SERVICE MGR.

SERVICE & PARTS HOURS
MONDAY-THURSDAY:
7:00 AM TO 9:00 PM
FRIDAY:
7:00 AM TO 6:00 PM
SATURDAY:
8:00 AM TO 5 PM
WE ACCEPT THE FOLLOWING CREDIT CARDS: AMEX-VISA-MASTERCARD-DISCOVER

Thank You!
WE APPRECIATE YOUR BUSINESS

"Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) 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 said products."

 [CONTINUED ON NEXT PAGE] 04:03pm

ALL PARTS NEW UNLESS

Luther Automobile Dealerships

OPTIONAL PROTECTION PLANS

We make available to our customers optional products and plans that provide additional protection in connection with the purchase of a vehicle from us. Each of these optional protection plans is described in detail in separate documents. **You are not required to buy any of the products in order to purchase your vehicle or to obtain financing. If you need more information about any product, please contact your Financial Services Advisor. Forms and contracts are available for your review prior to purchase.**

If you wish to purchase a product, initial the **Accepted** box next to the appropriate plan. If you accept, you may pay cash for the plan, or it can be financed through your lease or retail installment contract, with the approval of the financial institution.

If you do not wish to purchase the optional protection plan, initial the **Declined** box. Dealer may also retain a portion of the finance charge as a commission for originating the loan.

	Accepted	Declined
Extended Service Contract Provider: Price $ 1899.00 Term: 60 Miles: 75000 Deductible $ N/A	X [redacted] X [redacted]	X Purchaser Initial X Co-Purchaser Initial
Maintenance Care Plus Provider: Price $ N/A	X Purchaser Initial X Co-Purchaser Initial	X Purchaser Initial X Co-Purchaser Initial
GAP (Guaranteed Auto Protection) Provider: WESTERN DIVERSIFIED Price $ 500.00 Term: 72 Mos.	X X [redacted]	X Purchaser Initial X Co-Purchaser Initial
Supplemental Life Insurance Provider: Price $ N/A Single ☐ Joint ☐ Term: N/A Mos.	X Purchaser Initial X Co-Purchaser Initial	X Purchaser Initial X Co-Purchaser Initial
Supplemental Disability Insurance Provider: Price $ N/A Single ☐ Joint ☐ Term: N/A Mos.	X Purchaser Initial X Co-Purchaser Initial	X Purchaser Initial X Co-Purchaser Initial
Midwest Protection Plan Provider: D & L Automotive Price $ Term: Mos.	X Purchaser Initial X Co-Purchaser Initial	X Purchaser Initial X Co-Purchaser Initial
Provider: Price $ Term: Mos.	X Purchaser Initial X Co-Purchaser Initial	X Purchaser Initial X Co-Purchaser Initial

I agree that I have received full disclosure about the terms and costs of the optional protection plans. I understand the Dealer may retain a portion of the amount I am paying for these protection plans.

[redacted] 11/28/2005
Date

X 11/28/2005
Financial Advisor Date

11/28/2005
CO-Purchaser Signature Date

Original - Dealer Yellow - Client

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GUARANTEED ASSET PROTECTION (GAP) ADDENDUM

ADDENDUM NO. 02-44-1 126291

INFORMATION PAGE

DEALER/CREDITOR NAME: LUTHER BROOKDALE CHRYSLER JEEP		ADDRESS / CITY, STATE / ZIP: 6121 BROOKLYN BLVD BROOKLYN CENTER MN 55429	
DEALER/CREDIT NO.: 39331	FINANCING AGREEMENT DATE: 11/28/2005 (GAP EFFECTIVE DATE)	DATE VEHICLE PURCHASED/LEASED: 11/28/2005	CUSTOMER/BORROWER PHONE NUMBER: (763) 420. 2140
LAST NAME OF CUSTOMER/BORROWER: [redacted]		FIRST NAME: [redacted]	MIDDLE INITIAL: [redacted]
		C[redacted]	STATE: MN / ZIP: [redacted]
VEHICLE IDENTIFICATION NUMBER (17 CHARACTERS): 1A4GP45R56B[redacted]		YEAR: 2006 / MAKE: CHRYSLER	MODEL: TOWN & COUNT
FINANCIAL INSTITUTION/LENDER: CAPITAL ONE AUTO FINANCE		ADDRESS / CITY, STATE / ZIP: PO BOX 255605 SACRAMENTO CA 95865-5587	
PHONE NUMBER: (800) 945-9875	TERM (MONTHS)*: 72 (CANNOT EXCEED 84 MONTHS)	AMOUNT FINANCED OR LEASED*: 23053.93 (CANNOT EXCEED $100,000)	XX LOAN / RETAIL INSTALLMENT ☐ LEASE / APR: 17.65
PRIMARY INSURANCE DEDUCTIBLE: N/A (MAXIMUM BENEFIT $1,000)	DOWN PAYMENT: 0	MSRP/NADA*: 19095.00 (MAXIMUM LOAN TO VALUE 150%)	GAP ADDENDUM PURCHASE PRICE: 500.00 [redacted]
TYPE OF VEHICLE ASSET: ☐ AUTO - PP		XX NEW ☐ PREOWNED	ODOMETER READING: 3

*This Addendum amends the FINANCING AGREEMENT and is available only at the time the FINANCING AGREEMENT is executed and ONLY if monthly payments are required, the Amount Financed or Leased does not exceed $100,000, the Term does not exceed 84 months, and the maximum loan/retail installment to value does not exceed 150% of MSRP if new and NADA if pre-owned. Amount for lease is the total monthly payments plus residual value.

This Addendum is not a contract of insurance, does not provide general liability coverage and does not fulfill the requirements of any financial responsibility law. GAP coverage is not a substitute for collision or property damage insurance.

This Addendum shall be cancelled if any of the original FINANCING AGREEMENT terms are changed, altered or refinanced. The Addendum will be cancelled as of the date of any change and a refund as determined by the Pro-Rata method will be applied to the original FINANCING AGREEMENT.

You might not need GAP protection depending on how much of a down payment (including trade-in value) You made on Your VEHICLE, the terms of Your FINANCING AGREEMENT, the make of VEHICLE and other considerations. GAP benefits may decrease over the term of Your FINANCING AGREEMENT.

IF A REQUEST FOR BENEFITS UNDER THIS ADDENDUM HAS NOT BEEN MADE, YOU MAY CANCEL THIS ADDENDUM AND RECEIVE A FULL REFUND WITHIN THE FIRST 30 DAYS AND A PARTIAL REFUND AS DETERMINED BY THE PRO-RATA METHOD THEREAFTER. THIS REFUND WILL BE APPLIED TO THE FINANCING AGREEMENT.

Enrollment in this program is VOLUNTARY and is NOT REQUIRED to obtain credit. The coverage will cost You the amount shown as GAP Addendum Purchase Price above for the Term shown above. If You choose, You may obtain GAP protection from alternate sources. You may wish to consult an insurance agent to determine whether similar coverage may be obtained and at what cost.

Your signature acknowledges that You request the GUARANTEED ASSET PROTECTION (GAP) ADDENDUM and have read and understand the foregoing and the terms of this agreement and any attachments.

DEALER/CREDITOR: LUTHER BROOKDALE CHRYSLER JEEP
Print Name

[redacted] 11/28/2005
Signature Date

CUSTOMER/BORROWER CURTIS PATRICK CEASE
Print Name

[redacted] 11/28/2005
Signature Date

CO-CUSTOMER/BORROWER _____
Print Name

[redacted] 11/28/05
Date

Administered by:

WESTERN DIVERSIFIED SERVICES, INC.
1-866-612-8127

GAP-ADDM2408 (5/05) (Rev. 6/05)

CUSTOMER COPY

VEHICLE SERVICE CONTRACT
REGISTRATION PAGE

CONTRACT NO. AD22 228894

PURCHASER INFORMATION:

[redacted]		DEALER: LUTHER BROOKDALE CHRYSLER JEEP	DEALER NUMBER: 19331
		ADDRESS: 6121 BROOKLYN BLVD	VEHICLE INFORMATION — YEAR: 2006 / MAKE: CHRYSLER
CITY, STATE, ZIP: MN [redacted]		CITY, STATE, ZIP: BROOKLYN CENTER MN 55429	
TELEPHONE: [redacted]	E-MAIL:	TELEPHONE: 1763535 6200	MODEL: 1500 & COURT
		V.I.N. # (17 CHARACTERS): 1A4GP45R56B [redacted]	

VEHICLE SERVICE CONTRACT INFORMATION:

CONTRACT EFFECTIVE DATE	ODOMETER READING AT CONTRACT EFFECTIVE DATE	CONTRACT PRICE	STATE SALES TAX (WHERE APPLICABLE)	VEHICLE CLASS CODE:	OFFICE USE ONLY
11/28/2005	3	1099.00	N/A	3	

DEDUCTIBLE OPTION:	VEHICLE PLAN:	VEHICLE PURCHASE PRICE	MANUFACTURER'S IN-SERVICE DATE	MILEAGE AT IN-SERVICE DATE
[ ] $50 [X] $100 DISAPPEARING	[X] NEW (INCLUDES EXTENDED ELIGIBILITY)	13075.00	11/28/2005	3
[ ] $100 [ ] $200	[ ] PRE-OWNED			

CONTRACT TERM: 60 MONTHS 75 ,000 MILES

COVERAGE PLAN:

- [XX] PREFERRED
- [ ] ADVANTAGE
- [ ] POWERTRAIN PLUS
- [ ] POWERTRAIN
- [ ] PREFERRED WRAP
- [ ] ADVANTAGE WRAP

SURCHARGES: (CHECK ALL THAT APPLY)

- [ ] TURBO
- [ ] CONVERSION PKG.
- [ ] DIESEL
- [ ] ELECTRONICS PKG.
- [ ] BUSINESS USE
- [ ] MOBILITY EQP. PKG.

LIENHOLDER: CAPITAL ONE AUTO FINANCE

ADDRESS, CITY, STATE, ZIP: PO BOX 255605 SACRAMENTO CA 95865-5587

Certification: I have read and understand the disclosures listed below.

Vehicle Service Contractholder Signature: _____ Date: 11/28/05 Dealer Representative: _____

This complete Registration Page, together with YOUR Vehicle Service Contract Coverage Booklet, constitutes YOUR complete CONTRACT.

Please retain this registration page as evidence of purchase of this CONTRACT.

Purchase of this CONTRACT is not required to purchase, lease or obtain financing for the Vehicle.

The deductible is one hundred dollars ($100) per repair visit, unless the above declarations indicate another option has been purchased.

This is a service contract, not a warranty. Some of the benefits received under this CONTRACT may duplicate express or implied warranties that may accompany the purchase of the VEHICLE.

Replacement will be made with a part that is of a like, kind, and quality (i.e., new, remanufactured or used parts) compatible with the original design specifications and wear tolerances of the VEHICLE.

ADMINISTRATOR is not a party to a guaranteed price refund offered or made by the DEALER who sold this CONTRACT or by a third party in connection with this CONTRACT. ADMINISTRATOR is not obligated or liable for the payment of a guaranteed price refund unless ADMINISTRATOR issues a guaranteed price refund in a separate document signed by the President of the ADMINISTRATOR.

SERVICE CONTRACT ADMINISTRATOR:
Western Diversified Services, Inc.
In Arizona, Florida (Certificate of Authority # 60071) and Wisconsin,
Administered by: The Advantage Warranty Corporation.
In Louisiana, New Hampshire, Oklahoma and Virginia Administered by:
Protective Administrative Services, Inc.
PO Box 770, Deerfield, IL 60015-0770
For Claim & Customer Service Call: 1-800-222-2721
For Emergency Road Service Call: 1-800-201-2411

INSURANCE COMPANY INFORMATION
Lyndon Property Insurance Company
In Maine and New York:
Old Republic Insurance Company
Contract Holder Services:
14755 N. Outer Forty Road, Suite 400
St. Louis, Missouri 63017
Toll Free 1-800-950-6060

Distribution: White (top page)–Mail to Administrator; Green–Dealer Copy; Pink–Lienholder; White (back page)–Customer Copy.

Luther brookdale CHRYSLER-JEEP-DODGE

6121 BROOKLYN BOULEVARD • BROOKLYN CENTER, MN 55429 • (763) 535-5200 CHRYSLER JEEP • www.brookdale chrysler.com

DEAL #: 3274
CUST #: 28160

Stock #: 233636 Date: 11/28/2005 Salesperson: PETER N. SEIBERT

Buyer Name: (Last) [redacted] (First) [redacted] (Middle) PATRICK

Co-Buyer Name: (Last) [redacted] (First) [redacted] (Middle) ANN

Address: [redacted] City: [redacted] State: MN County: Zip: 55426

Home Phone: [redacted] Phone: Buyer DOB: 12/16/1970 Co-Buyer DOB: 11/22/1972

Buyer D.L. #: [redacted] Co-Buyer D.L.#: [redacted]

Buyers Insurance Co.: PROGRESSIVE INSURANCE Policy #: [redacted]

PLEASE ENTER MY ORDER FOR: New ☐ XX Used ☐ Demo ☐ Lienholder CAPITAL ONE AUTO FIN Address PO BOX 255605 SACRAMENTO CA 95865

YEAR	MAKE	MODEL	BODY	TRANSMISSION	COLOR	INTERIOR
2006	CHRYSLER	TOWN & COUNTRY	VAN FWD SWB		MIDNGT BLUE	

VIN #	LIC. #	TAB EXP DATE	STATE	MILEAGE	DELIVERED ON OR ABOUT
1A4GP45R56[redacted]				3	11/28/20[illegible]

I/W ACKNOWLEDGE THAT THE COVERAGE ON THE SERVICE CONTRACT I AM PURCHASING ~~IS NOT PROVIDED BY CHRYSLER CORP.,~~ ITS SUBSIDARIES OR AFFILIATES [redacted]

CASH PRICE OF VEHICLE	19095.00
FREIGHT	N/A
DEALER INSTALLED OPTIONS	

TRADE-IN DATA

YEAR	MAKE	MODEL	BODY STYLE
2002	JEEP	LIBERTY	4 DOOR

VIN 1J4GL58KX2[redacted]

LIEN HOLDER NAME CAPONE

ADDRESS 3901 DALLAS PARKWAY

LICENSE PLATE #	LICENSE STATE	EXP. DATE

MILEAGE NOW 54211 TRANSMISSION

DOES YOUR TRADE-IN HAVE A BRANDED TITLE OR INSURANCE SALVAGE HISTORY? YES ☐ NO XX

REBATE(S) [redacted] 00.00

TOTAL 95.00

POLLUTION CONTROL SYSTEM DISCLOSURE (TRADE-IN VEHICLE)

In order to comply with Minnesota Statutes Section 325E.0951, no person may transfer a motor vehicle without providing a written disclosure to the transferee (buyer) certifying the condition of the pollution control system:

(a) transferor (seller) hereby certifies to the best of his/her knowledge, that the pollution control system on this vehicle, being traded in, including the restricted gasoline pipe, has not been removed, altered, or rendered inoperative.

[redacted]

Seller's Signature

DEALER'S DISCLAIMER OF WARRANTY

The Dealer expressly disclaims all warranties, either express or implied on the vehicle sold, except any warranties offered and explained in Paragraphs 10 through 13 on the back of this contract. Buyer acknowledges receiving this information before the sale and further acknowledges having read and understood the provisions on the back of this contract. [redacted]

Buyer's Signat[redacted]

DEALER'S POLLUTION CONTROL SYSTEM DISCLOSURE (VEHICLE BEING SOLD)

Transferor (Dealer) hereby certifies, to the best of his/her knowledge, that the pollution control system on this vehicle being sold, including the restricted gasoline pipe, has not been removed, altered, or rendered inoperative.

REGISTRATION TAX	281.00	LESS TRADE-IN ALLOWANCE (–)	10500.00
PLATE FEE	4.25	TRADE DIFFERENCE	5095.00
PUBLIC SAFETY VEHICLE FEE	3.50		
TRANSFER TAX	10.00	GAP	500.00
[redacted]ANSFER FEE	5.50	MOTOR VEHICLE SALES TAX	331.18
[redacted]TE/DEPUTY FILING FEE	8.50	SERVICE CONTRACT	1899.00
LIEN RECORDING FEE	2.00	DOCUMENT ADMINISTRATION FEE	50.00
TOTAL LICENSE & FEES →			314.75
		SUBTOTAL	8189.93
		LESS CASH SUBMITTED WITH ORDER (–)	N/A
		PLUS BALANCE OWING TO LEINHOLDER ON TRADE IN (+)	14864.00
		TOTAL AMOUNT DUE ON DELIVERY	23053.93

The front and back of this CONTRACT comprise the entire CONTRACT affecting this purchase. The DEALER will not recognize any verbal agreement, or any other agreement or understanding of any nature. You certify that no credit has been extended by dealer for the purchase of this motor VEHICLE. You certify that you are 18 years of age or older, and acknowledge receiving a copy of this contract.

The terms of this CONTRACT were agreed upon and the CONTRACT signed in the dealership on the date noted at top of this form. If DEALER is arranging credit for YOU, this CONTRACT is not valid until a credit disc[redacted]e accepted the credit extended.

NOTICE OF SALE [redacted]alid unless signed and accepted by Sales [redacted]

IMPORTANT: THIS MAY BE A BINDING CONTRACT AND YOU MAY LOSE ANY DEPOSITS IF YOU DO NOT PERFORM ACCORDING TO ITS TERMS. [redacted]

ADDITIONAL TERMS AND CONDITIONS OF THIS VEHICLE PURCHASE CONTRACT

1. Definitions: As used in this CONTRACT, except provisions relating to the trade-in vehicle, "YOU" or "YOUR" means the buyer and co-buyer. "I", "ME", or "MY" means the seller or dealer. "VEHICLE" means the car, truck, or other VEHICLE described on the front of this CONTRACT including all the options listed. "Manufacturer" means the company which made the VEHICLE. "Trade-In" means the car, truck, motorcycle or other vehicle which YOU trade to ME in partial payment for the VEHICLE.

2. Purpose: By signing the CONTRACT, YOU agree to buy the VEHICLE from ME. By accepting this CONTRACT, I agree to deliver the VEHICLE to YOU if the VEHICLE is in MY inventory. If the VEHICLE is not in MY inventory, I agree to order the VEHICLE from the manufacturer, and after receiving the VEHICLE from the manufacturer, to deliver the VEHICLE to YOU.

3. Price Changes by the Manufacturer: The VEHICLE price stated on the other side of this CONTRACT is based on the current prices the manufacturer charges ME. At any time before I receive the VEHICLE from the manufacturer, the manufacturer has the right to raise the price it charges to ME. If the manufacturer does raise the price, I may raise the price to YOU by the same amount. If I do raise MY price, YOU may cancel the CONTRACT and get back any downpayment YOU have made. If I have not already sold the Trade-In (See Paragraph 4), YOU may have the Trade-In back by paying ME the reasonable cost of storage and any repair work or reconditioning I may have done.

4. Trade-In: If YOU are using a Trade-In to partially pay for the VEHICLE, YOU may deliver the Trade-In to ME either when YOU sign this CONTRACT or when the VEHICLE is ready for YOU to pick up. If YOU do not deliver the Trade-In to ME when YOU sign this CONTRACT, YOU agree that at the time YOU deliver the Trade-In, I May inspect the Trade-In and lower the allowance stated on the front of this CONTRACT. If I do lower the allowance, YOU may cancel this CONTRACT and get back your cash downpayment.

If YOU deliver the Trade-In when YOU sign this CONTRACT, I may sell the Trade-In at any time and at any price I think proper. If this CONTRACT is cancelled and I have already sold the Trade-In, I will pay YOU the price I received for the Trade-In minus 15% commission, minus any money I spent repairing, storing, insuring or advertising the Trade-In, unless otherwise required by law.

5. Trade-In — YOUR Responsibilities: At the time YOU deliver the Trade-In to ME, YOU guarantee that YOU own the Trade-In free and clear and agree to furnish proper proof of ownership, inlcuding the Certificate of Title or other evidence of ownership. If any outstanding security interests are attached to the Trade-In vehicle, YOU are obligated to satisfy the debt secured and to obtain a release of all liens. If I arrange payment of the debt, and the total amount is greater than the amount shown on this CONTRACT as the balance owing to lienholder, YOU agree to pay the difference to ME in cash immediately upon notice of the deficiency. If the debt is less than the amount shown, I will refund the surplus to YOU.

6. YOUR Refusal to Take Delivery: Unless this CONTRACT is non binding because I am arranging credit for YOU, or unless YOU have cancelled this CONTRACT pursuant to paragraphs 3 or 4, I will retain the cash downpayment YOU have given ME as an offset to MY damages if YOU refuse to complete the purchase. YOU will also be responsible for any other damages which I may incur as a result of YOUR failure to perform YOUR obligations under the terms of this CONTRACT. If YOU have delivered the Trade-In to ME at the time YOU signed this CONTRACT, I may retain the Trade-In and sell it to reimburse MYSELF for the expenses of repairing, storing, or reconditioning the Trade-In and for other expenses or losses I may incur as a result of YOUR failure to perform YOUR obligations under this CONTRACT.

7. Design Changes by the Manufacturer: The manufacturer has the right to change the design of the VEHICLE, its chassis, its parts or accessories at any time without notice to YOU or to ME. In the event of a change in design, I have no duty to YOU except to deliver the VEHICLE as made by the manufacturer.

8. Delays In Delivery: I am not responsible for delays in delivery caused by the manufacturer, or by accidents, fires, or other causes beyond MY control. I do not control the manufacturer and am not part of the manufacturer and do not work for the manufacturer.

9. Taxes: The price of the VEHICLE does not include Federal Taxes, State Sales or Excise Taxes or any other tax or governmental fee. YOU must pay ME the proper amount of any tax or governmental fee which applies to this sale.

10. New VEHICLE Disclaimer of Warranties: If YOU are buying a new VEHICLE, the VEHICLE will come with a manufacturer's warranty which is a promise from the manufacturer directly to YOU. Unless otherwise agreed in a separate document (see Paragraph 12 below), I expressly disclaim all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. I sell the VEHICLE "AS IS" and make no guarantees of any kind about the VEHICLE's quality or performance. YOU have complete responsibility and all the risk for any problems with the VEHICLE.

11. Used VEHICLE Disclaimer of Warranties: Except as may be provided in the Buyer's Guide Window Form and a separate warranty document (see Paragraph 12 below), if YOU are purchasing a used VEHICLE, I expressly disclaim all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose. I sell the VEHICLE "AS IS" and make no guarantees of any kind about the VEHICLE's quality or performance. YOU have complete responsibility and all the risk for any problems with the VEHICLE. I do not guarantee that the VEHICLE will pass an exhaust emissions inspection.

12. Dealer Warranty or Service Contract: If I give a warranty on a used VEHICLE or YOU purchase an extended service contract on a new or used VEHICLE, I may not disclaim implied warranties of merchantability or fitness for a particular purpose.

13. Used VEHICLE Window Sticker Form: If YOU are purchasing a used VEHICLE or a demonstrator, the information YOU see on the window form for this VEHICLE is part of this CONTRACT. Information on the window form overrides any contrary provisions in the CONTRACT of sale.

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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:
First Name: [redacted]
Middle Initial:
Last Name: [redacted]
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:
[redacted]
Middle

Last Na

null:

null:

City:
Auburn,
State:
IA
Zip Code:
[redacted]
Prefere

Home Ph

Business Phone:

Email:
[redacted]

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.
[redacted]			48,613	SILVER/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
EAST BRUNSWICK, NJ [redacted]	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.	R.O. DATE
	[redacted]	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]

CHRYSLER

CHRYSLER • JEEP
400 Route 18
EAST BRUNSWICK, NJ 08816
SERVICE: (732) 254-4500
MAIN #: (732) 254-2300
PARTS (732) 254-2317
FAX (732) 254-2180

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.
[redacted]			48,613	SILVER/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
EAST BRUNSWICK, NJ [redacted]	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

 CUSTOMER COPY [END OF INVOICE] 08:53am

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:
Last Name:

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
Address 2:
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:
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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
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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
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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
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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 Na
Address
Address 2:
City:
Ringgold
State:
GA
Zip:
[redacted]
Email:
Work Ph

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:
Last Name:

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 Ph

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: 2D4GP44L05F[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	1D4GP25B55[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 service was previously performed 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 Name [redacted]

Last Name [redacted]

Street Add[redacted]

City Scottdale

State PA Zip C[redacted]

Email Address _____

GREG'S CAR CARE

We Fix Cars. Jesus Fixes Lives.

Greg and Kathy K... Owners
2_1 S. Broadway
Scottdale,
(724

CUSTOMER ORDER NO. 05 [illegible] DATE 6-18-07

NAME [redacted] PHONE NO. [redacted]

ADDRESS

CITY STATE

SOLD BY	CASH	CHECK	CHARGE	COD	ON ACCT.	PAID OUT	MDSE. RETD.

QUANTITY	DESCRIPTION	PRICE	AMOUNT
9 ft. Air Bag Suspension			34 00
Wiring Kit			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]

Schdl. 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: 1C4GP45R15E[redacted] Cust: [redacted] Category: P Mail: X
Payee: [redacted]

Address
Address2:
City/ST/Zip: KANSAS CITY MO [redacted] Country: USA
Submitted :
Approved : 083107 144220 RSM20 83
Sent to CAP :
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	Emotion	Amount
Lamps and Switches - Complete Failure	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
05144579AC		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	1C4GP45R15B[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

[redacted] RPORATION_ RENTAL AGREEMENT
D782286
PAGE 1 OF 1

LEHIGH ACRES FL [redacted] 3576
24-HOUR DAY RENTAL TYPE D SOURCE DO3578 - 999

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:
[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 [redacted] 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#

PERMISSION TO LEAVE STATE
YES NO X

[redacted]
INSURED

CUSTOMER SIGNATURE ON FILE

TOTAL CHARGES 249.95

DEPOSITS 100.00
REFUND 25.05-

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	

LOSS DATE
THEFT ACCIDENT

TYPE CAR
DOVAN FWD

BILL TO CUST 612689 175.00

SHOP GULFCOAST DO
PHONE 239-482-2200
NAME

CLOSED TICKET PAYMENT INFO

OPENED BY #790DY RYAN C POISSANT
CLOSED BY #896DX WHITNEY R TILKA
15461 S TAMIAMI TRL
FORT MYERS FL 33908-4230
239-482-0998

[redacted]

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:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Sep 26 09:30:45 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear amber:

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:
5E[redacted]
Mileage:
37000

Servicing Dealer:
Clay Cooley Chevrolet
Title: [redacted]

First N[redacted]

Middle [redacted]

Last Na[redacted]

Address[redacted]

Address[redacted]

City:
healdton
State:
OK
Zip: [redacted]

Email: [redacted]

Home Ph[redacted]

SC Form

VIN Last 8 | b | R | [redacted]

Service Contract

Index Not Found

Online

[redacted]

10/3/2007

DODGE CHRYSLER Jeep

Brands of ~~DaimlerChrysler~~

CUSTOMER ASSISTANCE CENTER

CHRYSLER SATISFACTION SERVICE CONTRACT REQUEST

C.A.I.R # 1678151 DATE: 10/2/07

VEHICLE AND PURCHASE INFORMATION						
Vehicle Identification Number			In Service Date	4-Wheel Drive		Odometer Reading
6R[redacted]			7/25/06			33,000
Plan Name			Plan Code	Plan Amount		Total
MAXIMUM CARE			M5100N	$1850.00		
Year	Make	Model	Customer First	Last		Home Phone
2006	Chrysler	Town & Country	[redacted]			
Street Address			City	State	Zip	
[redacted]			[redacted]	FTON,	FL,	[redacted]

Reason for Request: __ Customer Satisfaction ✓ Other _____

Please Explain: OWNER IS LOYAL - SEE HOUSEHOLD CASE MANAGER

Senior Staff Representative: M. YAOUB Date: 10/2/2007

Senior Staff Manager: _____ Date: _____

Service Contracts
DaimlerChrysler Corporation

Submission Date: 10/2/2007

Sales Summary

Dealer Name: CUSTOMER ASSISTANCE CTR
Dealer Code: S0075
Customer Name: [redacted]
Address: [redacted]
CLIFTON IL [redacted]
VIN: 2A4GP54L76R[redacted]
Description: 2006 TOWN & CNTRY TOUR. EDITN.
Odometer: 33000 Miles
In-Service Date: Jul 25, 2006

Service Contract Number: 32482997

Option Details	Customer Cost [USD]	Tax Amount [USD]	Total Amount [USD]	Cash/Down Payment [USD]	Finance Amount [USD]
5 YEARS / 100,000 MILES 100 DEDUCTIBLE - 5 YEARS / 100,000 MILES Deductible: 100.00 [USD] Surcharge: Applied Expiration Date: Jul 24, 2011 End Odometer: 100000 Miles Payment Method: NONE	0.00	0.00	0.00	0.00	0.00
Total	0.00	0.00	0.00	0.00	0.00

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=KMM5224881I25261L0K
M&

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

Address 2:

City:
Iowa Park
State:
TX
Zip:

Email:
[redacted]
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 Name:

Middle [redacted]

Last N[redacted]

Addres[redacted]

Addres[redacted]

City:
Sumner
State:
WA
Zip:

Email: [redacted]

Work P[redacted]

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.

Mark Kramer

>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&
>
>
>

STATE OF INDIANA
OFFICE OF THE INDIANA ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION
STEVE CARTER
INDIANA ATTORNEY GENERAL
302 W. WASHINGTON STREET, 5TH FLOOR • INDIANAPOLIS, IN 46204-2770
www.IndianaConsumer.com
PHONE: 317.232.6330
FAX: 317.233.4393

~~T 1004851~~
#16975872

RECEIVED
FEB 06 REC'D
SPECIAL INVESTIGATIONS

January 31, 2008

Daimler Chrysler Customer Assistance Center
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Re: File No. 08-CP-51075 [redacted] vs. Daimler Chrysler Customer Assistance Center

Dear Daimler Chrysler Customer Assistance Center:

Enclosed is a complaint received by the Consumer Protection Division. Indiana law requires the Division to investigate and mediate complaints. In order to effectively mediate this complaint we require your ***written*** response within ten (10) days. We cannot take your response by phone.

Please include the following information in your reply:

1. The file number shown above;
2. My name, Anthony Simons;
3. Your explanation of what happened;
4. A copy of all documents relating to the complaint; and
5. An explanation of what, if any, action you would be willing to take to resolve the dispute.

Our experience shows that many disputes result from misunderstanding and poor communication. Your prompt reply is required for our investigation and the resolution of this complaint. You may mail it to the address shown above or fax it to my attention at **(317) 233-4393.**

Very truly yours,

Anthony Simons

Anthony Simons
Consumer Mediator
Anthony.Simons@atg.in.gov

Enclosure(s)

CONSUMER COMPLAINT FORM

Office of the Indiana Attorney General

RECEIVED JAN 14 2008 ATTORNEY GENERAL OF INDIANA CONSUMER PROTECTION

To prevent delay, please be sure to complete **both sides** of this form in full. Please print clearly or type. **DO NOT** include your **Social Security Number** on this form or in any accompanying documents.

1. YOUR INFORMATION

☐ Mr. ☒ Mrs. ☐ Miss ☐ Ms. ☐ Dr.

Name [redacted]

Address [redacted]

City Rushville State IN

ZIP [redacted] County Rush

Age ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+

Phone [redacted] Day

Evening

E-mail [redacted]

2. WHO IS YOUR COMPLAINT AGAINST?

Name/Firm Chrysler

Address

City State Michigan

ZIP County

Phone [redacted]

E-mail

Person you dealt with Nichole (and others)

3. WHEN DID TRANSACTION/INCIDENT OCCUR? Date 9/29/06 Time AM☐ PM☐

4. WHERE DID THE TRANSACTION/INCIDENT YOU ARE COMPLAINING ABOUT TAKE PLACE? (Check box when applicable)

- ☐ At the firm's place of business
- ☐ My home
- ☐ Away from the firm's place of business (work, convention, etc.)
- ☒ Other New Vehicle Authorized Dealership
- ☐ By Mail
- ☐ By Internet/e-mail
- ☐ By telephone

5. WHAT WAS THE VERY FIRST CONTACT BETWEEN YOU AND THE FIRM?

- ☒ I telephoned the firm
- ☐ I responded to a TV/radio ad
- ☐ A person came to my home
- ☐ I received information by e-mail
- ☐ I received information in the mail
- ☐ I went to the firm's place of business
- ☐ I received a telephone call from the firm
- ☐ I responded to an offer on the Internet
- ☐ I responded to a printed advertisement
- ☐ Other

6. DO YOU CONSENT TO DISCLOSING THE FOLLOWING TO THE PUBLIC?

The nature and status of your complaint and the name of the firm?	☒ Yes	☐ No
Your name?	☒ Yes	☐ No
Your phone number?	☐ Yes	☒ No

7. WHAT WAS THE TRANSACTION FOR?

- ☐ My business
- ☒ My family/household
- ☐ My farm

8. HOW DID YOU PAY?

- ☐ Cash
- ☐ Check
- ☐ Credit Card
- ☒ Installment Loan
- ☐ Medicaid
- ☐ Medicare
- ☐ Private Insurance
- ☐ Other

9. DID YOU SIGN ANY WRITTEN AGREEMENT? IF YES, PLEASE ATTACH A COPY OF THE AGREEMENT. ☒ Yes ☐ No

For Office Use Only:

Ind	Prac	PL	MO	NL	NJ	OA:	Inv.	Sec	File #
C01	208								-CP-

10. HAVE YOU COMPLAINED TO THE BUSINESS? (Check box when applicable) ☒ Yes ☐ No

When? Multiple times - Most recent was 1/11/08 Action taken? I am only being offered a 'silver certificate' for $2,500 off a new vehicle purchase

11. WITH WHAT OTHER AGENCY HAVE YOU FILED THIS COMPLAINT? I have consulted an attorney, but have not retained him yet

When? Action taken? The attorney reviewed of the law and mailed us a letter of

12. HAVE YOU CONTACTED A PRIVATE ATTORNEY? ☒ Yes ☐ No

13. HAVE YOU STARTED A COURT ACTION? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS. ☐ Yes ☒ No

14. HAVE YOU BEEN SUED OVER THIS ISSUE? IF YES, PLEASE ATTACH A COPY OF ALL COURT PAPERS. ☐ Yes ☒ No

15. DOLLAR AMOUNT ASSOCIATED WITH YOUR LOSS, IF ANY. $

16. PLEASE DESCRIBE YOUR COMPLAINT IN DETAIL (ATTACH ADDITIONAL PAGES IF NECESSARY)

Please attach a copy of all papers involved (order blank, warranty, credit card receipt and statement, invoice, contract or written agreement, advertisement, cancelled check, correspondence and all other related documents). Please print clearly or type. DO NOT INCLUDE YOUR SOCIAL SECURITY NUMBER.

Our 2006 Dodge Grand Caravan was purchased new and has a safety defect. The defect was first reported verbally at approximately 3,000 miles and now has almost 21,000 miles. The headlights will dim down and even turn off while driving. Additional problems including the dash lights flickering and over-all power reduction have also been reported. This is a serious safety defect that could result in injury or death in a collision caused by the headlights turning off while driving.

The vehicle has been in for repairs on this issue beyond what is required by law, and now Chrysler refuses to abide by the Indiana Lemon Law and replace it or buy it back. All that Chrysler will offer is a "silver certificate" worth $2,500 off of a new vehicle, but will not pay-off our defective van. (We have paid approximately $6,000 on this defective van already.)

I was told by Nichole that they did not research the Lemon Law for Indiana and my only options were to accept their offer for the certificate or pursue legal action.

17. HOW WOULD YOU LIKE YOUR COMPLAINT RESOLVED?

Chrysler needs to acknowledge that this vehicle is a lemon and at my choice as the consumer, offer a replacement vehicle or a buy-back. Compensation for attorney consultation and any resulting fees would be appropriate as they were a direct effect of Chryslers disregard of the Indiana law.

18. CONSENT AND VERIFICATION

I affirm, under the penalties for perjury, that the foregoing representations, and those in all attachments, are true. The information I have provided in this complaint form is based upon my personal knowledge. I consent to the release of any information to the Consumer Protection Division relating to this complaint. I understand that I should not include my Social Security Number in any information submitted to the Consumer Protection Division. If I do provide my Social Security Number, I expressly consent to the disclosure of my Social Security Number in accordance with Indiana Code § 4-1-10-5(2).

Your Signature Date

WHAT WILL HAPPEN NOW? WHAT ELSE SHOULD YOU DO?

The Consumer Protection Division will send a copy of your complaint to the respondent firm or licensed professional. This office cannot disclose your complaint against a licensed professional to the public unless this office files a disciplinary action against the licensed professional. This office represents the State of Indiana and is limited in the remedies it can pursue. You may be entitled to compensation or other rights that we cannot pursue for you. In addition to filing this complaint, you may want to consider contacting a private attorney or your local small claims court.

MAIL COMPLETED FORMS TO:

Attorney General Steve Carter
Consumer Protection Division
Government Center South, 5th floor
302 West Washington Street
Indianapolis, IN 46204
PH: 317-232-6330 • FAX: 317-233-4393
www.IndianaConsumer.com

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Nov 27 10:56:30 EST 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Vehicle Replacement under the Indiana Lemon Law

Comments:

I have called the customer service number on many occasions concerning my 2006 Dodge Grand Caravan. I need to know what I have to do to get this vehicle replaced under the Indiana Lemon Law. It has been in the service department for repairs at least 6-7 times and under Indiana Law Section I.C. 24-5-13-15 states that the reasonable number of attempts to correct the issue has been reached if the vehicle has been subject to repairs at least 4 times and the problem still exists. I continue to have issues with the headlights dimming down and even shutting off while I am driving down the road. As you can understand, this is a serious safety issue that qualifies under Section I.C. 24-5-13-6. Just last evening (11/26/07) a deer ran out into the road while the headlights were dimmed and resulted in a 'close call' due to the reduced visibility from the dimmed lights. I am requesting the vehicle to be replaced and further service attempts will be denied as my right under the law. Please inform me what next steps are required to have this vehicle replaced. I have consulted an attorney in this matter and would rather this matter to be resolved amongst ourselves and not require resorting to a court of law.
Please contact me as quickly
as possible and inform me of the course of action to be taken.
Thank you
for your time.

Sender Information:

Title: Mrs.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Nov 29 15:31:29 EST 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear Laura:

Thank you for contacting the Chrysler Customer Assistance Center regarding unresolved service concerns with your 2006 Dodge Grand Caravan.

Our records indicate that you are currently working with Pamela in regards to your concerns. For further assistance, please contact Pamela at 888-542-7239 extension 437.

We believe this referral action will provide the best opportunity for review.

Thanks again for your email.

Sincerely,

Lyndsay

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16975872
EMAIL CASE NUMBER: 1880981
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5309964I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
Vehicle Replacement under the Indiana Lemon Law
Comments:
I have called the customer service number on many occasions concerning my 2006 Dodge Grand Caravan. I need to know what I have to do to get this vehicle replaced under the Indiana Lemon Law. It has been in the service department for repairs at least 6-7 times and under Indiana Law Section I.C. 24-5-13-15 states that the reasonable number of attempts to correct the issue has been reached if the vehicle has been subject to repairs at least 4 times and the problem still exists. I continue to have issues with the headlights dimming down and even shutting off while I am driving down the road. As you can understand, this is a serious safety issue that qualifies under Section I.C. 24-5-13-6. Just last evening (11/26/07) a deer ran out into the road while the headlights were dimmed and resulted in a 'close call' due to the reduced visibility from the dimmed lights. I am requesting the vehicle to be replaced and further service attempts will be denied as my right under the law. Please inform me what next steps are required to have this vehicle replaced. I have consulted an attorney in this matter and would rather this matter to be resolved amongst ourselves

and not require resorting to a court of law. Please contact me as quickly as possible and inform me of the course of action to be taken. Thank you for your time.

VIN:
6B[redacted]
Mileage:
19200
Servicing Dealer:
Rushville Chrysler
Title:
Mrs.
First Name:
[redacted]
Middle
Last Na
Address
Address
City:
Rushville
State:
IN
Zip:
[redacted]
Email:
Work Ph

CHRYSLER

February 15, 2008

Attorney General Steve Carter
Attn: Anthony Simons
302 W. Washington St. 5th Floor
Indianapolis, IN 46204-2770

Owner: [redacted]
Refer To: # 08-CP-51075

Dear Mr. Simons,

This will acknowledge your correspondence regarding the subject owner complaint.

Please be advised that Chrysler is assisting the owner with a replacement vehicle.

We have therefore closed our file on this matter.

Thank you for writing and allowing us to explain the situation.

Sincerely,

J. F. Singleton
Customer Relations Manager

Great Lakes Business Center
1272 Doris Road, Suite 100
CIMS 421-00-00
Auburn Hills, MI 48326-2617

From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Dec 06 12:28:22 EST 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

My vehicle is unsafe to drive & the local dealer said could find nothing.

Comments:

The headlights don't work periodically. They will go out while driving. If we pull back and hold the dimmer switch at least we'll have brights. The service department at Kapus told us they could find nothing wrong. If we are driving at night and they go out it will pose a most dangerous situation. They want us to pick it up as is.

Sender Information:

Title: Mr.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassistre@chrysler.com
To: [redacted]
Date: Mon Dec 10 14:16:38 EST 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center concerning the intermittent light issue with your 2006 Chrysler Town and Country.

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.

We apologize for the issues you are still experiencing 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,

Lynda

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17009159
EMAIL CASE NUMBER: 1888296
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5333735I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
My vehicle is unsafe to drive & the local dealer said could find nothing.
Comments:
The headlights don't work periodically. They will go out while driving. If we pull back and hold the dimmer switch at least we'll have brights. The

service department at Kapus told us they could find nothing wrong. If we are driving at night and they go out it will pose a most dangerous situation. They want us to pick it up as is.

VIN:
6R[redacted]
Mileage:
80000
Servicing Dealer:
Kapus-Erickson of Superior WI
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Addres

City:
Iron River
State:
WI
Zip:
[redacted]
Email:
Work Ph

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Jan 02 11:57:59 EST 2008
Subject: RE: Chrysler LLC Customer Assistance (KMM5333735I25261L0KM)
Hello Lynda,

The problem was diagnosed and remedied by an authorized dealer in Duluth, Minnesota. I phoned the service department at Duluth Dodge and spoke with a certified mechanic, Stewart Soland. He was very knowledgeable in regards to this problem and repaired it immediately. As elated as I am with the folks at Duluth Dodge I am just as disappointed with Kapus Erickson dealer in Superior, Wisconsin. I am very disappointed you took the position of the first dealer. This is not good for your company and will way heavily on our decision when we purchase our next vehicle.

Happy yet VERY disappointed customer,

[redacted]

-----Original Message-----
From: customerassistre [mailto:customerassistre@chrysler.com]
Sent: Monday, December 10, 2007 1:17 PM
To: [redacted]
Subject: Re: Chrysler LLC Customer Assistance (KMM5333735I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center concerning the intermittent light issue with your 2006 Chrysler Town and Country.

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.

We apologize for the issues you are still experiencing 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,

Lynda

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17009159
EMAIL CASE NUMBER: 1888296
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5333735I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
My vehicle is unsafe to drive & the local dealer said could find nothing.
Comments:
The headlights don't work periodically. They will go out while driving. If we pull back and hold the dimmer switch at least we'll have brights. The service department at Kapus told us they could find nothing wrong. If we are driving at night and they go out it will pose a most dangerous situation. They want us to pick it up as is.

VIN:
6R[redacted]
Mileage:
80000
Servicing Dealer:
Kapus-Erickson of Superior WI
Title:
Mr.
First [redacted]
Middle
Last N
Addres
Address 2:

City:

Iron River
State:
WI
Zip: [redacted]

Email:

Work P

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Jan 02 12:14:52 EST 2008
Subject: RE: Chrysler LLC Customer Assistance (KMM5333735I25261L0KM)
Dear Joel:

Thank you for your email reply concerning the intermittent issue you were having with the headlights on your 2006 Chrysler Towna and Country.

Thank you for your email regarding the service you received from Deluth Dodge.

Learning of your satisfaction with the service you received was exciting. We are continually striving to assist Dealers in providing complete customer satisfaction. We are happy to hear Deluth Dodge has provided such great service.

We regret the issues you have experienced and appreciate the opportunity for review.

Information received from customers better enables us to evaluate dealer service activities. Rest assured that your comments will be properly recorded.

Thank you again for your email.

Sincerely,

Lynda

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: 1888296
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5389290I25261L0KM&

Original Message Follows:

Hello Lynda,

The problem was diagnosed and remedied by an authorized dealer in Duluth, Minnesota. I phoned the service department at Duluth Dodge and spoke with a certified mechanic, Stewart Soland. He was very knowledgeable in regards to this problem and repaired it immediately. As elated as I am with the folks at Duluth Dodge I am just as disappointed with Kapus Erickson dealer in Superior, Wisconsin. I am

very disappointed you took the position of the first dealer. This is not good for your company and will way heavily on our decision when we purchase our next vehicle.

Happy yet VERY disappointed customer,

[redacted]

-----Original Message-----
From: customerassistre [mailto:customerassistre@chrysler.com]
Sent: Monday, December 10, 2007 1:17 PM
To: [redacted]
Subject: Re: Chrysler LLC Customer Assistance (KMM5333735I25261L0KM)

Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center concerning the intermittent light issue with your 2006 Chrysler Town and Country.

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.

We apologize for the issues you are still experiencing 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,

Lynda

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17009159
EMAIL CASE NUMBER: 1888296
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5333735I
25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
My vehicle is unsafe to drive & the local dealer said could find
nothing.
Comments:
The headlights don't work periodically. They will go out while driving.
If
we pull back and hold the dimmer switch at least we'll have brights.
The
service department at Kapus told us they could find nothing wrong. If
we
are driving at night and they go out it will pose a most dangerous
situation. They want us to pick it up as is.

VIN:
6R[redacted]
Mileage:
80000
Servicing Dealer:
Kapus-Erickson of Superior WI
Title:
Mr.
First Name:
[redacted]
Middle
Last N
Addres
Addres
City:
Iron River
State:
WI
Zip:
[redacted]
Email:
Work Ph

RECEIVED
JAN 03 REC'D
OWNER RELATIONS

Daimler Chrysler Motors Company LLC
Customer Center

21 December 2007

Dear Sir,

I am writing to you concerning the following vehicle:
2006 Chrysler Town & Country Limited
VIN # 2A8GP64L46R[redacted]
Purchased April 25, 2006 at Karmart Chrysler Dodge, Burlington, WA

The vehicle in question was returned to the Karmart dealership on August 9, 2006, mileage 1,511, for repair of pulsating lights (dash/interior), with no resulting resolution to the problem. I was informed by the dealership that there were no technical bulletins covering this problem and that Chrysler would look at the report to identify any fixes. I contacted Chrysler Customer Support and was told to take the vehicle to another Chrysler dealer. I chose to wait for Chrysler to address a fix, being told by the Karmart Service Manager that it might take months to find a solution to the problem. I waited until November 29, 2007 for contact from Chrysler/Karmart for a solution. I submitted the vehicle for warranty evaluation and repair for the pulsating light problem to Oak Harbor Motors Chrysler dealership on November 29, 2007. I was informed by that dealership that my vehicle warranty had been completely restricted, and no service was performed at that time. I contacted Karmart and the warranty restriction subsequently was removed. At this time I have not received any definitive evaluation or possible solution to the pulsating lights. In the future I intend to continue to seek repair/elimination of the pulsating lights that I consider to be a significant distractive safety hazard in nighttime operation of the vehicle. Seeking to resolve/correct this issue under warranty coverage, without definitive corporate/dealership engineering evaluation and technical support, is unlikely to result in elimination of the problem.

Under the provisions of the Washington State Lemon Law, I am requesting Chrysler Corporation replace the subject vehicle since repair/correction of the vehicle discrepancy has not occurred to date.

Sincerely

[redacted]

Oak Harbor, WA
[redacted]

[redacted]
Oak Harbor, WA [redacted]

OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL™

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EVERETT WA 982
DEC 2007

UNITED STATES POSTAL SERVICE
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48321

PRIORITY MAIL
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AMOUNT
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DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan
48321-8004

48321+8004

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:
Mr.
First Name:
[redacted]
Middle
Last Na
Address
Address 2:
City:

Mount Pleasant
State:
PA
Zip:

Email:

Home P

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 21 13:18:53 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Light Problem- Dealer /Service Complaint!!!!

Comments:

It is with regret that I am writing you today to inform you of my displeasure with my 2007 Town and Country and the service I have been receiving from Larry Reid's service department.

I noticed a light surging problem with my vehicle. I contacted the service department and brought it in on January 2. Guy Anderson was my service consultant and completed the report. He wrote =93everything is working as manufacturer intended. Note the dimming of the lights and headlights is a normal condition especially in the colder weather.=94 When the paperwork was presented to me- I voiced my confusion and displeasure with their findings and justification. He stated I could call Chrysler and the lady behind the counter wrote the number on the paper for me (1-800-922-1997).

When I returned home I did indeed call Chrysler. The person I spoke to contacted the service department at your Larry Reid. I was informed to call Dave Vouklander, the service manager.

I did call Dave Vouklander. He seemed surprised by the findings and eager to remedy the situation. He indicated that he had a hunch it was a ground circuit problem. We scheduled a time to bring in the vehicle, again, and that he would have a loaner for me to use.

On January 9 I brought my vehicle in as scheduled. I received a 2005 Town and Country to utilize. Interestingly, this car has a more severe light surging problem then the one I dropped off. I expected (naively) that my car would be finished at the end of the day. When no one had called- I called to check. It seems they were waiting for a call back from someone.

On January 10 I once again failed to receive an update on my vehicle (at the work number I provided). No information was available for the status of my car.

On January 14 I once again failed to receive an update on my vehicle. When I called (at 4 pm) I was informed that Dave & Guy were both gone for the day. When the person (?) that answered the phone checked on the status- it appears it has not been fixed. I wondered=85. Has it just been sitting around your shop this whole time????=20

It is now January 21. Larry Reid still has my vehicle. This is unacceptable.

My
questions are-
-Is this a =93fixable=94 problem? It seems like there is a
track record of this with the 2001 & 2003 models.
-If not- Where do we go
from here? I cannot and will not drive it with the lights surging. =20
-Is
Chrysler putting something in writing to accept liability should
anything
happen due directly or indirectly to this problem (fix-it
ticket,
accident, etc)?

Thank you for your time. I look forward to your
response.

[redacted]

(this vehicle is listed under my husband's
name---[redacted]

Sender Information:

Title: Ms.
First Name: [redacted]
Middle Initial:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 22 15:01:16 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

Thank you for contacting the Chrysler Customer Assistance Center.

I was sorry to learn of your dissatisfaction.. I understand how this might cause you inconvenience or concern and appreciate the time and effort you took to bring this matter to my attention.

To review your concerns, I verified that the condition in question is a function of your vehicle's design and is not a defect in materials, workmanship, manufacturing, or factory preparation. These are the only types of defects covered under the new vehicle limited warranties.

Because we rely on our authorized dealerships to determine when a warrantable defect exists, we must support the assessment of your dealer. However, seeking a second opinion from another authorized dealership may be a viable option.

Thank you again for your email.

Sincerely,

Jonathan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17140361
EMAIL CASE NUMBER: 1926798
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5449634I25261L0KM&

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Jan 23 15:22:42 EST 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5449634I25261L0KM)
I am confused... are you saying that the operation of the lights (both in=
terior & exterior) is not covered? Aren't you required to produce a vehic=
le free of flaws and defects? In my opinion, the headlights not being ope=
rational (isn't a steady stream of light required BY LAW) is a major safe=
ty concern!
I look forward to a timely response.=20
=20

[redacted]

>>> On 1/23/2008 at 2:01 PM, in message <18117063.1201118472061.[redacted], customerassist <customerassist@chrysler.com> wrote:
Dear Nicole:

Thank you for contacting the Chrysler Customer Assistance Center.

I was sorry to learn of your dissatisfaction.. I understand how this=20
might cause you inconvenience or concern and appreciate the time and=20
effort you took to bring this matter to my attention.=20

To review your concerns, I verified that the condition in question is a=20
function of your vehicle's design and is not a defect in materials,=20
workmanship, manufacturing, or factory preparation. These are the only=20
types of defects covered under the new vehicle limited warranties.

Because we rely on our authorized dealerships to determine when a=20
warrantable defect exists, we must support the assessment of your=20
dealer. However, seeking a second opinion from another authorized=20
dealership may be a viable option.=20

Thank you again for your email.

Sincerely,=20

Jonathan=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: 17140361
EMAIL CASE NUMBER: 1926798=20
REPLY LINK:=20

This (http://this/) inbound message has been scanned for viruses and co=
ntent by ISD#284

This message has been scanned for viruses, security issues,=0D
and content by ISD#284, but could have been infected during =0D
transmission. This message is intended for the address(es)=0D
only. This content is privileged, confidential, or otherwise protected=0D
from use, disclosure, or dissemination. Please contact the sender=0D
and delete the message if received in error.

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.: 1D4GP25R95B[redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F.T.E. NO.:
P.O. NO.:
R.O. DATE: 01/17/08

RESIDENCE PHONE: [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
9939 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 8344 ZRNVE DC1183003-0 (11/07)
BF1605 O (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:
Last Name:

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Jan 28 14:37:49 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [redacted]

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:

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: [redacted]
Last Name: [redacted]

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=KMM5483975I25261L0K
M&

DAIMLERCHRYSLER **REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM**

Approved Buyback Package -- 05/16/2008

STATUS: **Check Request** Approved **Disposal Package** Open

CAIR 17203389 **VIN** 6B511019 **Zone** 42 **Dealer** 45202

Owner [redacted]
Address [redacted]
RUSHVILLE, IN [redacted]

Phone [redacted]

VIN 1D4GP24R16B[redacted] **I/S/D** 9/29/2006

Year 06
M/M DODGE GRAND CARAVAN SE FWD LWB WAGON

Miles 22,684
Warranty Expense $1,557.84

CAIR 17203389 **Amount** $21,407.02
Payee #1 RUSHVILLE CHRYSLER JEEP DODGE
Address 253 BUENA VISTA AVE
RUSHVILLE, IN 46173

Subtotal from Additional Payees $126.25
Total $21,533.27

Type Replacement **Category** Q - Potentially Qualifies for Lemon Law

State Lemon Law Filed? No State?
DaimlerChrysler Arbitration Case Filed? No DC Case #
Arbitration/LL/Litigation-Settled/Decision? Date?
FL Lemon Law Case # RV?

Disposal Type

Title State Title Number Branding Required

Vehicle Location
Address

Contact: Phone:

Cannot Resell In: Assign to Auction:

Were multiple repair attempts made for the same nonconformity?
Were there repairs to Steering/Brakes/Safety Hazards?
Was the vehicle reacquired due to days out of service? No of Days
Any Prior or Current Accident Damage?

Describe Area Repaired and the Approximate Cost of Repair

RC		NONCONFORMITY	Status Code		DATE REPAIRED or OTHER COMMENTS
	1.			1.	
	2.			2.	
	3.			3.	
	4.			4.	
	5.			5.	

DAIMLERCHRYSLER **REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM**

Approved Buyback Package -- 05/16/2008 (con't)

CAIR 17203389 **VIN** 6B511019

Additional Payees

CAIR # **17513338**

Payee #2 [redacted] **Amount** **$126.25**

Address [redacted]

Rushville, IN [redacted]

Reason

Reimbursement for registration.

CAIR #

Payee #3 **Amount**

Address

Reason

CAIR #

Payee #4 **Amount**

Address

Reason

CAIR #

Payee #5 **Amount**

Address

Reason

Subtotal of Additional Payees **$126.25**

Replacement Vehicle Worksheet

CAIR # 17203389 VIN # 1D4GP24R16B[redacted] Owner Name: [redacted]

New Vin 2D8HN54P78R[redacted]

USAGE FEE

Mileage	0 (# of miles)	X	$0.00 (cost/mile)	=	$0.00

AND/OR

Purchase Price	$23,694.00	X	10,721 Miles / 100,000 (insert either 100,000 or 120,000)	=	$2,540.23

AND/OR

Mileage Offset Calculation
(Purchase Price * Miles / (100,000 or 120,000)) * 50%

$0.00 X 0 / 100,000

= $0.00 (Usage Fee) X 50% (Offset) = $0.00

AND/OR

Flat Usage Fee	$0.00	
A. TOTAL USAGE FEE		$2,540.23

MSRP CALCULATION

MSRP (New Vin)	$27,935.00	
AfterMarket Accessories / Conversion (when added at customer expense)		
	$0.00	
	$0.00	
	$0.00	
1. Total MSRP Value (New Vin)	$27,935.00	
MSRP (Old Vin)	$26,045.00	
AfterMarket Accessories / Conversion (only if items are not added to new Vin)		
	$0.00	
	$0.00	
	$0.00	
2. Total MSRP Value (Old Vin)	$26,045.00	
B. MSRP DIFFERENCE (1 - 2)		1890
C. OWNER CONTRIBUTION TO VEHICLE COST (A + B)		$4,430.23

REMARKS

Old Vin 1D4GP24R16B[redacted]

OWNER'S COLLATERAL COSTS

Taxes	$113.40	
License & Title Fees	$0.00	
Doc Fees	$0.00	
Damage (Requires Estimate)	$0.00	
Service Contract	$0.00	
Other	$0.00	
D. TOTAL COLLATERAL COSTS		$113.40

VEHICLE COST

New Vehicle Invoice Cost	$26,262.00	
Less Holdback	$816.00	
Subtotal	$25,446.00	
AfterMarket Accessories / Conversion (items added to new vin only)		
	$0.00	
	$0.00	
	$0.00	
Owner Contribution (Step C) (+/-)	($4,430.23)	
E. TOTAL VEHICLE COST		$21,015.77

COLLATERAL COSTS

Taxes	$113.40	
License & Title Fees	$16.25	
Doc Fees	$75.00	
Service Contract	$0.00	
Dealer Handling	$300.00	
Other		
Owner Contribution (Step D) (+/-)	($113.40)	
F. TOTAL COLLATERAL COSTS		$391.25
TOTAL AMOUNT REQUESTED (E + F)		$21,407.02
OWNER CHECK TO DEALER (C + D)		$4,543.63

DAIMLERCHRYSLER **REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM**

Approved Buyback Package -- 05/16/2008 (con't)

CAIR 17203389 **VIN** 6B[redacted]

HISTORY

Approval History

Check Request

Approved -- 3/6/2008 2:55:34 PM (Darrin G Dimitry)

Submitted for Approval -- 3/5/2008 4:52:01 PM (Chaliise Mackey)

Submitted for Review -- 3/5/2008 4:51:56 PM (Chaliise Mackey)

3/07/2008 0007392822 - RUSHVILLE CHRYSLER JEEP DODGE $21407.02 (Invoice #17203389-1A)

5/19/2008 0007444652 - Laura Ryckman $126.25 (Invoice #17203389-2A)

Original Selling Dealer Information

Dealer: 45202

RUSHVILLE CHRYSLER JEEP DODGE,; Rushville Chrysler Jeep D

253 BUENA VISTA AVE; 253 Buena Vista Ave

RUSHVILLE; Rushville, IN; IN 46173; 46173

Main Number: ; 765-932-2447

DAIMLERCHRYSLER **REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM**

Approved Disposal Package -- 5/6/2008

STATUS: **Check Request** Approved **Disposal Package** Approved

Supplemental Check Request Approved

CAIR 17203389 **VIN** 6B[redacted] **Zone** 42 **Dealer** 45202

Owner [redacted]

Address [redacted]

RUSHVILLE, IN [redacted]

Phon[redacted]

VIN 1D4GP24R16B[redacted] **I/S/D** 9/29/2006

Year 06

M/M DODGE GRAND CARAVAN SE FWD LWB WAGON

Miles 22,684

Warranty Expense $1,557.84

CAIR 17203389 **Amount** $21,407.02

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RUSHVILLE, IN 46173

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Type Replacement **Category** Q - Potentially Qualifies for Lemon Law

State Lemon Law Filed? No State?

DaimlerChrysler Arbitration Case Filed? No DC Case #

Arbitration/LL/Litigation-Settled/Decision? Date?

FL Lemon Law Case # RV?

Disposal Type Auction

Title State IN Title Numbe[redacted] Branding Required Yes

Vehicle Location ADESA INDIANAPOLIS AUTO AUCTION

Address 2950 East Main Street

Plainfield, IN 46168

Contact: Jeri Stitzer Phone: 317-838-7866

Cannot Resell In: AL, MD, ND, VT, WA Assign to Auction: 561

Were multiple repair attempts made for the same nonconformity? Yes

Were there repairs to Steering/Brakes/Safety Hazards? No

Was the vehicle reacquired due to days out of service? No No of Days

Any Prior or Current Accident Damage? No

Describe Area Repaired and the Approximate Cost of Repair

RC		NONCONFORMITY	Status Code		DATE REPAIRED or OTHER COMMENTS
0108	1.	Headlights will dim and go out.	D	1.	02/29/08 Unable to duplicate reported problem.
	2.			2.	
	3.			3.	
	4.			4.	
	5.			5.	

DaimlerChrysler **REACQUIRED VEHICLE BUYBACK AND DISPOSAL SYSTEM**

Approved Disposal Package -- 5/6/2008 (con't)

CAIR 17203389 **VIN** 6B[redacted]

HISTORY

Approval History

Check Request

Approved -- 3/6/2008 2:55:34 PM (Darrin G Dimitry)

Submitted for Approval -- 3/5/2008 4:52:01 PM (Chaliise Mackey)

Submitted for Review -- 3/5/2008 4:51:56 PM (Chaliise Mackey)

3/07/2008 0007392822 - RUSHVILLE CHRYSLER JEEP DODGE $21407.02 (Invoice #17203389-1A)

5/19/2008 0007444652 - Laura Ryckman $126.25 (Invoice #17203389-2A)

Disposal Package

Approved -- 5/6/2008 11:41:45 AM (Rachel D Malec)

Submitted for Approval -- 5/6/2008 9:13:56 AM (Michelle Simpson)

Submitted for Review -- 5/6/2008 9:13:32 AM (Michelle Simpson)

Supplemental Check Request

Approved -- 5/16/2008 3:16:30 PM (Willie A Daniels)

Submitted for Approval -- 5/15/2008 7:09:16 PM (Monique Shellberg)

Submitted for Review -- 5/15/2008 7:09:09 PM (Monique Shellberg)

Original Selling Dealer Information

Dealer: 45202

RUSHVILLE CHRYSLER JEEP DODGE,; Rushville Chrysler Jeep D

253 BUENA VISTA AVE; 253 Buena Vista Ave

RUSHVILLE; Rushville, IN; IN 46173; 46173

Main Number: ; 765-932-2447

Consigned Auction Inforr

Auction: 561

ADESA INDIANAPOLIS AUTO AUCTION

2950 East Main Street

Plainfield, IN 46168

Main Number: 317-838-7866

INVOICE

Ruckman CC

DaimlerChrysler Motors Company LLC

OLD

Plant	Zone	Dealer	Vehicle Identification No.	Invoice No.	Invoice Date
ST LOUIS SOUTH	42	45202	1D4GP24R16E[redacted]	6-RSK-U2227932	08/12/05 01

Ship To
RUSHVILLE CHRYSLER JEEP DODGE,
253 BUENA VISTA AVE
RUSHVILLE IN 46173

Sold To
RUSHVILLE CHRYSLER JEEP DODGE,
253 BUENA VISTA AVE
RUSHVILLE IN 46173

4088-01-8612

SHIPPING WT. 4060
SAE HP 32.2

Paid For By CHRYSLER FINANCIAL CORPORATION

000-222222-00

[ ] Credit Sale [XX] Cash Sale

Body and Equip.	Description	Factory Wholesale Price
RSKL53	DODGE GRAND CARAVAN SE FWD	21,614.00
PBE	Butane Blue Pearl Coat Paint	
B7D5	Cloth Low-Back Bucket Seats	NO CHARGE
ALW	Popular Equipment Group I	1,760.00
DGL	4-Speed Automatic Transmission	NO CHARGE
EGA	3.3-Liter V6 OHV Engine	NO CHARGE
GXW	Keyless Entry w/Engine Immobilizer	264.00
YGE	5 Additional Gallons of Gas	10.00
2DJ	Customer Preferred Package 2DJ	
28J	Customer Preferred Package 28J	
4HW	Pre-Spec Vehicle Order Tracking	
4VL	ISVL Tracking	
B09	CINCINNATI - PPA/EB-PF	210.00
T09	CINCINNATI ZONE - DAA	260.00
111	DESTINATION CHARGE	730.00
	HB 75900	
	MDH # 081206	
	EP 23694	
	PP 24599	

1825

MSRP RETAIL TOTAL 26,045.00

TOTAL 24,848.00

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

NBW

DAIMLERCHRYSLER MOTORS COMPANY LLC INVOICE

3485-A

PLANT	ZONE	DEALER	VEHICLE ID NUMBER	INVOICE NO.	INVOICE DT.
WINDSOR	42	45202	2D8HN54P78F[redacted]	8-RTK-20360185	09/07/07

SHIP TO: RUSHVILLE CHRYSLER JEEP DODGE,
253 BUENA VISTA AVE
RUSHVILLE IN 46173

IGN KEY M1042
TRK KEY
ACC KEY 6303
9103-01-9807

SOLD TO: RUSHVILLE CHRYSLER JEEP DODGE,
253 BUENA VISTA AVE
RUSHVILLE IN 46173

SHIPPING WT. 4378

PAID FOR BY: CHRYSLER FINANCIAL CORPORATION
CREDIT SALE XX CASH SALE

SAE HP 34.3
000-222222-00

BODY & EQUIP.	DESCRIPTION	FACTORY WHOLESALE PRICE
RTKP53	DODGE GRAND CARAVAN SXT FWD	24,556.00
PBL	Modern Blue Pearl Coat Paint	
J7DS	Cloth Low-Back Bucket Seats	NO CHARGE
CED	Light Shale Seats	
DG2	6-Speed Automatic 62TE Transmission	NO CHARGE
EGL	3.8-Liter V6 OHV Engine	NO CHARGE
JRC	Power Liftgate	352.00
YDH	DaimlerChrysler Owner Loyalty Mail	25.00
YGE	5 Additional Gallons of Gas	14.00
2DK	Customer Preferred Package 2DK	
25K	Customer Preferred Package 25K	
B09	CINCINNATI - PPA/EB-PF	210.00
X09	CINCINNATI ZONE DAA	375.00
111	DESTINATION CHARGE	730.00
	HB 81600	

MDH # 090621
EP 24911
PP 25999

STOCK # NT8024

MSRP RETAIL TOTAL 27,935.00

TOTAL 26,262.00
ORIGINAL INVOICE

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE THE UNITED STATES.

OLD

DODGE CHRYSLER

RETAIL BUYER'S ORDER
RUSHVILLE CHRYSLER-JEEP-DODGE, INC.
253 BUENA VISTA AVE., RUSHVILLE, IN 46173
(765) 932-2447 or (866) 576-7874 (RUSH)

Jeep

Order No. NT6007
Date 09/29/2006
Phone [redacted]

Purchaser [redacted]
Address [redacted] City RUSHVILLE State IN ZIP [redacted]

I hereby agree to purchase from you under the terms and conditions specified, the following:

(xx) New
( ) Used Year 2006 Make DODGE Model GRAND CARAVAN Type SE FWD Color BUTANE BLUE
Upholstery SE Other _____ Ign. Key No. _____
Delivery of this purchase is to be made 09/29/2006 ,20 ____ , or as soon thereafter as possible.
It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

Cash Price plus Accessories	WE WILL INSTALL A	23694.00
	IN/ON YOUR VEHICLE THAT IS NOT PROVIDED BY CHRYSLER. IT IS NOT COVERED BY YOUR CHRYSLER NEW VEHICLE WARRANTY. CHRYSLER DOES NOT STAND BEHIND IT, AND WILL NOT PAY FOR ANY REPAIR. I UNDERSTAND THIS LIMITATION.	
	TITLE FEES	16.25
	DOC FEE	75.00
	Cash Delivered Price with Options and Accessories	23785.25
	Trade Allowance	9000.00
	Cash Difference	14785.25
	Sales Tax	881.64
	Total Cash Difference With Tax	15666.89

VIN# 1D4GP24R16B[redacted] Miles 104
*Non-Chrysler Items

USED VEHICLES ONLY The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.

Cash Deposit with Order	N/A	
Payoff On Trade-In 14361.32 Good To	14361.32	
Lienholder Phone		
Acct # Person Contacted		
Make of Trade-In DODGE TRUCK Type 4 DOOR REGULAR Year 2003		
VIN# 1D7HA16N53[redacted] Miles 50311		
Service contract and/or warranty transfer N/A		
Factory Cash Allowance	N/A	
Cash On Delivery	N/A	
Net Balance Due	N/A	
Lienholder DC FIN SVCS AMER LLC APR N/A Insurance		30028.21
Balance In 72 Monthly Pmts of $ 419.97 Each Starting 10/29/2006		N/A
		30028.21

Dealer's new car warranty is shown on back of this order. It is agreed that there are no other warranties, either express or implied, covering a new car sold hereunder. In the event the car sold hereunder is a used car, it is agreed that the dealer assumes only such warranty obligation to Buyer as are set forth on the face of this order or in a separate written instrument, if any.

This order is not binding on dealer until accepted by dealer in writing.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature.

The front and back of this order comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever, will be recognized.

NEW

DODGE CHRYSLER

RETAIL BUYER'S ORDER
RUSHVILLE CHRYSLER-JEEP-DODGE, INC.
253 BUENA VISTA AVE., RUSHVILLE, IN 46173
(765) 932-2447 or (866) 576-7874 (RUSH)

Jeep

Order No. NT8024
Date 02/14/2008
Phone [redacted]

Purchaser [redacted]
Address [redacted] City RUSHVILLE St [redacted]

I hereby agree to purchase from you under the terms and conditions specified, the following:

(xx) New
( ) Used Year 2008 Make DODGE Model GRAND CARAVAN Type SXT FWD Color BLUE
Upholstery Other Ign. Key No.

Delivery of this purchase is to be made 02/15/2008 ,20 , or as soon thereafter as possible.
It is agreed, however, that neither you nor the Manufacturer will be liable for failure to effect delivery.

Cash Price plus Accessories	WE WILL INSTALL A	27935.00
	IN/ON YOUR VEHICLE THAT IS NOT PROVIDED BY CHRYSLER. IT IS NOT COVERED BY YOUR CHRYSLER NEW VEHICLE WARRANTY. CHRYSLER DOES NOT STAND BEHIND IT, AND WILL NOT PAY FOR ANY REPAIR. I UNDERSTAND THIS LIMITATION.	
VIN# 2D8HN54P78R[redacted]	TITLE FEES	16.25
*Non-Chrysler Items	Miles 17 DOC FEE	75.00
USED VEHICLES ONLY The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale.	Cash Delivered Price with Options and Accessories	28026.25
	Trade Allowance	26045.00
	Cash Difference	1981.25
	Sales Tax	113.40
Cash Deposit with Order	Total Cash Difference With Tax	2094.65
Payoff On Trade-In N/A	Good To N/A	
Lienholder	Phone N/A	
Acct #	Person Contacted	
Make of Trade-In DODGE	Type Year 2006	
VIN# 1D4GP24R16B[redacted]	Miles	
Service contract and/or warranty transfer	N/A	
Factory Cash Allowance	N/A	
Cash On Delivery	N/A	
Net Balance Due	N/A	
Lienholder DC FIN SVCS AMER LLC	APR N/A Insurance	2094.65
Balance In 1	Monthly Pmts of $ 2094.65 Each Starting 03/15/2008	N/A
		2094.65

Dealer's new car warranty is shown on back of this order. It is agreed that there are no other warranties, either express or implied, covering a new car sold hereunder. In the event the car sold hereunder is a used car, it is agreed that the dealer assumes only such warranty obligation to Buyer as are set forth on the face of this order or in a separate written instrument, if any.

This order is not binding on dealer until accepted by dealer in writing.

I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature.

The front and back of this order comprise the entire agreement pertaining to this purchase and no other agreement of any kind, verbal understanding or promise whatsoever, will be recognized.

Receipt of a copy of this order is hereby acknowledged.

Buyer's Sign[redacted]
Accepted By
Salesman's

I S G
IMPARTIAL SERVICES GROUP

2777 Stemmons Freeway, Suite 1425
Dallas, TX 75207
(214) 634-9100
Fax: (214) 634-2262

February 15, 2008

To: Tracy Friedland
Supervisor Contract Processing
From: Christopher Cates
Impartial Services Group, Inc.
Fax: (248) 512-7606
Subject: Service Contract Transfer

Owner Name: [redacted]
Old VIN: 1D4GP24R16B[redacted]
New VIN: 2D8HN54P78R[redacted]
Old Vehicle Mileage: 21333
In Service Date of New Vehicle: 02/18/2008
Bill Chrysler Zone Office: 91
Contract Code: UCP224M

RELEASE

In sole consideration of 2D8HN54P78R[redacted], I/We, [redacted] release Chrysler Motors LLC, and its subsidiaries, dealerships, and all persons involved in the dispute resolution and vehicle repurchase or replacement transactions from all known and unknown claims, damages, costs, fees, loss of service, personal injuries and property damage related to a 2006, Dodge Grand Caravan Se Fwd Lwb Wagon VIN: 1D4GP24R16[redacted] In return, I will transfer the ownership of the vehicle to Chrysler Motors LLC with clear title, and will sign all papers Chrysler Motors LLC requires to transfer the vehicle. I will return the vehicle with no original or substituted equipment missing and in an undamaged condition, except for normal wear and tear and any previously alleged defects.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim. I expressly agree that the only consideration I will receive is that listed above and that Chrysler Motors LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, I agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim.

I fully understand and freely sign this release.

Date: Feb 20, 2008

[redacted]

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon Transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [redacted] (transferor's name, Print)

state that the odometer now reads 22,650 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless otherwise indicated.

- ☐ (1) Actual Mileage.
- ☐ (2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
- ☐ (3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
DODGE	DODGE GRAND CARAVAN SE FWD LWB WAGON	

VEHICLE IDENTIFICATION NUMBER	YEAR
1D4GP24R16E[redacted]	2006

[redacted]

PRINTED NAME

TRANSFEROR'S ADDRESS (STREET)

CITY STATE ZIP CODE

DATE OF STATEMENT

X
TRANSFEREE'S SIGNATURE

PRINTED NAME

TRANSFEREE'S ADDRESS (STREET)

CITY STATE ZIP CODE

DL # Drivers License Number STATE State of License

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon Transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, [redacted] transferor's name, Print)

state that the odometer now reads 22,650 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless otherwise indicated.

☐ (1) Actual Mileage.

☐ (2) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (3) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY.

MAKE	MODEL	BODY TYPE
DODGE	DODGE GRAND CARAVAN SE FWD LWB WAGON	

VEHICLE IDENTIFICATION NUMBER	YEAR
1D4GP24R16B[redacted]	2006

X [redacted]

PRINTED NAME

TRANSFEROR'S ADDRESS (STREET)

CITY STATE ZIP CODE

DATE OF STATEMENT

X TRANSFEREE'S SIGNATURE

PRINTED NAME

TRANSFEREE'S ADDRESS (STREET)

CITY STATE ZIP CODE

DL # Drivers License Number STATE State of License

DAMAGE NOTIFICATION

I/We, [redacted] declare that the 2006 Dodge Grand Caravan Se Fwd Lwb Wagon Vehicle identification number 1D4GP24R16B[redacted] being returned to Chrysler Motors LLC on this date, HAS / HAS NOT (Circle One) previously been involved in an accident.

If there has been Damage, has it been repaired? _____ Yes ___✓___ No

If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and the approximate cost of the repairs made here:

NONE

[redacted]

Feb 20, 2008
Date

Feb 20, 2008
Date

VEHICLE CONDITION REPORT - Chrysler Motors LLC

Date: 2-20-08 Owner's Name: Laura Ryckman

Year: 2006 Make: DODGE Make: GRAND CARAVAN SE Color: LIGHT BLUE

VIN #: 1D4GP24R16B[redacted] Mileage: 22,650

Accessory Checklist:	Obtained from Customer:
✓ CD Player	✓ Key (2 sets & valet key) and Remotes
X Leather Interior	✓ Owner/Warranty Manuals
X Wheel Package	✓ Other-Spare ✓ Jack ✓ Wheeltock X

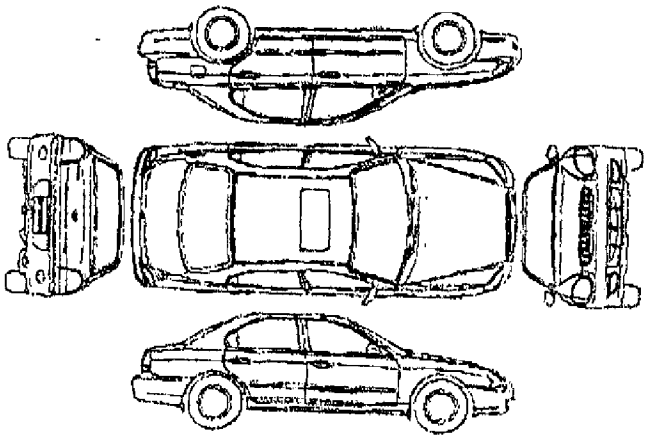
Tires Depth (4/32)	RF ✓	RR ✓	LR ✓	LF ✓
Tire Size 215/70R15	RF ✓	RR ✓	LR ✓	LF ✓
Tire Brand Goodyear	RF ✓	RR ✓	LR ✓	LF ✓

NOTES: (Please record any damage.)

NONE

CODE IDENTIFICATION CHARTS

B - Dent	M - Missing
BB - Buffer Burned	P - Pitted
BR - Broken	PC - Paint Chip
C - Cut	R - Rubbed
CR - Cracked	RU - Rust
D - Dented	S - Scratched
F - Faded	SL - Soiled
FF - Foreign Fluid	SS - Surface Scratch
G - Gouged	ST - Stained
L - Loose	T - Torn



*If Damage Estimated Over $300 - (send copy of estimate to ISG)

Funds Collected Y/N: N $ Amount: [redacted] Certified Check/Money Order payable to Chrysler Motors LLC

Transfer Agent: Signature: [redacted]

DEALER ACKNOWLEDGEMENT: By signing below you acknowledge that you have reviewed this report and agree that it is accurate. Further, you agree that you are responsible for the vehicle while in your possession.

Dealer Signature: [signature] Printed Name: Ron Gardner

***PLEASE NOTE: If you disagree with this condition report, please contact your Impartial Services Group (ISG) Case Coordinator at 1-800-215-6230.

Customer Acknowledgement: By signing below you acknowledge that you have reviewed this report and agree that it is accurate.

Customer Signature: [redacted]

INCENTIVE RESOLUTION AGREEMENT

Dealer: Rushville Chrysler Jeep Dodge
253 Buena Vista Ave
Rushville, IN 46173

Dealer Code: 45202

In mutual resolution of the complaint of Laura Ryckman, regarding his/her vehicle, VIN: 1D4GP24R16B511019, we have [redacted] Laura Ryckman into another vehicle, VIN: 2D8HN54P78[redacted]

As part of this transaction, I understand and agree that the new vehicle, VIN: 2D8HN54P78[redacted] will be ineligible and disqualified from all consumer and dealer incentive programs available. Nor will it count as a "qualifying" unit toward any dealer objective for such incentives / programs.

Authorized Dealer Signature

Authorized Chrysler Signature

Title

Rushville Chrysler Jeep Dodge

Dealership Name

ISG

Zone

45202

Dealer Code

91

Zone Code

Release of Vehicle

In order to expedite the transport of VIN # 1D4GP24R16B[redacted], for LAURA RYCKMAN, please provide the following information:

Is this the physical vehicle location? ✓ Yes ____ No

Rushville Chrysler Jeep Dodge
253 Buena Vista Ave
Rushville, IN 46173

If no, please provide vehicle's location:

N/A

Two contact names with phone number for persons who will physically release the unit:

RON GARDNER {Sales Mgr}
JIM JACKSON {Bus/Mgr}

Date Vehicle is Releasable: Feb 20, 08

I acknowledge and agree that Rushville Chrysler Jeep Dodge will not be paid for the replacement vehicle until ISG receives the title to VIN # 1D4GP24R16B511019, and I give consent to have this vehicle picked up.

I further agree that upon signing this acknowledgement and not allowing the vehicle to be picked up may result in a "dry run" fee charged by the transportation company and taken out of the proceeds to Rushville Chrysler Jeep Dodge for the replacement vehicle.

Sign[redacted] Date: Feb 20, 08

Title: Bus/Mgr

Please fax this release back to ISG, Attn: Christopher Cates at 214-634-2262 so that we may remove the vehicle from your lot as soon as possible. **The vehicle will not be scheduled for tow until the vehicle is releasable and this form is returned to ISG.**

Dealer Completes

POWER OF ATTORNEY - STATE OF INDIANA

State Form 1840 (R2 / 6-94)

PLEASE PRINT

I / We, [redacted], residing at [redacted] in the county of _____ do hereby appoint Chrysler Motors LLC as my/our attorney in fact to sign my/our name(s) and complete information in relation to transactions involving the certificate of title or registration for the vehicle/watercraft as described below:

Make of vehicle / watercraft	Year	Vehicle or Hull I.D. number	Title number
DODGE GRAND CARAVAN SE FWD LWB WAGON	2006	1D4GP24R16[redacted]	

NOTE: Social Security / Federal ID numbers are not required on power-of-attorney form but are required for title and registration applications.

[redacted]

STATE OF _____
COUNTY OF _____ } SS: (SEAL)

Sworn to before me, a Notary Public, in and for said County, this _____ day of _____ 20__

Signature of Notary Public	Printed or typed name of Notary Public	Date commission expires

NOTE: In accordance with Indiana Code 30 5-4-1, all power-of-attorney forms must be notarized. Special deputies of the Bureau of Motor Vehicles may, in lieu of a notary, sign power-of-attorney forms used in Indiana for Bureau of Motor Vehicles transactions. Special deputy verifications are valid only on Bureau of Motor Vehicles documents in Indiana and are not recognized for interstate transactions.

Special Deputy Bureau of Motor Vehicles, State of Indiana Chapter 01 Acts 1847

By	Date *(month, day, year)*

POWER OF ATTORNEY - STATE OF INDIANA

State Form 1940 (R2 / 6-04)

PLEASE PRINT

I / We, [redacted], residing at [redacted] in the county of _____ do hereby appoint Chrysler Motors LLC as my/our attorney in fact to sign my/our name(s) and complete information in relation to transactions involving the certificate of title or registration for the vehicle/watercraft as described below:

Make of vehicle / watercraft	Year	Vehicle or Hull I.D. number	Title number
DODGE GRAND CARAVAN SE FWD LWB WAGON	2006	1D4GP24R16B511019	

NOTE: Social Security / Federal ID numbers are not required on power-of-attorney form but are required for title and registration applications.

[redacted]

STATE OF _____

COUNTY OF _____ } SS: **(SEAL)**

Sworn to before me, a Notary Public, in and for said County, this _____ day of _____ 20____

Signature of Notary Public	Printed or typed name of Notary Public	Date commission expires

NOTE: In accordance with Indiana Code 30 5-4-1, all power-of-attorney forms must be notarized. Special deputies of the Bureau of Motor Vehicles may, in lieu of a notary, sign power-of-attorney forms used in Indiana for Bureau of Motor Vehicles transactions. Special deputy verifications are valid only on Bureau of Motor Vehicles documents in Indiana and are not recognized for interstate transactions.

Special Deputy Bureau of Motor Vehicles, State of Indiana Chapter 01 Acts 1847

By:	Date *(month, day, year)*

INCENTIVE RESOLUTION AGREEMENT

Dealer: Rushville Chrysler Jeep Dodge
253 Buena Vista Ave
Rushville, IN 46173

Dealer Code: 45202

In mutual resolution of the complaint of [redacted]n, regarding his/her vehicle, VIN: 1D4GP24R16E[redacted]we have agreed to place [redacted] into another vehicle, VIN: 2D8HN54P78R[redacted]

As part of this transaction, I understand and agree that the new vehicle, VIN: 2D8HN54P78R120082 will be ineligible and disqualified from all consumer and dealer incentive programs available. Nor will it count as a "qualifying" unit toward any dealer objective for such incentives / programs.

Authorized Dealer Signature

Authorized Chrysler Signature

Title

Rushville Chrysler Jeep Dodge

Dealership Name

ISG

Zone

45202

Dealer Code

91

Zone Code

83-112-4001 Rev. 6/07

VENDOR NO: SU00000002

REMITTANCE ADVICE
CHRYSLER LLC
CIMS: [illegible]00-00
P.O. BOX 2[illegible]8004
AUBURN HILLS MI 48321-8004

PAY REF. NO: 0007392822
DATE: 03/07/2008
PM: USCKU SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
03/06/2008 1D4GP24R16B[redacted]	17203389-1A	21,407.02		21,407.02
	TOTALS	21,407.02		21,407.02

Received
MAR 11 2008
I. S. G.

42
Chris

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

CHRYSLER

GAP

JPMORGAN CHASE BANK, N.A.
WILMINGTON, DELAWARE

0007392822
DATE: 03072008
MMDDYYYY

X

SEQUENCE NO. 00235

62-26
311

1530-09

$******21407.02

PAY TWENTY ONE THOUSAND FOUR HUNDRED SEVEN AND 02/100 DOLLARS
TO THE ORDER OF:
RUSHVILLE CHRYSLER JEEP DODGE **********
253 BUENA VISTA AVE
RUSHVILLE IN 46173

ACCOUNT 7601 BANK USCKU
CHRYSLER LLC
AUTHORIZED SIGNER
T.P. Dykstra
CP-8

⑈0007392822⑈ ⑆031100267⑆ 6301515304 509⑈

INDIANA CERTIFICATE OF TITLE

STATE OF INDIANA

CERTIFICATE OF TITLE FOR A VEHICLE

MAKE	MODEL NAME	YEAR	VIN
DODGE	CARAVAN/GRAND	2006	1D4GP24R16E[redacted]

TITLE TYPE	FORMER TITLE/STATE	PURCHASE DATE	BODY TYPE
NORMAL	[redacted] / IN	02/20/08	VA

USAGE TAX PAID	ISSUE DATE
0	04/21/08

MAILING ADDRESS

IMPARTIAL SERVICES GROUP LLLC
2777 N STEMMONS FWY STE 1425
DALLAS TX 752072501

ODOMETER/BRAND

022650

/ACTUAL

BRAND(S)

*MANUFACT BUYBACK-
DISCLOSURE ON FILE

OWNER(S) NAME

CHRYSLER MOTORS LLC
4300 S LAPEER RD
LAKE ORION MI 483591867

SECOND LIENHOLDER

ADDITIONAL OWNER(S)

LIEN RELEASED BY:

X

PRINTED NAME: POSITION:

DATE:

FIRST LIENHOLDER

THIRD LIENHOLDER

LIEN RELEASED BY:

X

PRINTED NAME: POSITION:

DATE:

LIEN RELEASED BY:

X

PRINTED NAME: POSITION:

DATE:

The Commissioner of the Bureau of Motor Vehicles, pursuant to the laws of the State of Indiana, certifies that the vehicle/watercraft has been duly titled and the owner of the described vehicle/watercraft is subject to the liens set forth.

INDIANA BUREAU OF MOTOR VEHICLES

Ronald L. Stiver, Commissioner

TITLE NUMBER
0619208000E

E3607750

M

DO NOT ACCEPT TITLE IF ANY OF THE MAKE, MODEL, YEAR, VIN OR TITLE NUMBER DIFFER FROM THE ABOVE

PLEASE TYPE OR PRINT INFORMATION

REQUIREMENTS: Federal and State law requires that you state the mileage in connection with the transfer of ownership. Failure to complete, or providing a false statement may result in fines and or imprisonment..

TO SELLER: Seller is responsible for completing form. If title is in more than one name, all owners must sign as seller. Do not sign as a Seller until all areas of the assignment are completed. Any person signing for a company must state position.

TO PURCHASER: You must apply for a new certificate of title within thirty-one days of the date of purchase, or pay a delinquent penalty fee. All liens shown on the face of this title must be released before you apply for a new title. Take this to your local BMVC License Branch to complete your application for a new title.

We swear or affirm that the information on this form is correct. We understand that a false statement may constitute the crime of perjury.

I (We) certify to the best of my (our) knowledge that the odometer now reads and is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked.

☐☐☐,☐☐☐ No Tenths MILES

☐ The odometer reading stated is in excess of its mechanical limits.

☐ The odometer reading is not the actual mileage. WARNING - ODOMETER DISCREPANCY

SELLER INFORMATION

Signature of Seller		Position	
Signature of Seller		Position	
Print name of seller		Dealer Number	
Print name of seller			
Date of sale (month, day, year)	Selling price	Trade in price(if any)	Total price paid

PURCHASER INFORMATION

Name of Purchaser		Dealer Number
Address		
City	State	Zip Code
Name of Lienholder		
Address		
City	State	Zip Code
I AM AWARE OF THE ABOVE ODOMETER CERTIFICATION MADE BY THE SELLER(S)		
Signature of purchaser	Print name of purchaser	

FIRST RE-ASSIGNMENT BY REGISTERED DEALER ONLY

I certify to the best of my knowledge that the odometer reading is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked.

☐☐☐,☐☐☐

☐ The odometer reading stated is in excess of its mechanical limits.

☐ The odometer reading is not actual mileage WARNING ODOMETER DISCREPANCY

Name of dealership	
Signature	
Print Name	
Position	Dealer Number
Date of sale(month,day,year)	

Name of Purchaser		Dealer Number
Address		
City	State	Zip Code
Name of Lienholder		
Address		
City	State	Zip Code
I AM AWARE OF THE ABOVE ODOMETER CERTIFICATION MADE BY THE SELLER(S)		
Signature of purchaser	Print name of purchaser	

SECOND RE-ASSIGNMENT BY REGISTERED DEALER ONLY

I certify to the best of my knowledge that the odometer reading is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked.

☐☐☐,☐☐☐

☐ The odometer reading stated is in excess of its mechanical limits.

☐ The odometer reading is not actual mileage WARNING ODOMETER DISCREPANCY

Name of dealership	
Signature	
Print Name	
Position	Dealer Number
Date of sale(month,day,year)	

Name of Purchaser		Dealer Number
Address		
City	State	Zip Code
Name of Lienholder		
Address		
City	State	Zip Code
I AM AWARE OF THE ABOVE ODOMETER CERTIFICATION MADE BY THE SELLER(S)		
Signature of purchaser	Print name of purchaser	

THIRD RE-ASSIGNMENT BY REGISTERED DEALER ONLY

I certify to the best of my knowledge that the odometer reading is the ACTUAL MILEAGE of the vehicle unless one of the following statements is checked.

☐☐☐,☐☐☐

☐ The odometer reading stated is in excess of its mechanical limits.

☐ The odometer reading is not actual mileage WARNING ODOMETER DISCRIPENCY

Name of dealership	
Signature	
Print Name	
Position	Dealer Number
Date of sale(month,day,year)	

Name of Purchaser		Dealer Number
Address		
City	State	Zip Code
Name of Lienholder		
Address		
City	State	Zip Code
I AM AWARE OF THE ABOVE ODOMETER CERTIFICATION MADE BY THE SELLER(S)		
Signature of purchaser	Print name of purchaser	

NO ADDITIONAL RE-ASSIGNMENTS PERMITTED

INDIANA CERTIFICATE OF TITLE

STATE OF INDIANA

CERTIFICATE OF TITLE FOR A VEHICLE

MAKE	MODEL NAME	YEAR	VIN
DODGE	CARAVAN/GRAND	2006	1D4GP24R16B[redacted]

TITLE TYPE	FORMER TITLE/STATE	PURCHASE DATE	BODY TYPE
NORMAL	C OF O / IN	09/29/06	SV

USAGE TAX PAID	ISSUE DATE
881.64	10/30/06

Manufacturer Buyback Disclosure on File

MAILING ADDRESS
DC FIN SVCS AMER LLC
PO BOX 997533
SACRAMENTO CA 958997533

ODOMETER/BRAND
000104
/ACTUAL

BRAND(S)

OWNER(S) NAME
[redacted]
RUSHVILLE IN [redacted]

SECOND LIENHOLDER

ADDITIONAL OWNER(S)
RANDY J. RYCKMAN

LIEN RELEASED BY:
X

PRINTED NAME: POSITION:

DATE:

FIRST LIENHOLDER
DC FIN SVCS AMER LLC
PO BOX 997533
SACRAMENTO CA 958997533

LIEN RELEASED BY:
X

PRINTED NAME: POSITION:

DATE: 12 06 07

DC Fin Svcs Amer LLC

THIRD LIENHOLDER

LIEN RELEASED BY:
X

PRINTED NAME: POSITION:

DATE:

The Commissioner of the Bureau of Motor Vehicles, pursuant to the laws of the State of Indiana, certifies that the vehicle/watercraft has been duly titled and the owner of the described vehicle/watercraft is subject to the liens set forth.

INDIANA BUREAU OF MOTOR VEHICLES

Ronald L. Stiver, Commissioner

TITLE NUMBER
[redacted]

E0616200

DO NOT ACCEPT TITLE SHOWING ANY ERASURES, ALTERATIONS OR MUTILATIONS

I S G
IMPARTIAL SERVICES GROUP

2777 Stemmons Freeway, Suite 1425
Dallas, TX 75207
(214) 634-9100
Fax: (214) 634-2262

February 21, 2008

To:	Norm Thomas	From:	Mary Anne Weinberg
Co:	Eastgate Chrysler Jeep	Zone:	42
Fax:	317-352-7192	Telephone:	214-634-9100

BUYBACK VEHICLE:

Customer Name:	[redacted]
Vehicle VIN:	1D4GP24R16B[redacted]
Model:	DODGE GRAND CARAVAN SE FWD LWB WAGON
Color:	LIGHT BLUE
Year:	2006
State:	IN

Regarding the repair of the above referenced vehicle, the customer complained of the following:

1. Headlights will dim and go out.

Please attempt to have the vehicle repaired by: 03/21/2008

- If you are unable to Repair any of the above complaints, please notify ISG immediately.
- Please call before completing any repairs not related to the problems listed on this sheet.
- Once the repairs have been completed, please fax a copy of the R.O to 214-634-2262.
- If you are unable to meet the requested vehicle repair date or if you have any questions regarding the repair of this vehicle, please call me at 214-634-9100.

Thank you for your assistance and prompt attention to this matter.

CL1030 110296

INVOICE

PAGE 1

EASTGATE
CHRYSLER - JEEP
600 NORTH SHADELAND AVE.
INDIANAPOLIS, INDIANA 46219
(317) 352-7067
service@eastgateauto.com

CHRYSLER
1000 CHRYSLER DR
AUBURN HILLS, MI 48326-2766
HOME:214-634-9100 BUS:

SERVICE ADVISOR: 4482 NORMAN THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	06	DODGE CARAVAN	1D4GP24R16B[redacted]		22684/22684	T7789

DEL DATE	PROD DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06 IS 01JAN06 DE			17:00 26FEB08		84.00	CASH	29FEB08

R.O. OPENED	READY	OPTIONS:
14:24 26FEB08	08:50 29FEB08	DLR:65688 ENG:3.3_Liter_SMPI

LINE/ OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CHECK HEADLIGHTS WILL DIM AND GO OUT CND COULD NOT DUPLICATE							
22684 CND	6939	ISR	0.00				(N/C)

****

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

Thank You!

Ext
150 Jim Worden - Service Director
161 John Wilson - Service Manager
140 Robin Eads - Parts Manager
103 Cindy McNartney - Customer Relations Representative

Voice Mail
(317) 352-7194

Five Star Award for Excellence

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, 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

SHOP SUPPLIES: A charge will be imposed for shop supplies on all service work performed on vehicles at this dealership. This charge covers the cost of miscellaneous shop supplies used to perform the service work and includes such things as shop rags, parts cleaner, bolt and part lubricant, etc. The charge will be calculated as 7% of the total labor. However, the total charges will not exceed $25.00.

CUSTOMER COPY

DAMAGE NOTIFICATION

I/We, [redacted], declare that the 2006 Dodge Grand Caravan Se Fwd Lwb Wagon vehicle identification number 1D4GP24R16B[redacted] being returned to Chrysler Motors LLC on this date, HAS / HAS NOT (Circle One) previously been involved in an accident.

If there has been Damage, has it been repaired? _____ Yes ✓ No

If the vehicle has had accident damage repaired, please describe briefly the areas of the damage and the approximate cost of the repairs made here:

NONE

Received
MAR 31 2008
I.S.G.

[redacted]

Date Feb 20, 2008

Date Feb 20, 2008

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date:	February 21, 2008	Telephone	989-269-2161
To:	Lyn Tetreau	Fax:	989-269-6266

Customer Name:	[redacted]
Zone:	42
VIN:	1D4GP24R16B[redacted]
Year:	2006
Model:	DODGE GRAND CARAVAN SE FWD LWB WAGON
Color:	LIGHT BLUE
Brake/Steering:	No

ATTENTION DRIVER
Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name:	Rushville Chrysler Jeep Dodge
Address:	253 Buena Vista Ave
City:	Rushville
State:	IN
Zip Code:	46173
Telephone:	765-932-2447
Contact Name:	Ron Gardner or Jim Jackson

Special Remarks:

Delivery Name:	Eastgate Chrysler Jeep
Street Address:	500 N Shadeland Avenue
City:	Indianapolis
State:	IN
Zip Code:	46219
Telephone:	317-352-7194 x 123
Contact Name:	Norm Thomas

ATTENTION DRIVER
Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

IMPARTIAL SERVICES GROUP, INC.
VEHICLE PICK-UP REQUEST

Date:	March 4, 2008	Telephone	989-269-2161
To:	Lyn Tetreau	Fax:	989-269-6266

Customer Name:	[redacted]
Zone:	42
VIN:	1D4GP24R16E[redacted]
Year:	2006
Model:	DODGE GRAND CARAVAN SE FWD LWB WAGON
Color:	LIGHT BLUE
Brake/Steering:	No

*****ATTENTION DRIVER*****
Call 24 hours in advance before going to pick up the vehicle to ensure that the contact will be available to assist you when you arrive.

Pick Up Name:	Eastgate Chrysler Jeep
Address:	500 N Shadeland Avenue
City:	Indianapolis
State:	IN
Zip Code:	46219
Telephone:	317-352-7194 x 123
Contact Name:	Norm Thomas

Special Remarks:

Delivery Name:	(Marshalling) ADESA INDIANAPOLIS AUTO AUCTION CHRYSLER CORPORATE CAR
Street Address:	2950 East Main Street
City:	Plainfield
State:	IN
Zip Code:	46168
Telephone:	317-838-7866
Contact Name:	Kristina Holman (kristina.holman@adesa.com)

*****ATTENTION DRIVER*****
Call TransLogic at 989-269-2161 if you have any problems picking up this vehicle at the dealership.

TRANSLOGIC USE ONLY

Date Received:	
Transportation Cost Estimate:	
Delivery Completed By:	
Special Requirments:	
Signature:	

RELEASE

In sole consideration of 2D8HN54P78R[redacted] I/We, [redacted] release Chrysler Motors LLC, and its subsidiaries, dealerships, and all persons involved in the dispute resolution and vehicle repurchase or replacement transactions from all known and unknown claims, damages, costs, fees, loss of service, personal injuries and property damage related to a 2006, Dodge Grand Caravan Se Fwd Lwb Wagon VIN: 1D4GP24R16E[redacted] In return, I will transfer the ownership of the vehicle to Chrysler Motors LLC with clear title, and will sign all papers Chrysler Motors LLC requires to transfer the vehicle. I will return the vehicle with no original or substituted equipment missing and in an undamaged condition, except for normal wear and tear and any previously alleged defects.

I agree to indemnify and hold the above parties harmless from all further claims, costs or expenses relating to this claim. I expressly agree that the only consideration I will receive is that listed above and that Chrysler Motors LLC has made no other promises to me. I accept the consideration listed above as full satisfaction of this claim.

Except as permitted by law, I agree not to talk about the details of this agreement and release to anyone. I understand that all the above parties deny any liability for this claim.

I fully understand and freely sign this release.

Date: Feb 20 20 08

[redacted]

Received
MAR 31 2008
I.S.G.

Release of Vehicle

In order to expedite the transport of VIN # 1D4GP24R16B[redacted], for LAURA RYCKMAN, please provide the following information:

Received
MAR 31 2008
I.S.G.

Is this the physical vehicle location? ✓ Yes ____ No

Rushville Chrysler Jeep Dodge
253 Buena Vista Ave
Rushville, IN 46173

If no, please provide vehicle's location:

N/A

Two contact names with phone number for persons who will physically release the unit:

RON GARDNER {Sales Mgr}
JIM JACKSON {Bus/Mgr}

Date Vehicle is Releasable: Feb 20, 08

I acknowledge and agree that Rushville Chrysler Jeep Dodge will not be paid for the replacement vehicle until ISG receives the title to VIN # 1D4GP24R16B511019, and I give consent to have this vehicle picked up.

I further agree that upon signing this acknowledgement and not allowing the vehicle to be picked up may result in a "dry run" fee charged by the transportation company and taken out of the proceeds to Rushville Chrysler Jeep Dodge for the replacement vehicle.

Sign: James W. Jackson Date: Feb-20, 08

Title: Bus/Mgr

Please fax this release back to ISG, Attn: Christopher Cates at 214-634-2262 so that we may remove the vehicle from your lot as soon as possible. The vehicle will not be scheduled for tow until the vehicle is releasable and this form is returned to ISG.

Dealer Completes

17203389 - 0519081344

82

Chrysler

DISCLOSURE NOTICE - INDIANA

Rev 08/07

Steve Sharpe

Winchester Chrysle

(Check One)

☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Motors LLC due to the problem(s) listed below.

☒ **IMPORTANT This vehicle was previously sold as new. It was subsequently returned to the manufacturer or authorized dealer in exchange for a replacement vehicle or a refund because it did not conform to the manufacturer's express warranty and the nonconformity was not cured within a reasonable time as provided by Indiana law.**

Received
MAY 22 2008
I.S.G.

VIN	YEAR	MAKE	MODEL
1D4GP24R16B[redacted]	06	DODGE	GRAND CARAVAN SE FWD LWB WAGON

Reported Problem(s):

1. Headlights will dim and go out.
2.
3.
4.
5.

Date Repaired or Other Comments:

1. 02/29/08 Unable to duplicate reported problem.
2.
3.
4.
5.

Additional Information:

Chrysler Motors LLC Representative Signature — Date: 05/19/2008

Auction Representative Signature/Title — Date: 05/19/2008

The signature of the dealer representative constitutes agreement by the dealer that disclosure of the above information will be made to the retail customer at the time of sale of this vehicle as provided by law in the state in which it is resold. The dealer agrees to defend, indemnify, and hold harmless Chrysler Motors LLC from all claims, causes of action, or any other liability arising from or related to the dealer's failure to make proper disclosure of the above information, whether or not disclosure is required by state or federal law. Chrysler Motors LLC provides a supplemental Limited Warranty for a period of 12 months with unlimited mileage effective with the date of purchase or lease of this vehicle by the subsequent retail buyer. Additionally, this vehicle may be eligible for any remaining new vehicle warranty coverage.

Dealer Representative Signature/Title — Date

Customer Acknowledgement/Signature — Date

Steve Sharpe — Printed Name

68863 — Dealer Code

Printed Name

Winchester C P D J, — Dealership Name

IN — State

Street & No. — City/Town — State

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

Received
MAY 22 2008
I.S.G.

VEHICLE DISPUTE RESOLUTION PROCESS – BINDING ARBITRATION

Vehicle Identification Number: 1D4GP24R16B[redacted]

THE CUSTOMER UNDERSTANDS THAT HE/SHE HAS A RIGHT TO HAVE ANY DISPUTES DECIDED IN COURT BUT HAS AGREED TO HAVE ANY SUCH DISPUTE DETERMINED BY ARBITRATION IN ORDER TO AVOID THE BURDEN, EXPENSE AND UNCERTAINTY OF THE JUDICIAL PROCESS. ARBITRATION IS A PROCESS BY WHICH TWO OR MORE PARTIES RESOLVE A DISPUTE THROUGH THE USE OF A THIRD PARTY NEUTRAL.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. **YOU MAY NOT BRING A SEPARATE LAWSUIT.** PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

QUALIFYING CLAIMS WILL BE ADMINISTERED BY THE NATIONAL CENTER FOR DISPUTE SETTLEMENT. A COPY OF THE RULES ARE AVAILABLE BY CALLING 1-800-777-8119 OR AT WWW.NCDSUSA.ORG. BY AGREEING TO ARBITRATE, A PARTY FORGOES NO SUBSTANTIVE RIGHTS. POTENTIAL RECOVERY IS THE SAME AS THAT AVAILABLE UNDER RELEVANT STATE AND FEDERAL LAWS, AND THE ARBITRATORS HAVE DISCRETION TO AWARD REASONABLE AND CUSTOMARY ATTORNEY AND EXPERT WITNESS FEES. JUDGMENT ON THE AWARD OF THE ARBITRATOR MAY BE ENTERED IN ANY COURT OF COMPETENT JURISDICTION.

THE CUSTOMER ACKNOWLEDGES THAT THE PRICE ESTABLISHED FOR THE VEHICLE REFLECTS:

(1) THE SUPPLEMENTAL LIMITED WARRANTY PROVIDED BY CHRYSLER (2) ANY REMAINING WARRANTY COVERAGE (3) THE PRECEEDING DISCLOSURES AND (4) THE POTENTIAL REDUCTION IN LEGAL COSTS RESULTING FROM THE AGREEMENT TO ARBITRATE.

THE CUSTOMER FURTHER ACKNOWLEDGES THAT THIS TRANSACTION AFFECTS INTERSTATE COMMERCE AND IS GOVERNED BY THE FEDERAL ARBITRATION ACT. THIS IS A KNOWING AND WILLING WAIVER OF ANY RIGHT TO A JURY TRIAL OR OTHER JUDICIAL OR ADMINISTRATIVE DETERMINATION.

DEALER/REPRESENTATIVE SIGNATURE DATE	CUSTOMER SIGNATURE DATE
PRINTED NAME AND TITLE	PRINTED NAME
Winchester C P D J DEALERSHIP NAME	ADDRESS
68863 - Winchester, IN 47394 DEALER CODE AND CITY, STATE AND ZIP	CUSTOMER CITY, STATE AND ZIP CODE

P. Carroll 5-19-08
AUCTION REPRESENTATIVE SIGNATURE DATE

P. Carroll, Agt.
PRINTED NAME AND TITLE

VIN: 1D4GP24R16B511019

83-112-4001 Rev. 6/07

D142005

VENDOR NO: SU00000002

REMITTANCE ADVICE
CHRYSLER LLC
CIMS: 4[illegible]00-00
P.O. BOX 21[illegible]004
AUBURN HILLS MI 48321-8004

PAY REF. NO: 0007444652
DATE: 05/19/2008
PM: USCKU SOURCE: SU
MAIL: R:SU

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
05/16/2008 1D4GP24R16B[redacted]	17203389-2A	126.25		126.25
			Received MAY 21 2008 I.S.G.	42 Chris
	TOTALS	126.25		126.25

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.

CHRYSLER

GAP

JPMORGAN CHASE BANK, N.A.
WILMINGTON, DELAWARE

0007444652
DATE: 05192008
MMDDYYYY

X

SEQUENCE NO. 00036

62-26
311

1530-09

$********126.25

PAY ONE HUNDRED TWENTY SIX AND 25/100 DOLLARS

TO THE ORDER OF:

[redacted]**********

RUSHVILLE IN [redacted]

ACCOUNT 7601 BANK USCKU
CHRYSLER LLC
AUTHORIZED SIGNER

T.P. Dykstra

CP-8

[redacted]

17203389 - 0519080847

Chrysler

DISCLOSURE NOTICE - INDIANA

ACTAM 431

Rev. 08/07

(Check One)

☐ In an effort to promote customer satisfaction, this vehicle was repurchased by Chrysler Motors LLC due to the problem(s) listed below.

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Received AUG - 2 2008 I.S.G.

VIN	YEAR	MAKE	MODEL
1D4GP24R16B[redacted]	06	DODGE	GRAND CARAVAN SE FWD LWB WAGON

Reported Problem(s):

1. Headlights will dim and go out.
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Date Repaired or Other Comments:

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Bill M — Dealer Representative Signature/Title — Date: 5/29/08

BILL MARLIS — Printed Name — Dealer Code: 60000

MARLB-TAM GPI — Dealership Name — State: IND

Customer Acknowledgement/[redacted] — Date: 5/29/08

THIS CONTRACT HAS A BINDING ARBITRATION PROVISION

Received
MAY 22 2008
I.S.G.

VEHICLE DISPUTE RESOLUTION PROCESS – BINDING ARBITRATION

Vehicle Identification Number: 1D4GP24R16B[redacted]

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Receive
AUG 18 200
I.S.G.

AS A CONDITION OF SALE, THE DEALER, THE AUCTION REPRESENTATIVE AND THE RETAIL CUSTOMER AGREE THAT BINDING ARBITRATION IS THE SOLE AND EXCLUSIVE REMEDY FOR ANY DISPUTE, CONTROVERSY OR CLAIM ARISING OUT OF OR RELATING TO THIS VEHICLE. THIS INCLUDES, BUT IS NOT LIMITED TO CLAIMS ARISING UNDER THE SUPPLEMENTAL LIMITED WARRANTY, ANY REMAINING WARRANTY COVERAGE OR FAILURE TO MAKE PROPER DISCLOSURE OF THE VEHICLE'S HISTORY. **YOU MAY NOT BRING A SEPARATE LAWSUIT.** PERSONAL INJURY OR OTHER PRODUCT LIABILITY SUITS ARE NOT SUBJECT TO THIS PROCESS.

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DEALER/REPRESENTATIVE SIGNATURE DATE

[redacted]

5/29/08
DATE

PRINTED NAME AND TITLE

Winchester C P D J
DEALERSHIP NAME

ADDRESS

68863 - Winchester, IN 47394
DEALER CODE AND CITY, STATE AND ZIP

WINCHESTER, IN [redacted]
CUSTOMER CITY, STATE AND ZIP

B. Carroll 5-19-08
AUCTION REPRESENTATIVE SIGNATURE DATE

P. Carroll, Agt.
PRINTED NAME AND TITLE

VIN: 1D4GP24R16B511019

17203389

Remit To:

Invoice No.	Invoice Date:	Service Date:
108_1141978	03/10/08	03/05/08

210 Pigeon Road
Bad Axe MI 48413
989-269-2161 FAX 989-269-8582

TERMS: Due on Receipt
TOTAL AMOUNT DUE $ 187.00

Adesa Indy Auto Auction
ATTN: Accounts Payable
2950 East Main Street
Plainfield, IN 46168-2723

TOTAL AMOUNT PAID _____

Customer No: 20

INVOICE

PO# ZONE 42

Vehicle: 2006 Dodge Grand Caravan Blue Tag No: State:
VIN: 1D4GP24R16B[redacted] Odometer: Owner: Laura Ryckman

Tow Information
Location: Rushville CJD;253 Buena Vista Ave;Rushville;IN; Date: 02/22/08 Time: 8:59:40 AM
Destination: Eastgate Chrysler Jeep

Re-Tow Information
Location: Eastgate Chrysler Jeep Date: 03/05/08 Time: 8:30:10 AM
Destination: Adesa Indy Auto Auction

DETAIL

Rushville, IN - Indianapolis, IN	85.00
Supplemental Charge	8.50
85 Charge(s) at $0.10/Charge = $8.5	
Indianapolis, IN - Adesa Indy AA	85.00
Supplemental Charge	8.50
85 Charge(s) at $0.10/Charge = $8.5	
Total	187.00

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 [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	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS			MO: 26038

LABOR & PARTS----------

J# 1 08CHZ ELECTRICAL HOURS: TECH(S):951 0.00

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

08-80-36-01
UC .30

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 COPY
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:
Name [redacted]
Compan
Telephor

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] ERIE, PA [redacted]	LABOR RATE / [redacted]	MILEAGE 32,271	COLOR GOLD/
	YEAR / MAKE / MODEL 05/DODGE/GR CARAVAN		DELIVERY DATE 02/18/05
	VEHICLE I.D. NO. 2 D 4 G P 4 4 L 5 5 R [redacted]		SELLING DEALER NO. TRANSIT
	F.T.E. NO. / P.O. NO.		R.O. DATE 03/10/08
RES [redacted]	COMMENTS E# 50.00 DED		

JOB# 1 CHARGES

LABOR

J#1T 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 67	TAG NO. 547	INVOICE DATE 03/11/08	INVOICE NO CHCS68158
[redacted] ERIE, PA [redacted]	LABOR RATE [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

J#					
1	08GHZ	ELECTRICAL	TECH(S) 15		WARRANTY

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	
	1		ZL651J8-AE	SWITCH LI 8053003		WARRANTY
					TOTAL - PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	W4	CHYS SERV CONT	68163	WARRANTY
			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 "Kuhs 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

[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		1C4GP45R75B[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]5		73.00	01JAN05	54	54

MILEAGE IN	MILEAGE OUT	LICENSE NO.
29265	29265	PZ14G1

	TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
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 SERVICE

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Paid by check

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CALL FOR YOUR NEXT APPOINTMENT

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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

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SHUTTLE SERVICE AVAILABLE
RENTAL CARS AVAILABLE

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SERVICE ISN'T JUST OUR BUSINESS, IT'S OUR COMMITMENT TO YOU!

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 _____

WE RECYCLE
WE CARE
We Use Safety-Kleen's Environmental Services

SERVICE CONTRACT

POLICY NO.	APPROVAL NO.	AMT. $
DEDUCTIBLE	COVERAGE	

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER COPY