

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

100302-6-81





200

















T

02-12

103

MOPAR











Body Shop







Everything for Your House.

BUILDERS SQUARE

The Warehouse

MFD BY CHRYSLER GROUP LLC

DATE OF MFR: 1-11

GWR: 02087 KG

GWR: 01180 KG

GWR: 01007 KG

04600 LB

FRONT: 02600 LB

REAR: 02220 LB

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



VIN: 1C3BC2FG4BN

MDH: 010507 128AA

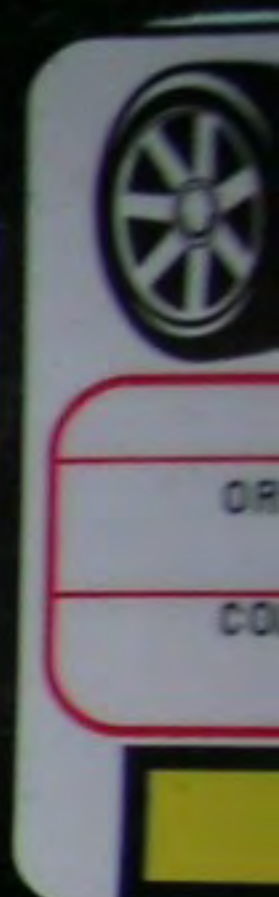
VEHICLE MADE IN U.S.A.

PAINT: PXR

TYPE: PASSENGER CAR

TRIM: CLX9

4658843









LEFT FRONT

BUCKLE

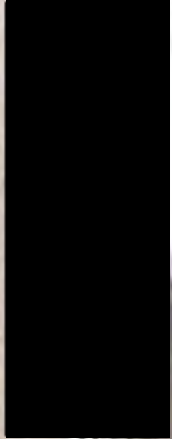
1





3.6L VVT

WARNING: HOT SURFACES
UNDER THE HOOD CAN BE VERY HOT.
DO NOT TOUCH. SEE OWNER'S MANUAL FOR
SAFETY INFORMATION.
11-10-11



1.6L I4



3.6L V6













ATTENTION - NE TOUVER PAS
L'ENLEVER AVANT DE REMPLISSAGE
REMOVING CAP BEFORE FILLING
LE BOUCHON DE REMPLISSAGE
AN FILLER

BATTERY +
JUMP START







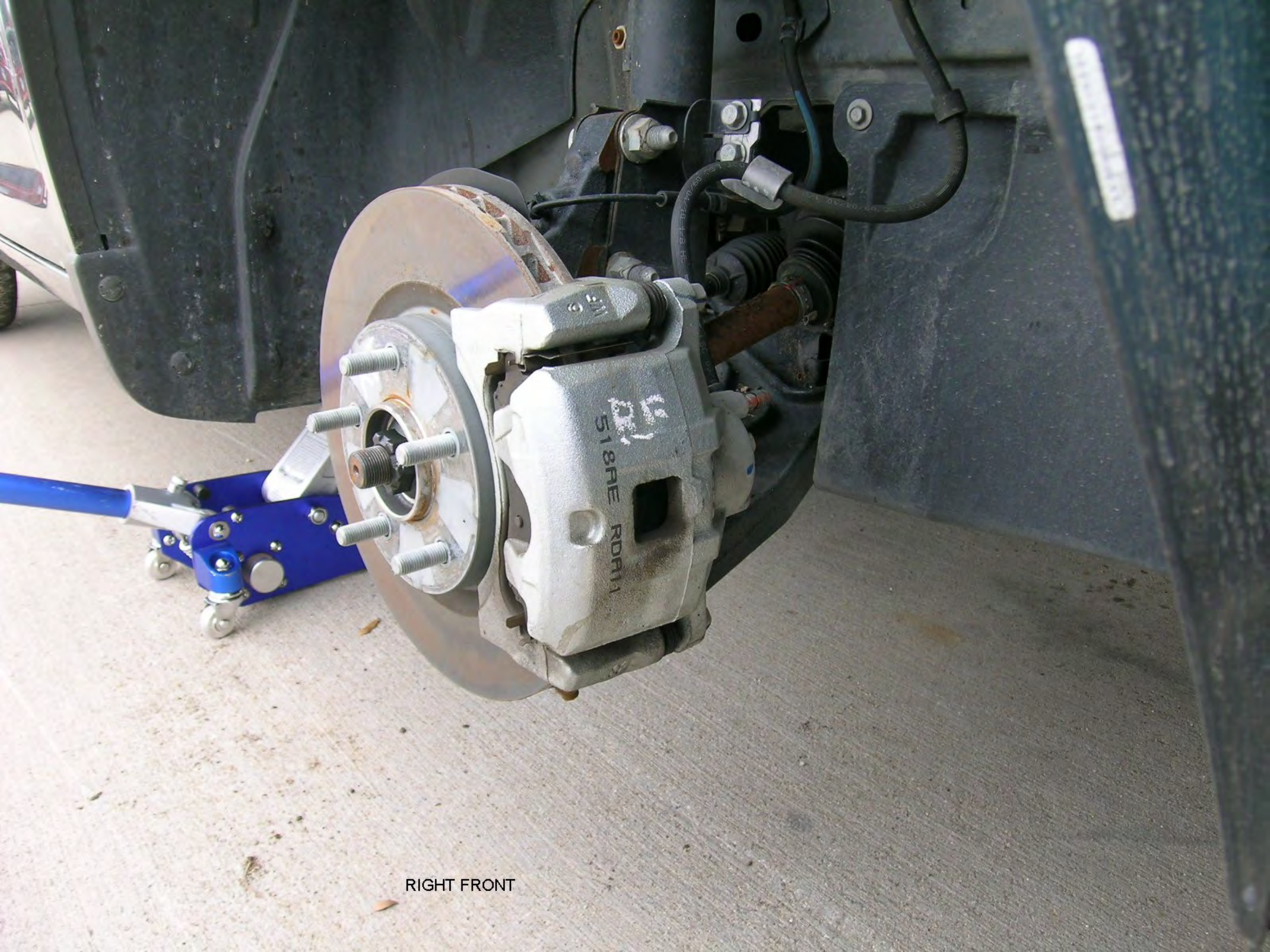




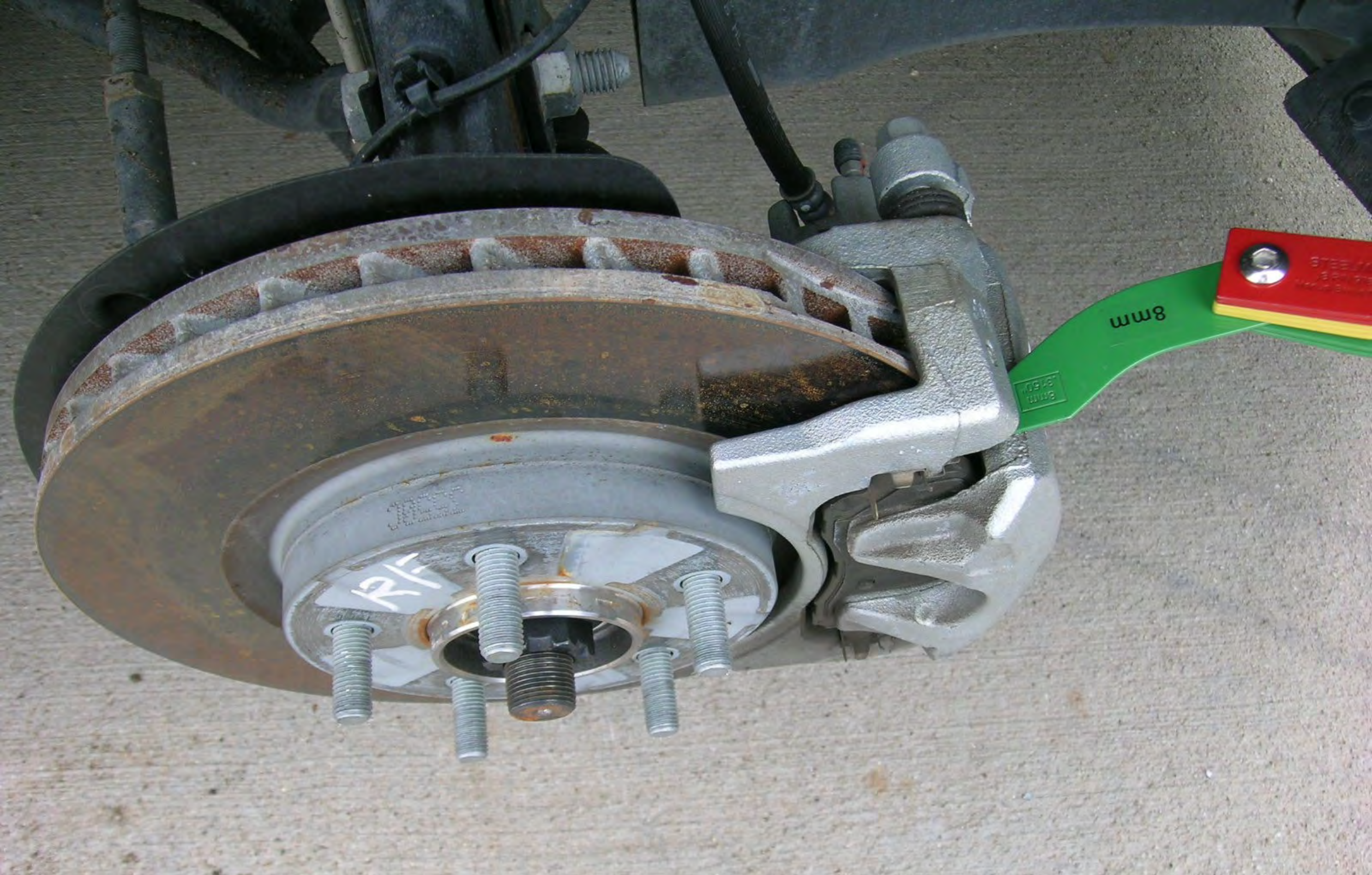
LEFT FRONT



RIGHT FRONT



RIGHT FRONT



RIGHT FRONT





RIGHT FRONT



LEFT FRONT



LEFT FRONT



8mm

8mm
3/16"

LEFT FRONT



8mm

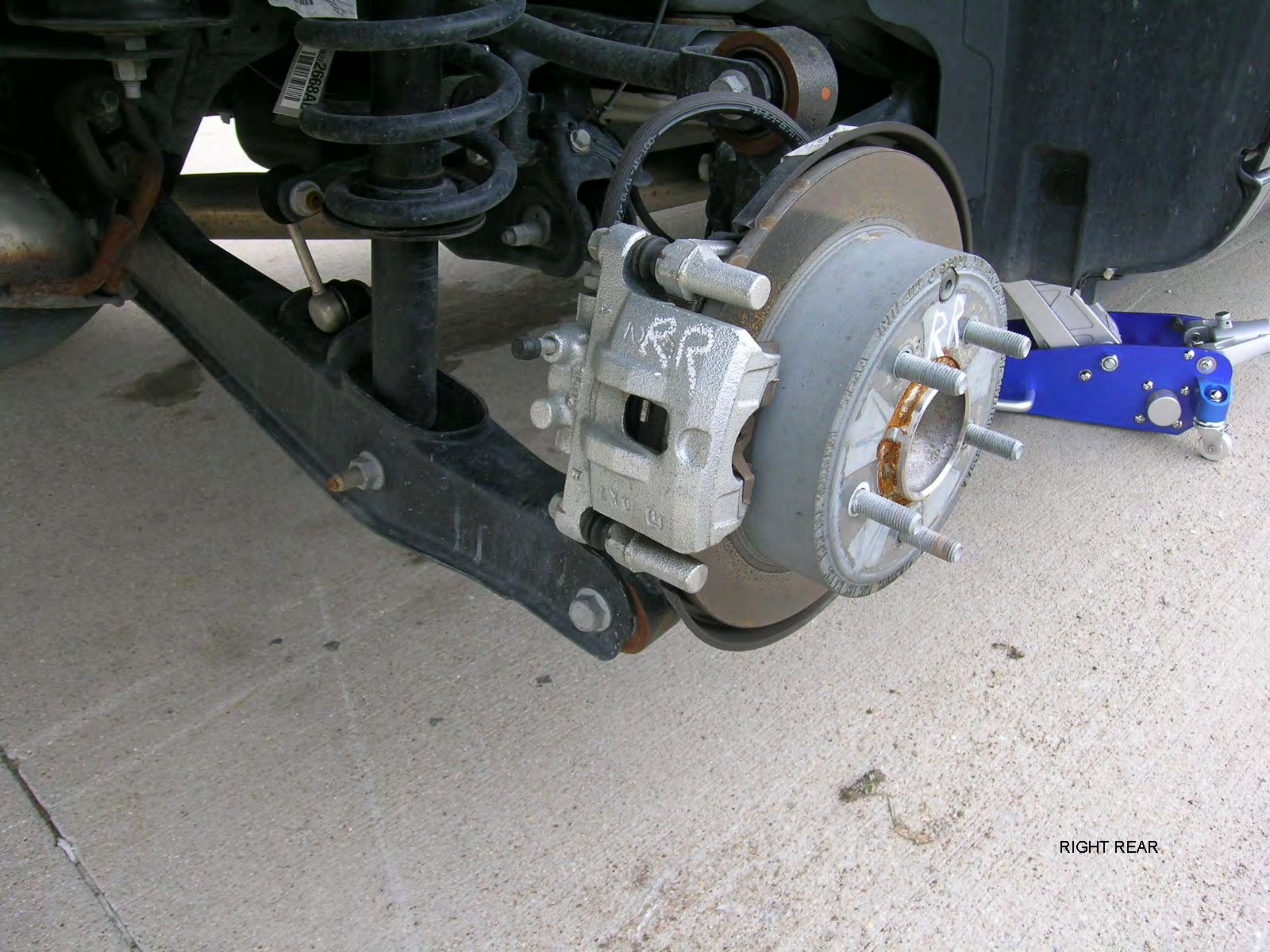
8mm
S1601

8mm

LEFT FRONT



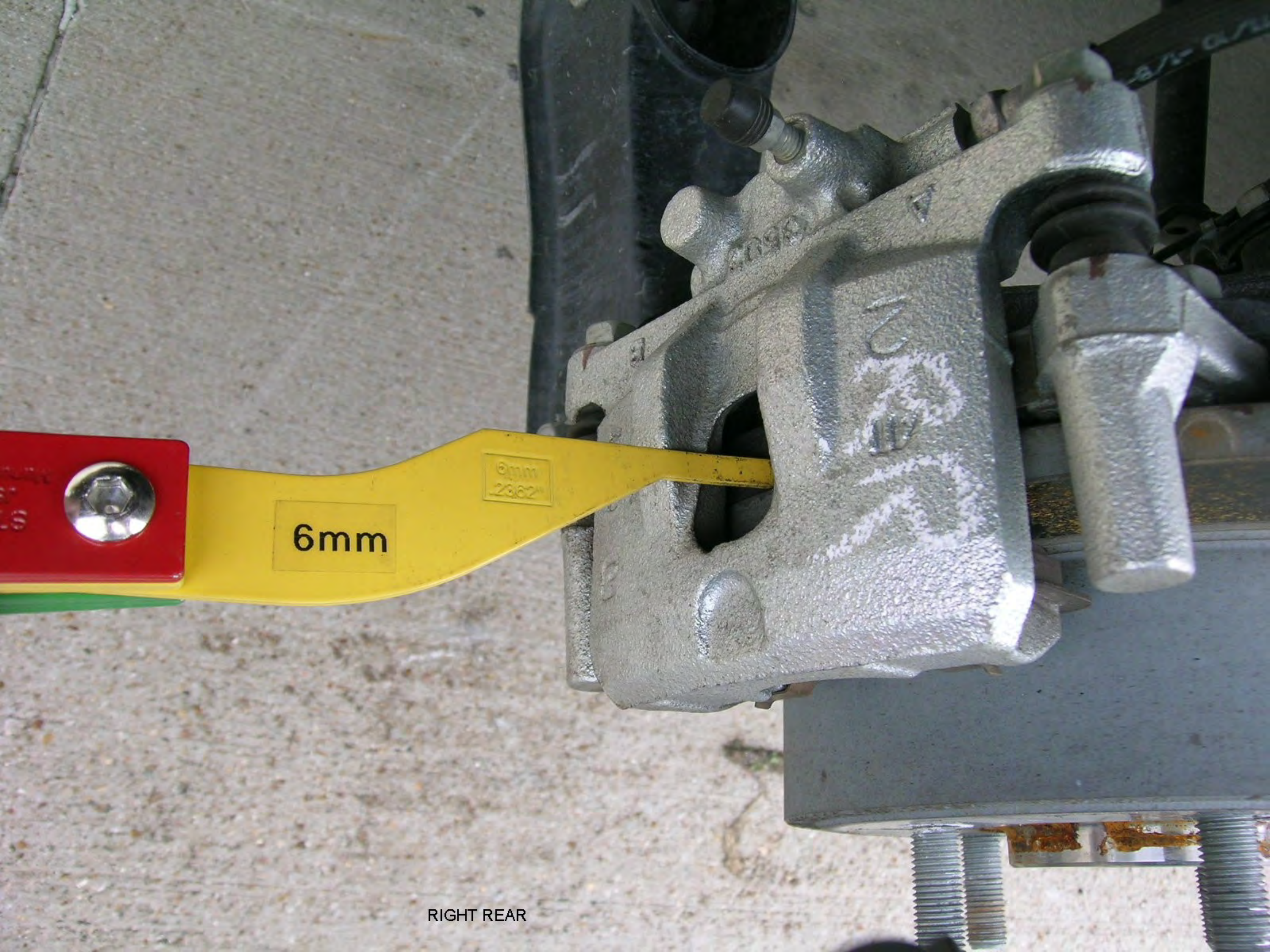
RIGHT REAR



RIGHT REAR



RIGHT REAR



6mm

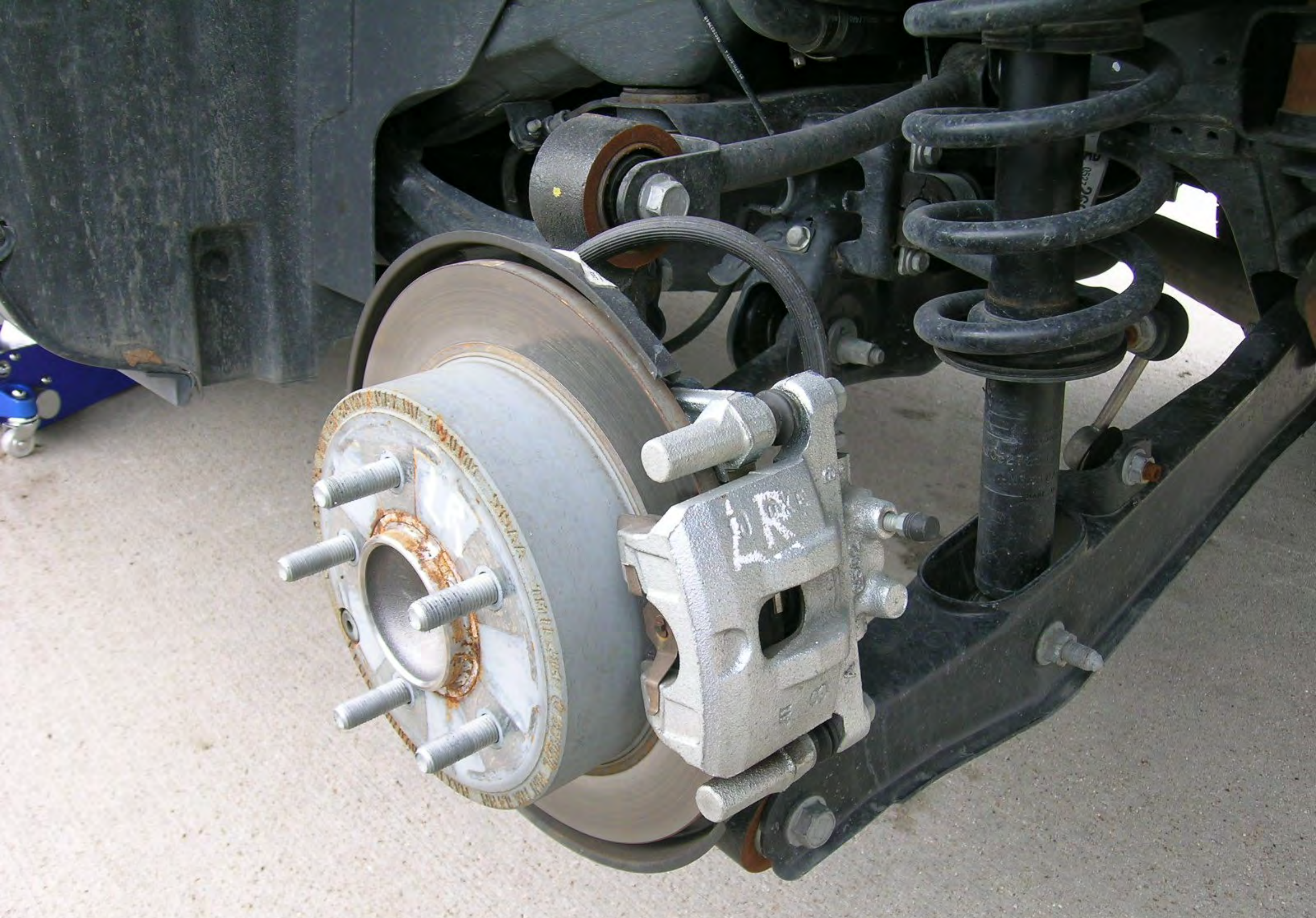
6mm
2362

RIGHT REAR



LEFT REAR





LEFT REAR



6mm

6mm
23162

LR

LEFT REAR



LEFT REAR



808A17205





RIGHT SIDE

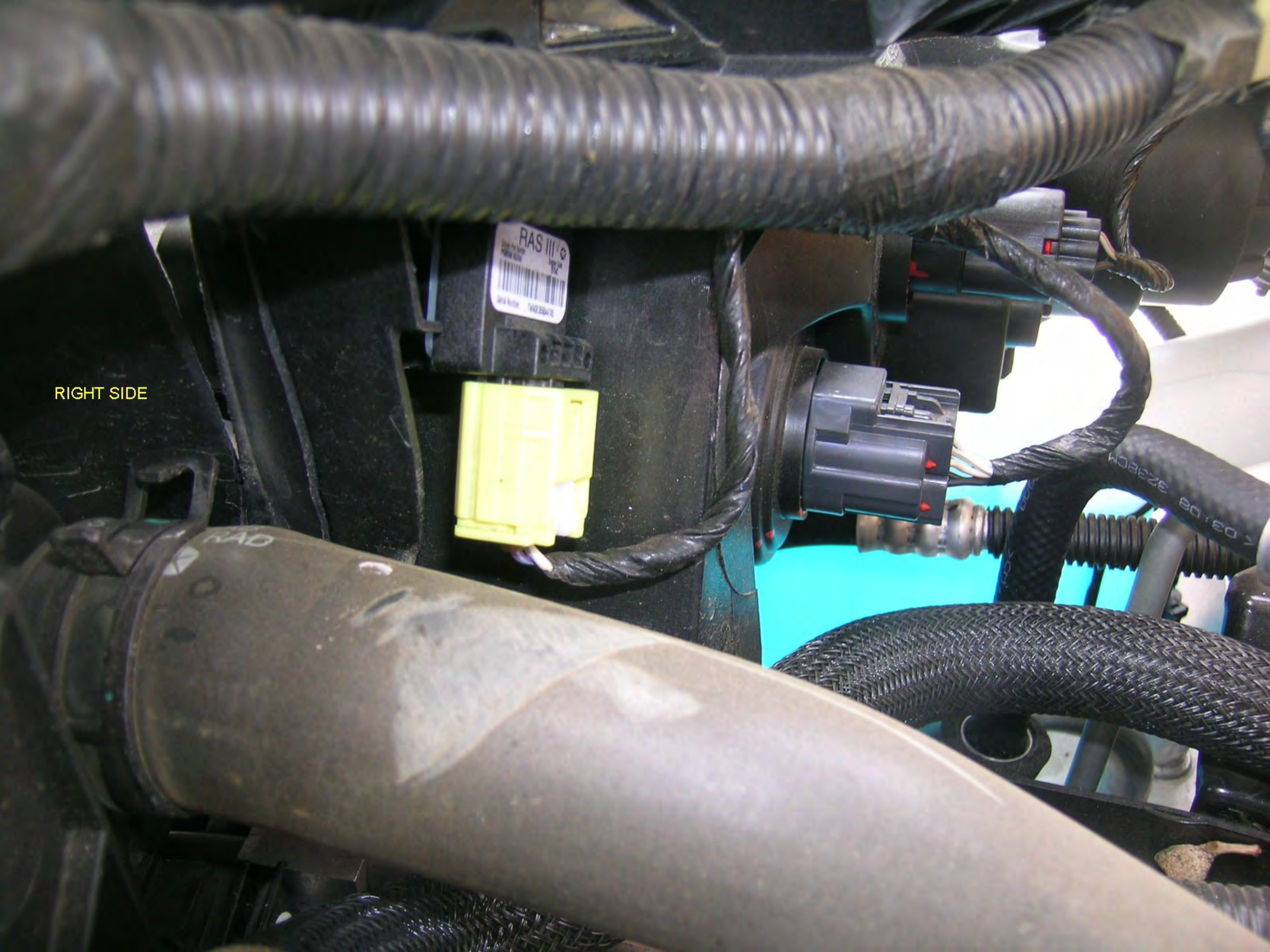
LEFT SIDE



83403
A113000



RIGHT SIDE



RAS III
140220470

RAD

80:60
80:60



200

US
10

Body Shop



200



200

Window sticker

Window sticker





NISSAN

TEXAS
BN8-T693
The Lone Star State

Boston







WARNING
EVEN WITH ADVANCED AIR BAGS



- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIR BAGS.

11/11/11

WARNING
EVEN WITH ADVANCED AIR BAGS



11/11/11



Body Shop



JS
2AB3754 AB
0877-21122
0877-10112
1-10

oston



245
111
0

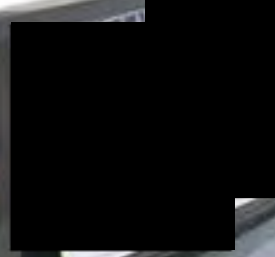
200





Body Sho

200





Boston

OBJECTS IN MIRROR ARE
CLOSER THAN THEY APPEAR



248
09/09/11

X TERRA

05-11-11



DRIVER'S



RIGHT FRONT



DRIVER'S





DRIVER'S



882

DRIVER'S



BYU93129AF

29410209

DRIVER'S





TEXAS
BN8-T693

HUFFINES
Since 1924





SRS
AIR BAG

RIGHT FRONT





RIGHT FRONT



RIGHT FRONT



RIGHT FRONT





Edd's

Car Dead... Call Edd's

Northlake

Grapewine

Flower Mound

Trophy Club

Fort Worth

817-431-4569

Champion



200

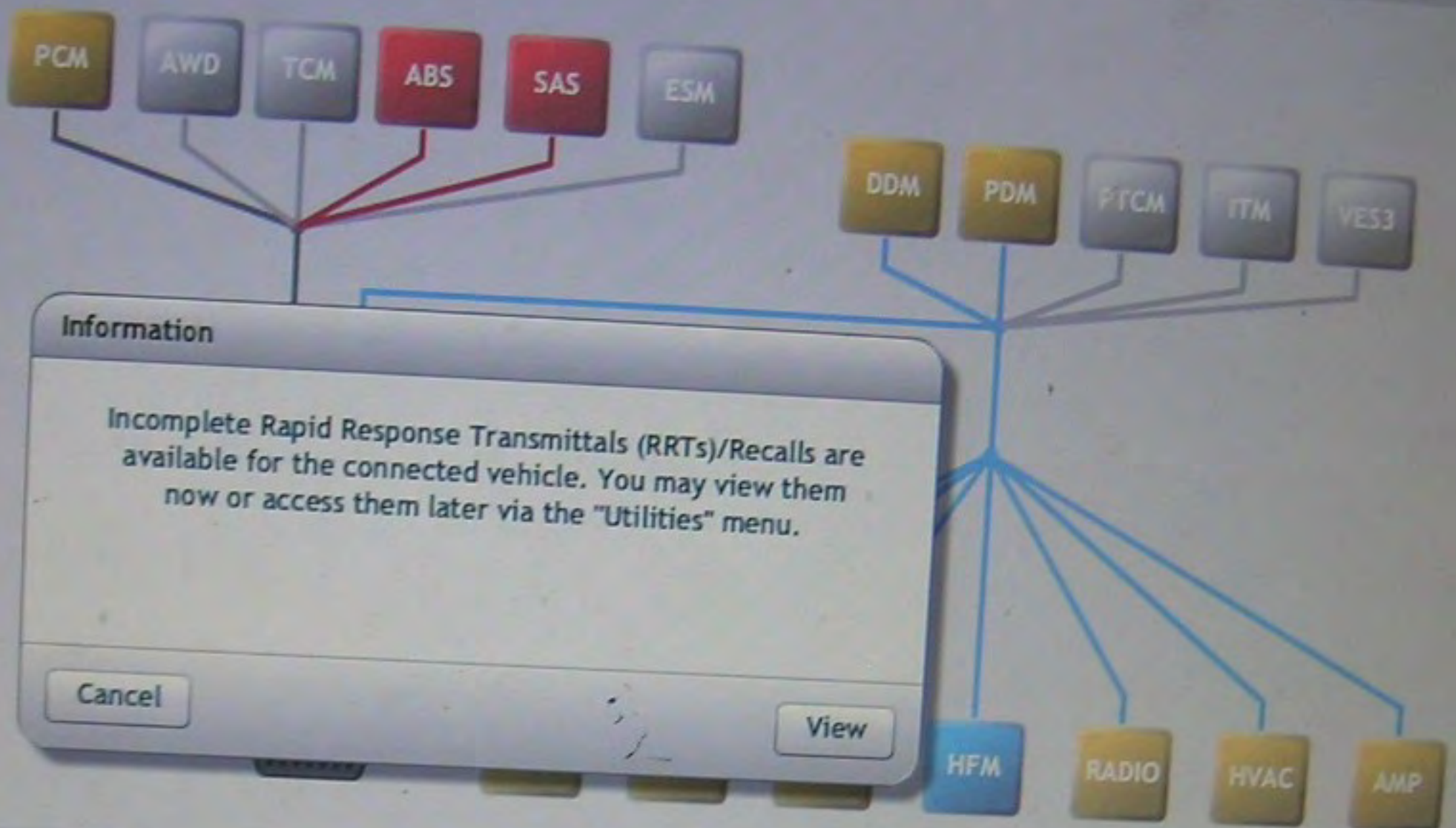
Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information

2011 JS 3.6L
VIN: 1C3BC2FG4BN [REDACTED]
Battery: 11.91 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present
 - ECU Not Built
 - Scanning ECU
 - New Flash Available
 - Diag CAN C Bus Line
 - CAN C Bus Line
 - CAN B Bus Line



Information

Incomplete Rapid Response Transmittals (RRTs)/Recalls are available for the connected vehicle. You may view them now or access them later via the "Utilities" menu.

All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

ECU	Code	Status	Description
	P0882	active	TCM Power Input Low
	P0562	active	Battery/System Voltage Low

You have unread knowledge base articles. Click here to open the RSS viewer.

11 New knowledge base articles

Dealer Code: 45470

Warnings: 0 Errors: 0

- ADP Software L...
- ADP Drive
- TECH
- wiTECH Diagnosti...
- DealerCON... Login
- wiTECH_In...
- Uconnect...





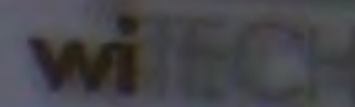
200



Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



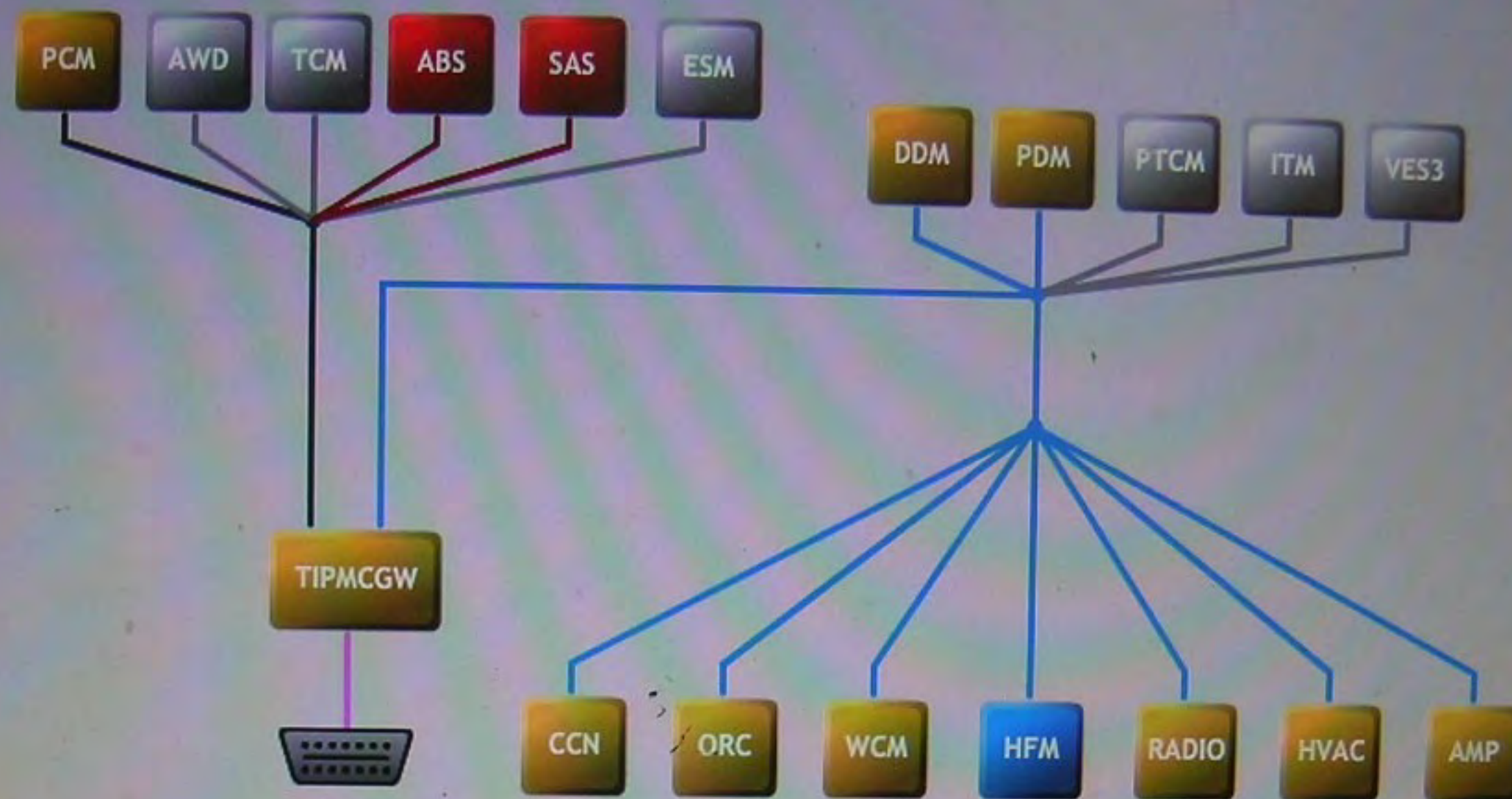
2011 JS 3.6L

VIN: 1C3BC2FG4BN [REDACTED]

Battery: 11.91 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present
- ECU Not Built
- Scanning ECU
- New Flash Available
- Diag CAN C Bus Line
- CAN C Bus Line
- CAN B Bus Line



[All DTCs](#) |
 [Diagnostic Procedures](#) |
 [Customer Preferences](#) |
 [Vehicle Preparations](#)

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

		ECU	Code	Status	Description
		PCM	P0882	active	TCM Power Input Low
		PCM	P0562	active	Battery/System Voltage Low

A A

Dealer Code: 45470
Disconnect | Warnings: 0 Errors: 0





Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Service Information

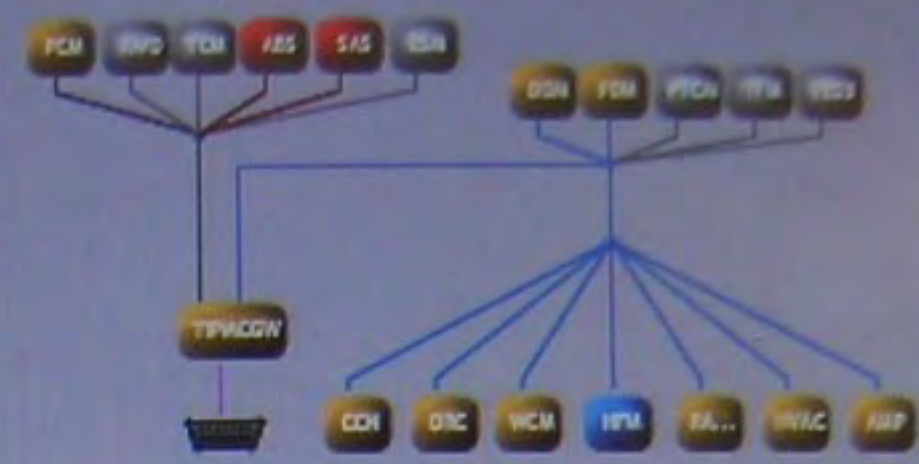
Enter search phrase here



2011 JS 3.6L

VIN: 1C3BC2FG4BM

Battery: 11.91 volts



Legend

- Active ECU
- Non-responsive ECU

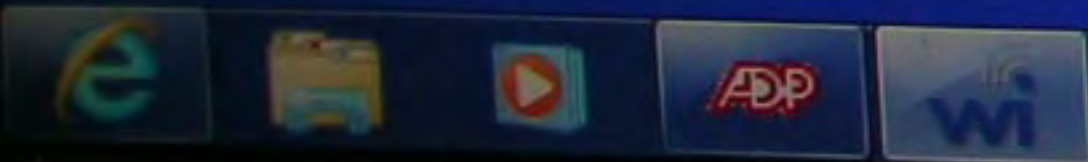
- All DTCs
- Diagnostic Procedures
- Customer Preferences
- Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame | View Event Data | Clear Stored DTCs

	ECU	Code	Status	Description
	ORC	B1C3A	active	1st Row Driver Retractor Pretensioner Circuit Open
	ORC	B1C49	active	1st Row Passenger Retractor Pretensioner Circuit Open
	TIPMCGW	P0073	active	Ambient Air Temperature Sensor Circuit High
	ORC	B210D	stored	Battery Voltage Low
	DDM	B210D	stored	Battery Voltage Low
	PDM	B210D	stored	Battery Voltage Low
	TIPMCGW	B210D	stored	Battery Voltage Low
	RADIO	B210D	stored	Battery Voltage Low
	PCM	P0562	active	Battery/System Voltage Low
	ORC	U0019	stored	CAN B Bus
	AMP	B146C	stored	Channel 3 Audio Speaker Output Circuit High
	AMP	B1471	stored	Channel 4 Audio Speaker Output Circuit High

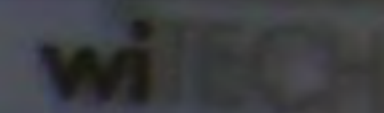




Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



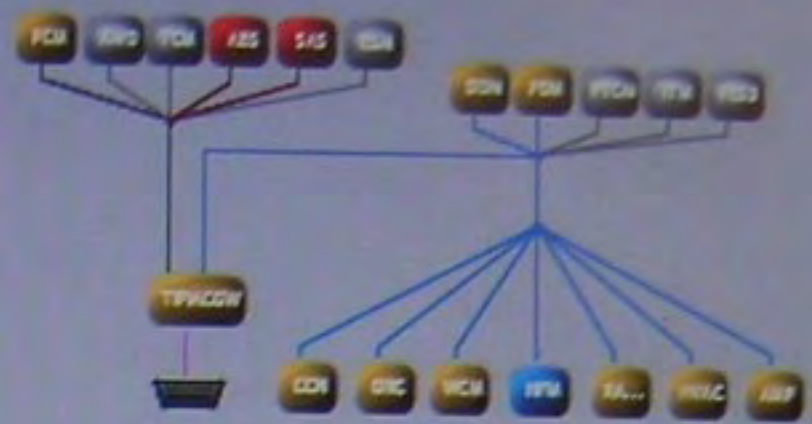
2011 JS 3.6L

VIN: 1C3BC2FG4BN [REDACTED]

Battery: 11.97 volts

Legend

- Active ECU
- Non-responsive ECU



- All DTCS
- Diagnostic Procedures
- Customer Preferences
- Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

- View Freeze Frame
- View Event Data
- Clear Stored DTCs

ECU	Code	Status	Description
TIPMCGW	U0121	active	Lost Communication With Anti-Lock Brake Module
WCM	U0141	stored	Lost Communication With IPM (FCM/TIPM)
AMP	U0184	stored	Lost Communication With Radio
TIPMCGW	U110A	active	Lost Communication With SCM - CAN-C
ORC	U0170	active	Lost Communication w/ Up-Front Left Satellite Acceleration Sensor
ORC	U0171	active	Lost Communication w/ Up-Front Right Satellite Acceleration Sensor
ORC	B1B0A	active	Passenger Airbag Squib 1 Circuit Open
ORC	B1B0E	active	Passenger Airbag Squib 2 Circuit Open
TIPMCGW	B1638	active	Right Hi Beam Control Circuit High
TIPMCGW	B1630	active	Right Low Beam Control Circuit High
HVAC	B210A	stored	System Voltage Low
RADIO	B210A	stored	System Voltage Low

Dealer Code: 45470

Disconnect Warnings: 0 Errors: 0

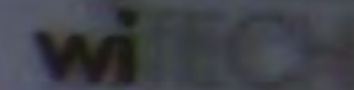




Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information



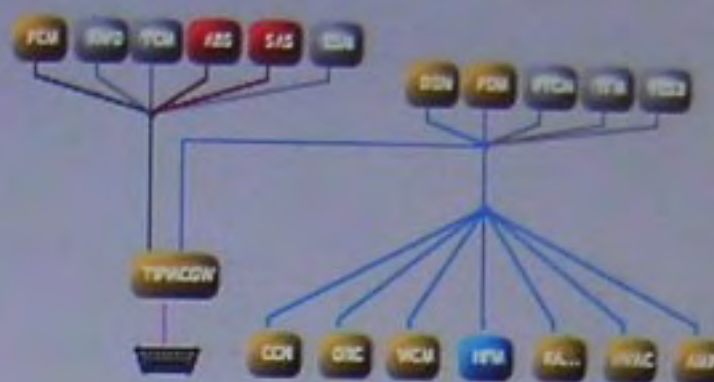
2011 JS 3.6L

VIN: 1C3BC2FG4BN [REDACTED]

Battery: 11.91 volts

Legend

- Active ECU
- Non-responsive ECU



All DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All | Active | Stored | Pending

View Freeze Frame View Event Data Clear Stored DTCs

	ECU	Code	Status	Description
	AMP	U0184	stored	Lost Communication With Radio
	TIPMCGW	U110A	active	Lost Communication With SCM - CAN-C
	ORC	U0170	active	Lost Communication w/ Up-Front Left Satellite Acceleration Sensor
	ORC	U0171	active	Lost Communication w/ Up-Front Right Satellite Acceleration Sensor
	ORC	B1B0A	active	Passenger Airbag Squib 1 Circuit Open
	ORC	B1B0E	active	Passenger Airbag Squib 2 Circuit Open
	TIPMCGW	B1638	active	Right Hi Beam Control Circuit High
	TIPMCGW	B1630	active	Right Low Beam Control Circuit High
	HVAC	B210A	stored	System Voltage Low
	RADIO	B210A	stored	System Voltage Low
	PCM	P0882	active	TCM Power Input Low



Dealer Code: 45470


Disconnect

Warnings: 0 Errors: 0



Environmental Data

ORC | U0019 CAN B Bus

nt Data  Clear Stored

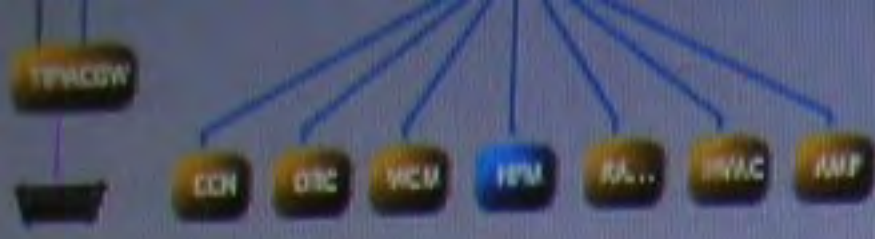
- isioner Circuit O...
- ircuit High
- it High
- it High

Name	Value	Units
DTC Readiness Flag	Complete	
DTC Storage State	Stored	
Warning Indicator Requ	Off	
Occurence Flag	Fault	
Original Odometer	11185	miles
Most Recent Odometer	11185	miles
Frequency Counter	1	
Operation Cycle Counte	4	

A A

Disconnect

Warnings: 0 Errors: 0



nces **Vehicle Preparations**

rt table.
 ew Event Data Clear Stored

- or Pretensioner Circuit O...
- Sensor Circuit High
- ...
- ...
- ...
- ...
- Output Circuit High
- Output Circuit High
- ...

Environmental Data

PCM | P0562 Battery/System Voltage Low

Name	Value	Units
Number of DTC	1	
DTC	05 62	
DTC Readiness Flag	Not Complete	
DTC Storage State	Active	
Warning Indicator Requ	On	
Odometer	5094.2	miles
Accumulation Timer	21	minutes
Ignition Key Cycles	0	
Starts Since Set Counte	0	
Key Cycles Since DTC L	0	
Warm Up Cycles	0	
Good Trip Counter	0	

Disconnect Warnings: 0 Errors: 0

Environmental Data

TIPMCGW | P0073 Ambient Air Temperature Sensor Circuit High

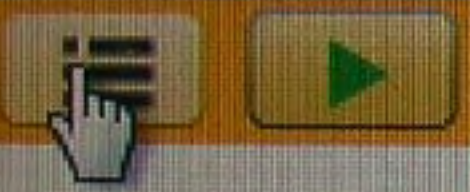
Name	Value	Units
DTC Readiness Flag	Complete	
DTC Storage State	Active	
Warning Indicator Reql	Off	
Odometer	11190.6	miles
Accumulation Timer	107	minutes
Ignition Key Cycles	0	

Event Data Clear Stored

ensioner Circuit Open

ensioner Circuit O...

or Ci...



put Circuit High

put Circuit High

Disconnect Warnings: 0 Errors: 0

Vehicle Preparations

Environmental Data

WCM | U0141 Lost Communication With IPM (FCM/TIPM)

Name	Value	Units
Number of DTC	1	
DTC Readiness Flag	Complete	
DTC Storage State	Stored	
Warning Indicator Requ	Off	
Odometer	11190.6	miles
Accumulation Timer	0	minutes
Ignition Key Cycles	0	cycles

Search Service Information

Disconnect

Warnings: 0 Errors: 0

Environmental Data

TIPMCGW | U0121 Lost Communication With Anti-Lock Brake Module

Data Clear Stored

- High
- Brake Module
- TIPM)
- I-C
- ft Satellite Ac...
- ht Satellite A

Name	Value	Units
DTC Readiness Flag	Not Complete	
DTC Storage State	Active	
Warning Indicator Reql	On	
Odometer	11190.6	miles
Accumulation Timer	13	minutes
Ignition Key Cycles	0	

[Disconnect](#) Warnings: 0 Errors: 0

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Mar 19 10:31:06 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Dealer unable to find and fix cause in a timely manner.

Comments:

Dealer has been working on vehicle for a week now. The issue is that it stalls in traffic. While slowing down at a stop light moving at a slow speed the RPM's drop and engine quits. Check engine light comes on and anti skid light, car jerks and will not shift when restarted until a mile or two down the road. Very dangerous in traffic. Beck has car and I have rental.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sat Mar 19 16:15:32 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200 Limited.

I am sorry to learn of the problems you have experienced with your vehicle and your dissatisfaction with the length of the repairs. I do appreciate the time and effort you took to bring this matter to my attention.

At this time we strongly advise allowing your Service Department to further address the issue accordingly. 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.

I thank you for sharing your concerns with us, I have updated your Customer file to reflect the comments expressed in your email message.

Thanks again for your email, Dennis.

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20568149

EMAIL CASE NUMBER: 2565494

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7291879V65732L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Dealer unable to find and fix cause in a timely manner.

Comments:

Dealer has been working on vehicle for a week now. The issue is that it

stalls in traffic. While slowing down at a stop light moving at a slow

speed the RPM's drop and engine quits. Check engine light comes on and anti

skid light, car jerks and will not shift when restarted until a mile or two

down the road. Very dangerous in traffic. Beck has car and I have rental.

VIN:

BN [REDACTED]

Mileage:

2150

Servicing Dealer:

Beck Jeep Chrysler Palatka, fl 32177

Title:

Mr.

First Name:

Middle

Last N

Addres

Addres

City:

Palatka

State:

FL

Zip:

Email:

Work Ph

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

Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Payable To: _____

Dollar Amount \$: 870.00

Customer Name: _____

Requestor PROFS ID: JED8

CAIR Number: 20938747

VIN# Number: B1V _____

Dealer Name & Code: #32 - 62125

BC Number: 32

District Number: N

DATE: 03/01/2011 CHRYSLER SERVICE CONTRACTS
PAGE: 1 DEALER INVOICE
DEALER: 62125

JOB: ASRV692
PROGRAM: ASRV692
REPORT: RECECE82

D'AMICO CHRYSLER DODGE JE
PO BOX 368
GENEVA, NY 144560348

INVOICE NO: 916721
INVOICE DATE: 02/28/11

ZONE: J2

CONTRACT NUMBER	VIN	CUSTOMER NAME	OPTION CODE	TERM DESC	DEDUCT	TRANS TYPE	AMOUNT	SRC OF SALE
35480648	1C3BC2F0LMS09121	SCHROEDER	W6670N	6 YEARS / 70,000 MILES	100.00	COMT	729.00	FIN
			W6670N	6 YEARS / 70,000 MILES	100.00	SEBK	300.00	FIN
			RC613W	6 YEARS / 13 QUANTITY	0.00	COMT	150.00	FIN
					TOTAL INVOICE AMOUNT		1,079.00	

REFER TO YOUR MONTHLY STATEMENT OR ACCOUNT FOR PAYMENT DIRECTIONS.

\$ 870.00

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jul 20 19:04:11 EDT 2011
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
=0A=0AHello Jeff,=0A=0AI deeply appreciate your prompt response.=0A=
0AWhen =
did Chrysler company post=C2=A0the 2 recalls=C2=A0on your website to
Chrysl=
er =0ADealers?=C2=A0 =0A=0A=0AChampion Chrysler=C2=A0Manager told me
the re=
calls were posted after May 2011.=C2=A0 =0AAnother person told me
there was=
no recall for my defective 2011 Chrysler 200 =0ATouring=C2=A0Sedan.
=C2=A0 =
One of Chrysler Customer Service Representative told me over the =
0Aphone t=
hat the recalls was posted in the middle of February 2011.=C2=A0 I
just wan=
t =0Ato know the true story.=0A=0AThe related 2 recalls are=C2=A0for
all 20=
11 Chrysler 200 Touring Sedans or just for =0Amy defective 2011
Chrysler 20=
0 Touring=C2=A0Sedan?=0A=0ASouth Bay Chrysler people told me that
they can'=
t do anything=C2=A0to repair my =0Adefective 2011 Chrysler 200
Touring=C2=
=A0Sedan.=C2=A0 How can your record indicated =0A11-013=C2=A0 2011 JS
3.6L =
EXHAUST VIBRATION AT 2200 - 2500 RPM=C2=A0 (Completed)?=C2=A0 Now the
=0Ach=
oking and shaking problem of my car is still not properly repaired.
=C2=A0 =
=0A=0ARecall 11-069=C2=A0 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK
TIME --
I don't know =0Awhat does this mean?=C2=A0 =C2=A0=C2=A0=C2=A0=0A=0AIt
seems your=
company=C2=A0Chrysler is trying to kick me to South Bay Chrysler
Dealer =
=0Aand they are waiting the required parts from your company.=C2=A0
South B=
ay =0AChrysler=C2=A0people=C2=A0told me to find out when Chrysler
company t=
o find out when =0AChrysler company can ship them the required parts?
=C2=A0=
=0A=0A=0AI paid good money to buy a new car from Chrysler Dealer.=C2=
=A0 No=
w I have been =0A driving a defective 2011 new Chrysler 200 Touring
Sedan fo=
r several months.=C2=A0 =0AWell, I need friutful solution and no more
usele=
ss communication with Chrysler =0Acompany or Chrysler Dealers.=C2=A0
Please=
be fair to your customers and honor your =0Aguys' commitment.=C2=A0
Thank =
you.=0A=C2=A0Best regards - [REDACTED] YIU=0Achapmunyiu@sbcglobal.net=
0A=C2=A0=
=0A=0A=0A=0A=0A _____ =0AFrom:
customerassistre <=
customerassistre@chrysler.com>=0ATo: chapmunyiu@sbcglobal.net=0ASent:
Wed, =
July 20, 2011 3:14:42 PM=0ASubject: Re: Chrysler Group LLC Customer
Assista=
nce (KMM7414540V19L0KM)=0A=0ADear [REDACTED]=0A=0AThank you for your
response=

. We have sent you an email containing the Document Submission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days. Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available.

Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern and will be provided further information as it becomes available.

Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters.

RRTs are thus intended for internal purposes only. If your vehicle qualifies for a specific RRT, in other words, if your vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN list, we will be happy to provide you a copy of the RRT in question.

RRT #
Description
All-013-2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (= Completed) All-069-2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

Once a determination has been made by Chrysler Group LLC that a safety recall is necessary to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters. The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time. The information provided is the extent we can supply at this time.

ime. A documentation link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records. Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you. Thanks again for your email.

Sincerely,
Jeff
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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM7414540V19L0KM

Original Message Follows:

Dear [REDACTED]:

Thank you for your following two emails. In fact, I also mailed your company a copy of my emails and the related attachments. Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you.

If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails. Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall.

Best regards - Chapmun YIU
achapmunyiu@sbcglobal.net

From: customerassistre <customerassistre@chrysler.com>
To: chapmun

[REDACTED] Sent: Wed, July 20, 2011 1:21:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM)

Dear Chapmun:

Thank you for your response. Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use.

Thanks again for your

email. =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =0A=0ASincerely, =
=0A=0AJef=
f=0A=0ACustomer Service Representative =0AChrysler Customer
Assistance Cent=
er=0A=0AFor any future communications related to this email, please
refer t=
o the=0Afollowing information: =0AREFERENCE NUMBER: =0AEMAIL CASE
NUMBER: =
=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.com/wccs/brand_forms/u=
s/reply.jsp?trk_ID=3DKMM7414343V93265L0KM&=0A=0A=0A=0A=0A=0A=0AFrom:
custom=
erassistre <customerassistre@chrysler.com>=0ATo:
[REDACTED]
=0ASent: Wed, July 20, 2011 1:18:40 PM=0ASubject: Re: Chrysler Group
LLC Cu=
stomer Assistance =0A(KMM7414336V93102L0KM)=0A=0ADear [REDACTED]=0A=
0AThank y=
ou for your response. =0A=0AUnfortunately the information you are
seeking i=
s either unavailable or =0Aconsidered proprietary. At this time we
advise c=
ontinuing to work with =0ASouth Bay Chrysler for further assistance.
=0A=0A=
Our dealerships have the factory training, equipment and information
=0Aava=
ilable to them to diagnose and correct problems with our vehicles. =
0AShoul=
d your dealer require factory assistance, it is available through =
0Athe re=
gional Business Center.=0A=0AYour comments have been documented your
Custom=
er File.=0A=0AThanks again for your email, [REDACTED]. =C2=A0 =C2=A0 =C2=
=A0 =C2=
=A0 =0A=0ASincerely, =0A=0AJeff =0A=0ACustomer Service Representative
=0ACh=
rysler Customer Assistance Center=0A=0AFor any future communications
relate=
d to this email, please refer to the=0Afollowing information: =
0AREFERENCE =
NUMBER: =0AEMAIL CASE NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.ch=
rysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
3DKMM7414336V93102L0KM&=0A=
=0A=0A=0A=0AOriginal Message Follows:=0A-----=
0ACHRYS=
LER 072011=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =0ACHAPMUN K.
YIU=C2=A0=
=0A1354 Lobby Circle,=C2=A0 Harbor City ,=C2=A0 CA=C2=A0 90710 ,=C2=
=A0 U. =
S. A.=C2=A0 =0AE-mail:=C2=A0 [REDACTED]C2=A0 =0A
(Office 310--
416-1210 x 814 or 310-606-8263=C2=A0 =C2=A0 =C2=A0 Home 310-326-2346)
=0A=C2=
=A0 =0A=C2=A0 =0A=C2=A0 CHRYSLER=C2=A0 CUSTOMER=C2=A0 CENTER=C2=A0
=C2=A0 =
=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 July
20, 201=
1=C2=A0 =0AP. O.=C2=A0 BOX 21 - 8004=0A=C2=A0 AUBURN HILLS ,=C2=A0
MI=C2=A0=
48321-8004=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0
=C2=A0 =
=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 SENT BY =0AEMAIL TO CHRYSLER=0A=C2=
=A0 =

=0ADear Chrysler Executives,=0A=C2=A0 =0ARe:=C2=A0 =C2=A0 =C2=A0 Your
Ref.:=
21110979 Case No.21078695 (Manager REANA)=0A=C2=A0 =C2=A0 =C2=A0 =C2=A0
=A0 =
=C2=A0 =C2=A0 (KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]=0A=C2=A0 =
0AThan=
k you for your email in reply to my complaint of my defective 2011 =
0Anew C=
hrysler 200 Touring Sedan purchased from Champion Chrysler in=C2=A0 =
0ADown=
ey ,=C2=A0 California=C2=A0 on Saturday, Jan-22-2011.=C2=A0 I would
like to=
=0ASummarize a few more important points to your Company for my
several =
=0AMonths=E2=80=99 unsettled complaint in your official record.=C2=A0
=0A=
=C2=A0 =0AExhibit 11 =E2=80=93 1st time check:=C2=A0 I told the
Service Adv=
isor with Champion =0AChrysler that I felt my new car with choking
and shak=
ing problem.=C2=A0 He =0Aatold me that everything will be taken care
of but =
in vain.=C2=A0 Around 2 =0Aweeks later, the engine light of my car
turned o=
n.=C2=A0 =0AExhibit AA =E2=80=93 Jun-28-2011, I took my car to South
Bay Ch=
rysler for =0Aservice.=C2=A0 Please refer to Exhibit AA car service
stateme=
nt for more =0Adetails (parts required and recalls).=C2=A0 =C2=A0 =C2=A0 =
0AA week=
later I called South Bay Chrysler and was advised that the =
0Arequired par=
ts for repairing my car are still not shipped to them from =
0AChrysler Comp=
any.=C2=A0 Few days later, I called=C2=A0 Chrysler=C2=A0 Customer=C2=
=A0 =0A=
Service=C2=A0 Center=C2=A0 and was advised that the Case No.21078695
Manage=
r, =0AReana will contact me later.=C2=A0 On Tuesday, Jul-12-2011
Reana call=
ed me =0Aand advised me that the required parts to repair my car are
still =
not =0Aavailable and she does not know when the required parts will
be =0Aa=
vailable.=C2=A0 Finally, I told Reana that I shall call her one month
later=
=0Ato find out when the required parts to fix my car will be
available.=C2=A0
=A0 =0AFrom Exhibit AA =E2=80=93 South Bay Chrysler Service statement
point=
C** =0Aindicated that there are 2 recalls (recall #RRT-11-013 and
recall =
=0A#2182).=C2=A0 Please advise me when these 2 recalls were posted on
your =
=0Awebsite and what is each recall.=C2=A0 Also advise me what kinds
of part=
s are=0Arequired to repair my car.=C2=A0 Champion Chrysler people
told me 2=
different=0Astories.=C2=A0 Today on your website it indicated that
No Inco=
mplete Recall =0Aor Customer Satisfaction Notification Exist. =
0AExhibit BB=
=E2=80=93 On Monday Jul-11-2011, I took my car back to Champion =
0AChryslle=

r (sold me the car) again because their Principal, Paul Antepara =
0Atold me=
that they can repair the problem of my car and they have the =
0Aparts.=C2=
=A0 Please refer to Exhibit BB service statement for more details.=C2
=A0 =
=0ATheir Chief Mechanic and me drove my car for around 15 minutes in
the =
=0Anear by service streets.=C2=A0 The gentleman told me to leave my
car the=
re.=C2=A0 =0ATheir Service Manager told me that they are going to
repair my=
car =0Aimmediately.=C2=A0 From their service statement, they did not
indic=
ate for =0Achanging any parts.=C2=A0 The choking and shaking problem
of my =
car was =0Aslightly better during the first hour.=C2=A0 The choking
and sha=
king problem =0Aof my car started again from the next day.=C2=A0 On
Thursda=
y, Jul-14-2011 I =0Aemailed the Service Manager and their Principal,
Paul A=
ntepara that they=0Adid not fix the problem of my car.=C2=A0 For more
detai=
ls, please refer to =0AExhibit CC attached.=C2=A0 Up to this writing,
I hav=
e not received any reply =0Afrom Champion Chrysler where I bought my
car. =
=0ALast week, I called your=C2=A0 Customer=C2=A0 Service=C2=A0
Center=C2=A0=
and was advised =0Athat my complaint case No.21078695 was already
closed.=
=C2=A0 Honestly, it =0Amakes me quite nervous that your case Manager
Reana =
is still working for=0Amy complaint and your record indicated my
complaint =
case was closed.=C2=A0 =0APlease note on your record to ship the
required p=
arts for repairing my =0Acar to South Bay Chrysler in=C2=A0 Hawthorne
,=C2=
=A0 Torrance ,=C2=A0 California=C2=A0 .=C2=A0 =0A=0AI believe that
Chrysler=
would not sell any defective car to their =0Acustomers and don=E2=80
=99t c=
are for their guaranteed warranty.=C2=A0 To be fair to =0Ame, please
advise=
me in writing by email approximately when Chrysler =0Awill ship the
requir=
ed parts to South Bay Chrysler in=C2=A0 Hawthorne ,=C2=A0 =0ATorrance
,=C2=
=A0 California=C2=A0 to repair the choking and shaking problem of my=
0Acar.=
=C2=A0 Within next 2 months from the date hereof, if the required
parts =0A=
are not shipped to South Bay Chrysler in=C2=A0 Hawthorne ,=C2=A0
Torrance ,=
=C2=A0 =0ACalifornia=C2=A0 to repair the choking and shaking problem
of my =
car, I =0Ashall be forced to report my complaint to Consumer Council
and se=
ek =0Aproper legal action.=C2=A0 Thank you.=C2=A0 =C2=A0 =C2=A0 =
0ABest reg=
ards - [REDACTED] YIU=0A [REDACTED] =0A=0A=0A=0A=0A=0AFrom:
custom=

erassistre <customerassistre@chrysler.com>=0ATO:

=0ASent: Sat, July 16, 2011 1:45:49 PM=0ASubject: Re: Chrysler Group LLC Cu=

stomer Assistance =0A(KMM7410096V49104L0KM)=0A=0ADear [REDACTED]=0A=0AThank y=

ou for contacting the Chrysler Customer Assistance Center in =0Aregards to =

your 2011 200. =0A=0AI am sorry to learn of the problems you have experienc=

ed with your =0Avehicle. Your concerns, particularly in view of the inconve=

nience =0Ainvolved in this issue, is understandable and I appreciate the ti=

me and =0Aeffort you took to bring this matter to my attention.=0A=0AYour f=

iles have been updated to reflect the information provided in your=0Arecent=

email message.=0A=0AAt this time we advise allowing Southern Bay Chrysler =

the opportunity to=0Afurther assist with your inquiry. Should your dealer r=

equire factory =0Aassistance, it is available through the regional Business=

Center.=0A=0AThanks again for your email, [REDACTED]=C2=A0 =C2=A0 =C2=A0 =C2=A0

=A0 =C2=A0 =C2=A0 =C2=A0 =0A=0ASincerely, =0A=0AJeff =0A=0ACustomer Service Repres=

entative =0AChrysler Customer Assistance Center=0A=0AFor any future communi=

cations related to this email, please refer to the=0Afollowing information:=

=0AREFERENCE NUMBER: 21110979=0AEMAIL CASE NUMBER:=C2=A0 2603301 =0AREPLY =

LINK: =0Ahttp://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM=

7410096V49104L0KM&=0A=0A=0A=0A=0A=0AOriginal Message Follows:=0A-----=

-----=0AREcall Information - Chrysler Brand Site=0ABrief Description=

n: =0AChrysler Case No.21078695 - the choking and shaking problem of my new=

=0A2011=0AChrysler Tourning is still not completely fixed. I want your com=

pany to=0Areopen my case and deal with South Bay Chrysler under TAG T7912. =

I am =0Anot=0Ahappy with your Dealer Champion=0A=0AComments:=0AII am not hap=

py with your Dealer Champion Chrysler trying to fix my car =0Athe=0A2nd tim=

e. South Bay Chrysler told me they need to replace the Camshaft =0Aof=0Amy =

car and are waiting the part from Chrysler Company. From now on, I=0Ashall =

deal with South Bay Chrysler only. Please don't contact Champion=0AChrysler=

in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank=0Ayou. =0A=0A=

=0A=0AVIN:=0A=C2=A0 =C2=A0 =C2=A0 =C2=A0 BN504904=0AMileage:=0A=C2=A0 =C2=A0 =C2=A0

=A0 4200=0AServicing Dealer:=0A=C2=A0 =C2=A0 =C2=A0 =C2=A0 =0ATitle:=0A=C2=A0 =C2=A0

=A0 =C2=A0 =C2=A0 =C2=A0 Mr.=0AFirst Name:=0A=C2=A0 =C2=A0 =C2=A0 =C2=A0 Chapmun=0AMiddle Initia=

l:=0A=C2=A0 =C2=A0 =C2=A0 =0ALast Name:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]
0AAddress=
s 1:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED] 0AAddress 2:=0A=C2=A0
=C2=A0 =
=C2=A0 =0ACity:=0A=C2=A0 =C2=A0 =C2=A0 Harbor City=0AState:=0A=C2=A0
=C2=A0=
=C2=A0 CA=0AZip:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED] AEmail:=0A=C2=A0 =C2
=A0 =C2=
=A0 [REDACTED] 0AWork Phone:=0A=C2=A0 =C2=A0 =C2=A0
[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Jul 14 14:40:44 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Chrysler Case No.21078695 - the choking and shaking problem of my new 2011 Chrysler Touring is still not completely fixed. I want your company to reopen my case and deal with South Bay Chrysler under TAG T7912. I am not happy with your Dealer Champion

Comments:

I am not happy with your Dealer Champion Chrysler trying to fix my car the 2nd time. South Bay Chrysler told me they need to replace the Camshaft of my car and are waiting the part from Chrysler Company. From now on, I shall deal with South Bay Chrysler only. Please don't contact Champion Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank you.

Sender Information:

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

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Jul 25 19:30:44 EDT 2011
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
=0A=C2=A0Hello Jeff,=0A=0AI think you have received all my supporting
docum=
ents sent to you via a separate =0Aemail.=0A=0AToday, I called South
Bay Ch=
rysler and was advised that they are still waiting =0Areply and
shipment of=
the required parts from Chrysler Company.=C2=A0 =0A=0A=0AI hope you
can te=
ll me simply how long I still have to wait for Chrysler Company =
0Ato=C2=A0=
resolve my complaint for my=C2=A0new and defective Chrysler 200
Touring wit=
h =0Aspecific written guarantee by your company.=C2=A0 I don't think
it is =
fair for you =0Aguys just kick me to South Bay Chrysler while they
are wait=
ing technical=C2=A0reply =0Aand parts from Chyrslser company.=C2=A0 I
bought=
the new=C2=A0Chrysler 200 Touring Sedan =0Abecause I trust Chrysler
compan=
y and not Champion Chrysler.=0ABest regards - [REDACTED]IU=
0A [REDACTED]

lobal.net=0A310 326 2346 =0A=0A=0A=0A=
0A =0A=
From: [REDACTED]=0ATO: customerassistre
<custom=
erassistre@chrysler.com>=0ASent: Wed, July 20, 2011 4:03:02 PM=
0ASubject: C=
hrysler Group LLC Customer Assistance (KMM7414540V19L0KM)=0A=0A=0A=
0A=0AHel=
lo Jeff,=0A=0AI deeply appreciate your prompt response.=0A=0AWhen did
Chry=
sler company post=C2=A0the 2 recalls=C2=A0on your website to Chrysler
=0ADea=
lers?C2=A0 =0A=0A=0A [REDACTED] Chrysler=C2=A0Manager told me the
recalls wer=
e posted after May 2011.=C2=A0 =0AAnother person told me there was no
recal=
l for my defective 2011 Chrysler 200 =0ATouring=C2=A0Sedan.=C2=A0 One
of Ch=
rysler Customer Service Representative told me over the =0Aphone that
the r=
ecalls was posted in the middle of February 2011.=C2=A0 I just want =
0Ato k=
now the true story.=0A=0AThe related 2 recalls are=C2=A0for all 2011
Chrysl=
er 200 Touring Sedans or just for =0Amy defective 2011 Chrysler 200
Touring=
=C2=A0Sedan?=0A=0ASouth Bay Chrysler people told me that they can't
do anyt=
hing=C2=A0to repair my =0Adefective 2011 Chrysler 200 Touring=C2=
=A0Sedan.=
=C2=A0 How can your record indicated =0A11-013=C2=A0 2011 JS 3.6L
EXHAUST V=
IBRATION AT 2200 - 2500 RPM=C2=A0 (Completed)?=C2=A0 Now the =
0Achoking and=
shaking problem of my car is still not properly repaired.=C2=A0 =0A=
0A=0AR=
ecall 11-069=C2=A0 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME -
I don'='

t know =0Awhat does this mean?=C2=A0 =C2=A0=C2=A0=0A=0AIt seems your
compan=
y=C2=A0Chrysler is trying to kick me to South Bay Chrysler Dealer =
0Aand th=
ey are waiting the required parts from your company.=C2=A0 South Bay
=0AChr=
ysler=C2=A0people=C2=A0told me to find out when Chrysler company to
find ou=
t when =0AChrysler company can ship them the required parts?=C2=A0 =
0A=0A=
=0AI paid good money to buy a new car from Chrysler Dealer.=C2=A0 Now
I hav=
e been =0A driving a defective 2011 new Chrysler 200 Touring Sedan for
sever=
al months.=C2=A0 =0AWell, I need friutful solution and no more
useless comm=
unication with Chrysler =0Acompany or Chrysler Dealers.=C2=A0 Please
be fai=
r to your customers and honor your =0Aguys' commitment.=C2=A0 Thank
you.=0A=
=C2=A0Best regards - [REDACTED] =0A=C2=A0
=0A=0A=
=0A=0A=0A_____ =0AFrom: customerassistre
<custome=
rassistre@chrysler.com>=0ATo: [REDACTED] =0ASent: Wed,
July 20=
, 2011 3:14:42 PM=0ASubject: Re: Chrysler Group LLC Customer
Assistance (KM=
M7414540V19L0KM)=0A=0ADear [REDACTED] =0A=0AThank you for your response.
=0A=
=0AWe have sent you an email containing the Document Submission Link.
You =
=0Ashould be receiving it shortly. Please note the link will expire
if not =
=0Aused within 7 days.=0A=0AYour concerns regarding this matter are
regrett=
able. Information =0Aconcerning your inquiry is currently not
available. Yo=
ur best resource =0Aconcerning this information is your authorized
Chrysler=
Dealership. They=0Awill be your best resource for further discussion
regar=
ding your concern=0Aand will be provided further information as it
becomes =
available.=0A=0ARapid Response Transmittals (RRTs) are used as a
means for =
the company =0Ato alert dealer service departments as to prompt
corrective =
action early=0Aon, to head issues off before they become bigger
matters. RR=
Ts are thus =0Aintended for internal purposes only.=C2=A0 =0A=0AIf
your veh=
icle qualifies for a specific RRT, in other words, if your =
0Avehicle's Veh=
icle Identification Number (VIN) is on that RRT's VIN list,=0Awe will
be ha=
ppy to provide you a copy of the RRT in question.=0A=0ARRT #
Description =
=0A11-013=C2=A0 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM=C2=
=0A0 (Co=
mpleted)=0A11-069=C2=A0 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK
TIME=C2=
=0A0 =0A=0AOnce a determination has been made by Chrysler Group LLC
that a s=

ut my complaints. Please provide me your email link at your convenience. Thank you. If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails. Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall. Best regards - [REDACTED]

From: customerassistre <customerassistre@chrysler.com> To: [REDACTED]

global.net Sent: Wed, July 20, 2011 1:21:42 PM Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM) Dear Chapman: Thank you for your response. Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use. Thanks again for your email. Sincerely, Jeff 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: 2603301 REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM7414343V93265L0KM From: customerassistre <customerassistre@chrysler.com> To: [REDACTED]

Sent: Wed, July 20, 2011 1:18:40 PM Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414336V93102L0KM) Dear [REDACTED] Thank you for your response. Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with South Bay Chrysler for further assistance. 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. Your comments have been documented your Customer File. Thanks again for your email, [REDACTED]

=0ASincerely, =0A=0AJeff =0A=0ACustomer Service Representative =
0AChrysler =
Customer Assistance Center=0A=0AFor any future communications related
to th=
is email, please refer to the=0Afollowing information: =0AREFERENCE
NUMBER:=
=0AEMAIL CASE NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.=
com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM7414336V93102L0KM&=0A=
0A=0A=
=0A=0A=0AOriginal Message Follows:=0A-----=
0ACHRYSLER 07=
2011=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =0ACHAPMUN K. YIU=C2=A0
=0A13=
54 Lobby Circle,=C2=A0 Harbor City ,=C2=A0 CA=C2=A0 90710 ,=C2=A0 U.
S. A.=
=C2=A0 =0AE-mail:=C2=A0 [REDACTED]=C2=A0 =0A(Office
310-416-1=
210 x 814 or 310-606-8263=C2=A0 =C2=A0 =C2=A0 Home [REDACTED]=
0A=C2=A0 =
=0A=C2=A0 =0A=C2=A0 CHRYSLER=C2=A0 CUSTOMER=C2=A0 CENTER=C2=A0 =C2=A0
=C2=
=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 July 20,
2011=
=C2=A0 =0AP. O.=C2=A0 BOX 21 - 8004=0A=C2=A0 AUBURN HILLS ,=C2=A0
MI=C2=A0 =
48321-8004=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=
=A0 =
=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 SENT BY =0AEMAIL TO CHRYSLER=0A=C2=
=A0 =
=0ADear Chrysler Executives,=0A=C2=A0 =0ARe:=C2=A0 =C2=A0 =C2=A0 Your
Ref.:=
21110979 Case No.21078695 (Manager REANA)=0A=C2=A0 =C2=A0 =C2=A0 =C2=
=A0 =
=C2=A0 =C2=A0 (KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]=0A=C2=A0 =
0AThan=
k you for your email in reply to my complaint of my defective 2011 =
0Anew C=
hrysler 200 Touring Sedan purchased from Champion Chrysler in=C2=A0 =
0ADown=
ey ,=C2=A0 California=C2=A0 on Saturday, Jan-22-2011.=C2=A0 I would
like to=
=0ASummarize a few more important points to your Company for my
several =
=0Amonths=E2=80=99 unsettled complaint in your official record.=C2=A0
=0A=
=C2=A0 =0AExhibit 11 =E2=80=93 1st time check:=C2=A0 I told the
Service Adv=
isor with Champion =0AChrysler that I felt my new car with choking
and shak=
ing problem.=C2=A0 He =0Atold me that everything will be taken care
of but =
in vain.=C2=A0 Around 2 =0Aweeks later, the engine light of my car
turned o=
n.=C2=A0 =0AExhibit AA =E2=80=93 Jun-28-2011, I took my car to South
Bay Ch=
rysler for =0Aservice.=C2=A0 Please refer to Exhibit AA car service
stateme=
nt for more =0Adetails (parts required and recalls).=C2=A0 =C2=A0 =C2=A0 =
0AA week=
later I called South Bay Chrysler and was advised that the =
0Arequired par=
ts for repairing my car are still not shipped to them from =
0AChrysler Comp=

any. =C2=A0 Few days later, I called=C2=A0 Chrysler=C2=A0 Customer=C2=A0 Service=C2=A0 Center=C2=A0 and was advised that the Case No.21078695 Manage=
r, =0AReana will contact me later.=C2=A0 On Tuesday, Jul-12-2011 Reana call=
ed me =0Aand advised me that the required parts to repair my car are still =
not =0Aavailable and she does not know when the required parts will be =0Aa=
vailable.=C2=A0 Finally, I told Reana that I shall call her one month later=
=0Ato find out when the required parts to fix my car will be available.=C2=
=A0 =0AFrom Exhibit AA =E2=80=93 South Bay Chrysler Service statement point=
C** =0Aindicated that there are 2 recalls (recall #RRT-11-013 and recall =
=0A#2182).=C2=A0 Please advise me when these 2 recalls were posted on your =
=0Awebsite and what is each recall.=C2=A0 Also advise me what kinds of part=
s are=0Arequired to repair my car.=C2=A0 Champion Chrysler people told me 2=
different=0Astories.=C2=A0 Today on your website it indicated that No Inco=
mplete Recall =0Aor Customer Satisfaction Notification Exist. =
0AExhibit BB=
=E2=80=93 On Monday Jul-11-2011, I took my car back to Champion =
0AChrysl=
r (sold me the car) again because their Principal, Paul Antepara =
0Atold me=
that they can repair the problem of my car and they have the =
0Aparts.=C2=
=A0 Please refer to Exhibit BB service statement for more details.=C2=
=A0 =
=0ATheir Chief Mechanic and me drove my car for around 15 minutes in the =
=0Anear by service streets.=C2=A0 The gentleman told me to leave my car the=
re.=C2=A0 =0ATheir Service Manager told me that they are going to repair my=
car =0Aimmediately.=C2=A0 From their service statement, they did not indic=
ate for =0Achanging any parts.=C2=A0 The choking and shaking problem of my =
car was =0Aslightly better during the first hour.=C2=A0 The choking and sha=
king problem =0Aof my car started again from the next day.=C2=A0 On Thursda=
y, Jul-14-2011 I =0Aemailed the Service Manager and their Principal, Paul A=
ntepara that they=0Adid not fix the problem of my car.=C2=A0 For more detai=
ls, please refer to =0AExhibit CC attached.=C2=A0 Up to this writing, I hav=
e not received any reply =0Afrom Champion Chrysler where I bought my car. =
=0ALast week, I called your=C2=A0 Customer=C2=A0 Service=C2=A0 Center=C2=A0=
and was advised =0Athat my complaint case No.21078695 was already closed.=
=C2=A0 Honestly, it =0Amakes me quite nervous that your case Manager Reana =

is still working for=0Amy complaint and your record indicated my
complaint =
case was closed.=C2=A0 =0APlease note on your record to ship the
required p=
arts for repairing my =0Acar to South Bay Chrysler in=C2=A0 Hawthorne
,=C2=
=A0 Torrance ,=C2=A0 California=C2=A0 .=C2=A0 =0A=0AI believe that
Chrysler=
would not sell any defective car to their =0Acustomers and don=E2=80
=99t c=
are for their guaranteed warranty.=C2=A0 To be fair to =0Ame, please
advise=
me in writing by email approximately when Chrysler =0Awill ship the
requir=
ed parts to South Bay Chrysler in=C2=A0 Hawthorne ,=C2=A0 =0ATorrance
,=C2=
=A0 California=C2=A0 to repair the choking and shaking problem of my=
0Acar.=
=C2=A0 Within next 2 months from the date hereof, if the required
parts =0A=
are not shipped to South Bay Chrysler in=C2=A0 Hawthorne ,=C2=A0
Torrance ,=
=C2=A0 =0ACalifornia=C2=A0 to repair the choking and shaking problem
of my =
car, I =0Ashall be forced to report my complaint to Consumer Council
and se=
ek =0Aproper legal action.=C2=A0 Thank you.=C2=A0 =C2=A0 =C2=A0 =
0ABest reg=
ards - [REDACTED] =0A=0A=0A=0A=0A=0AFrom:
custom=
erassistre <customerassistre@chrysler.com>=0Ato:
[REDACTED]
=0ASent: Sat, July 16, 2011 1:45:49 PM=0ASubject: Re: Chrysler Group
LLC Cu=
stomer Assistance =0A(KMM7410096V49104L0KM)=0A=0ADear [REDACTED]=0A=
0AThank y=
ou for contacting the Chrysler Customer Assistance Center in =
0Aregards to =
your 2011 200. =0A=0AI am sorry to learn of the problems you have
experienc=
ed with your =0Avehicle. Your concerns, particularly in view of the
inconve=
nience =0Ainvolved in this issue, is understandable and I appreciate
the ti=
me and =0Aeffort you took to bring this matter to my attention.=0A=
0AYour f=
iles have been updated to reflect the information provided in your=
0Arecent=
email message.=0A=0AAt this time we advise allowing Southern Bay
Chrysler =
the opportunity to=0Afurther assist with your inquiry. Should your
dealer r=
equire factory =0Aassistance, it is available through the regional
Business=
Center.=0A=0AThanks again for your email, [REDACTED]=C2=A0 =C2=A0 =C2=
=A0 =C2=
=A0 =C2=A0 =C2=A0 =0A=0ASincerely, =0A=0AJeff =0A=0ACustomer Service
Repres=
entative =0AChrysler Customer Assistance Center=0A=0AFor any future
communi=
cations related to this email, please refer to the=0Afollowing
information:=
=0AREFERENCE NUMBER: 21110979=0AEMAIL CASE NUMBER:=C2=A0 2603301 =
0AREPLY =

LINK: =0Ahttp://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3DKMM=
7410096V49104LOKM&=0A=0A=0A=0A=0A=0AOriginal Message Follows:=
0A-----=
-----=0ARecall Information - Chrysler Brand Site=0ABrief
Descriptio=
n: =0AChrysler Case No.21078695 - the choking and shaking problem of
my new=
=0A2011=0AChrysler Tourning is still not completely fixed. I want
your com=
pany to=0Areopen my case and deal with South Bay Chrysler under TAG
T7912. =
I am =0Anot=0Ahappy with your Dealer Champion=0A=0AComments:=0AI am
not hap=
py with your Dealer Champion Chrysler trying to fix my car =0Athe=
0A2nd tim=
e. South Bay Chrysler told me they need to replace the Camshaft =
0Aof=0Amy =
car and are waiting the part from Chrysler Company. From now on, I=
0Ashall =
deal with South Bay Chrysler only. Please don't contact Champion=
0AChrysler=
in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank=0Ayou.
=0A=0A=
=0A=0AVIN:=0A=C2=A0 =C2=A0 =C2=A0 BN504904=0AMileage:=0A=C2=A0 =C2=A0
=C2=
=A0 4200=0AServicing Dealer:=0A=C2=A0 =C2=A0 =C2=A0 =C2=A0 =0ATitle:=0A=C2
=A0 =C2=
=A0 =C2=A0 Mr.=0AFirst Name:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]0AMiddle
Initia=
l:=0A=C2=A0 =C2=A0 =C2=A0 =0ALast Name:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]
0AAddress=
s 1:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]0AAddress 2:=0A=C2=A0
=C2=A0 =
=C2=A0 =0ACity:=0A=C2=A0 =C2=A0 =C2=A0 Harbor City=0AState:=0A=C2=A0
=C2=A0=
=C2=A0 CA=0AZip:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]0AEmail:=0A=C2=A0 =C2
=A0 =C2=
=A0 [REDACTED]0AWork Phone:=0A=C2=A0 =C2=A0 =C2=A0
[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Aug 17 01:02:17 EDT 2011
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
=0A=0AHello Wayne & Richard,=0A=0APlease help to forward a copy of my email=
to your Service Consultant,=C2=A0Mr. =0A[REDACTED].=0A=0AIt was a ple=
asure to meet with you and [REDACTED] on Friday, Aug-12-2011 morning.=C2=
=A0 =
=0AYou guys are great and very helpful.=C2=A0 =0A=0A=0AI regret to advise y=
ou that the repair work your Engineer / Mechanic did under =0AYour TAG T663=
7=C2=A0on Friday, Aug-12-2011=C2=A0did not solve the slightly shaking probl=
em =0Aof my new 2011 Chrysler 200 Touring.=C2=A0 Please tell me whether you=
want me to =0Abring my car to your Repair Shop again or you have to seek a=
dvice from Chrysler =0ACompany what your Engineer / Mechanic have to do for=
the next step.=C2=A0 If I am not =0Awrong the shaking problem should not h=
appen for a new car, unless you say it is =0Anormal for all=C2=
=A0Chrysler n=
ew cars.=C2=A0 Please comment and thank you.=0A=0ASincerely - [REDACTED]
YIU=
=0AOffice [REDACTED]=C2=A0ext. [REDACTED] C2=A0=C2=A0 =0A=0A=0A=0A=0A=
0A_____ =

=0AFrom: Chapmun Yiu

[REDACTED]=0AT=
o: customerassistre <customerassistre@chrysler.com>=0ASent: Mon, July 25, 2=
011 4:30:37 PM=0ASubject: Chrysler Group LLC Customer Assistance (KMM741454=
0V19L0KM)=0A=0A=0A=0A=C2=A0Hello [REDACTED]=0A=0AI think you have received all m=
y supporting documents sent to you via a separate =0Aemail.=0A=
0AToday, I c=
alled South Bay Chrysler and was advised that they are still waiting =0Arep=
ly and shipment of the required parts from Chrysler Company.=C2=A0 =
0A=0A=
=0AI hope you can tell me simply how long I still have to wait for Chrysler=
Company =0Ato=C2=A0resolve my complaint for my=C2=A0new and defective Chry=
sler 200 Touring with =0Aspecific written guarantee by your company.=C2=A0 =
=C2=A0 =
I don't think it is fair for you =0Aguys just kick me to South Bay Chrysler=
while they are waiting technical=C2=A0reply =0Aand parts from Chrysler com=
pany.=C2=A0 I bought the new=C2=A0Chrysler 200 Touring Sedan =
0Abecause I t=
rust Chrysler company and not Champion Chrysler.=0ABest regards -
[REDACTED] Y=
IU=0A[REDACTED] 0A310 326 2346 =0A=0A=0A=0A=
0A_____ =
_____ =0AFrom: [REDACTED]
0ATo: cust=
omerassistre <customerassistre@chrysler.com>=0ASent: Wed, July 20, 2011 4:0=

3:02 PM=0ASubject: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0K=
M)=0A=0A=0A=0A=0AHello Jeff,=0A=0AI deeply appreciate your prompt
response.=
=0A=0AWhen did Chrysler company post=C2=A0the 2 recalls=C2=A0on your
websit=
e to Chrysler =0ADealers?=C2=A0 =0A=0A=0AChampion Chrysler=C2
=A0Manager tol=
d me the recalls were posted after May 2011.=C2=A0 =0AAnother person
told m=
e there was no recall for my defective 2011 Chrysler 200 =
0ATouring=C2=A0Se=
dan.=C2=A0 One of Chrysler Customer Service Representative told me
over the=
=0Aphone that the recalls was posted in the middle of February 2011.
=C2=A0=
I just want =0Ato know the true story.=0A=0AThe related 2 recalls
are=C2=
=A0for all 2011 Chrysler 200 Touring Sedans or just for =0Amy
defective 201=
1 Chrysler 200 Touring=C2=A0Sedan?=0A=0ASouth Bay Chrysler people
told me t=
hat they can't do anything=C2=A0to repair my =0Adefective 2011
Chrysler 200=
Touring=C2=A0Sedan.=C2=A0 How can your record indicated =0A11-013=C2
=A0 20=
11 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM=C2=A0 (Completed)?=C2
=A0 No=
w the =0Achoking and shaking problem of my car is still not properly
repair=
ed.=C2=A0 =0A=0A=0ARecall 11-069=C2=A0 2011 JS RT RM 3.6L MIL P0128
OR LONG=
CRANK TIME - I don't know =0Awhat does this mean?=C2=A0 =C2=A0=C2=A0
=0A=0A=
It seems your company=C2=A0Chrysler is trying to kick me to South Bay
Chrys=
ler Dealer =0Aand they are waiting the required parts from your
company.=C2=
=A0 South Bay =0AChrysler=C2=A0people=C2=A0told me to find out when
Chrysl=
r company to find out when =0AChrysler company can ship them the
required p=
arts?=C2=A0 =0A=0A=0AI paid good money to buy a new car from Chrysler
Deale=
r.=C2=A0 Now I have been =0A driving a defective 2011 new Chrysler 200
Touri=
ng Sedan for several months.=C2=A0 =0A Well, I need friutful solution
and no=
more useless communication with Chrysler =0A company or Chrysler
Dealers.=
=C2=A0 Please be fair to your customers and honor your =0A guys '
commitment.=
=C2=A0 Thank you.=0A=C2=A0 Best regards - [REDACTED]
[REDACTED]
.net=0A=C2=A0 =0A=0A=0A=0A_____ =0A From:
custo=
merassistre <customerassistre@chrysler.com>=0A To:
[REDACTED]
=0A Sent: Wed, July 20, 2011 3:14:42 PM=0A Subject: Re: Chrysler Group
LLC Cu=
stomer Assistance (KMM7414540V19L0KM)=0A=0A Dear [REDACTED]=0A=0A Thank
you for=
your response. =0A=0A We have sent you an email containing the
Document Sub=

mission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days. Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available. Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern and will be provided further information as it becomes available. Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters. RRTs are thus intended for internal purposes only. If your vehicle qualifies for a specific RRT, in other words, if your vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN list, we will be happy to provide you a copy of the RRT in question.

ARR

T # Description All-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (Completed) All-069 2011 JS RT RM 3.6L MIL P0128 OR LON

G CRANK TIME

Once a determination has been made by Chrysler Group LLC that a safety recall is necessary to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time. The information provided is the extent we can supply at this time. A documentation link has been provided and any information

tion provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records. Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you. Thanks again for your email.

Sincerely,
Jeff
Customer Service Representative
Chrysler Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_fo_rms/us/reply.jsp?trk_ID=3DKMM7414540V19L0KM
Original Message

Follows:
Dear Jeff,
Thank you for following two emails. In fact, I also mailed your company a copy of my emails and the related attachments. Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you. If your company cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails. Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each. Areca.
Best regards - Chapmun YIU

From: customerassistre <customerassistre@chrysler.com>
Sent: Wed, July 20, 2011 1:21:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM)
Dear Chapmun:
Thank you for your response. Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use.
Thanks again for your email.
Sincerely,

y, =0A=0AJeff=0A=0ACustomer Service Representative =0AChrysler
Customer Ass=
istance Center=0A=0AFor any future communications related to this
email, pl=
ease refer to the=0Afollowing information: =0AREFERENCE NUMBER: =
0AEMAIL CA=
SE NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.com/wccs/bra=
nd_forms/us/reply.jsp?trk_ID=3DKMM7414343V93265L0KM&=0A=0A=0A=0A=
0A=0AFr=
om: customerassistre <customerassistre@chrysler.com>=0ATo:
[REDACTED]=
obal.net=0ASent: Wed, July 20, 2011 1:18:40 PM=0ASubject: Re:
Chrysler Grou=
p LLC Customer Assistance =0A(KMM7414336V93102L0KM)=0A=0ADear
Chapmun:=0A=
=0AThank you for your response. =0A=0AUnfortunately the information
you are=
seeking is either unavailable or =0Aconsidered proprietary. At this
time w=
e advise continuing to work with =0ASouth Bay Chrysler for further
assistan=
ce. =0A=0AOur dealerships have the factory training, equipment and
informat=
ion =0Aavailable to them to diagnose and correct problems with our
vehicles=
. =0AShould your dealer require factory assistance, it is available
through=
=0Athe regional Business Center.=0A=0AYour comments have been
documented y=
our Customer File.=0A=0AThanks again for your email, [REDACTED]=C2=A0
=C2=A0 =
=C2=A0 =C2=A0 =0A=0ASincerely, =0A=0AJeff =0A=0ACustomer Service
Representa=
tive =0AChrysler Customer Assistance Center=0A=0AFor any future
communicati=
ons related to this email, please refer to the=0Afollowing
information: =0A=
REFERENCE NUMBER: =0AEMAIL CASE NUMBER:=C2=A0 2603301 =0AREPLY LINK:
=0Ahtt=
p://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
3DKMM7414336V9310=
2L0KM&=0A=0A=0A=0A=0A=0AOriginal Message Follows:=
0A-----=
=0ACHRYSLER 072011=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =
0A [REDACTED]=
YIU=C2=A0 =0A [REDACTED] =C2=A0 Harbor City ,=C2=A0 CA=C2=A0
90710 ,=
=C2=A0 U. S. A.=C2=A0 =0AE-mail:=C2=A0 [REDACTED] C2=A0
=0A(O=
ffice [REDACTED] C2=A0 =C2=A0 =C2=A0 Home
[REDACTED]
346)=0A=C2=A0 =0A=C2=A0 =0A=C2=A0 CHRYSLER=C2=A0 CUSTOMER=C2=A0
CENTER=C2=
=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0
=C2=A0 J=
uly 20, 2011=C2=A0 =0AP. O.=C2=A0 [REDACTED]
,=C2=
=A0 MI=C2=A0 48321-8004=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=
=A0 =C2=
=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 SENT BY =0AEMAIL TO
CHRYSLER=
=0A=C2=A0 =0ADear Chrysler Executives,=0A=C2=A0 =0ARe:=C2=A0 =C2=A0
=C2=A0 =

Your Ref.: 21110979 Case No.21078695 (Manager REANA)=0A=C2=A0 =C2=A0
=C2=A0=
=C2=A0 =C2=A0 =C2=A0 (KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]
0A=C2=A0=
=0AThank you for your email in reply to my complaint of my defective
2011 =
=0Anew Chrysler 200 Touring Sedan purchased from Champion Chrysler
in=C2=A0=
=0ADowney ,=C2=A0 California=C2=A0 on Saturday, Jan-22-2011.=C2=A0 I
would=
like to =0Asummarize a few more important points to your Company for
my se=
veral =0Amonths=E2=80=99 unsettled complaint in your official record.
=C2=A0=
=0A=C2=A0 =0AExhibit 11 =E2=80=93 1st time check:=C2=A0 I told the
Service=
Advisor with Champion =0AChrysler that I felt my new car with
choking and =
shaking problem.=C2=A0 He =0Atold me that everything will be taken
care of =
but in vain.=C2=A0 Around 2 =0Aweeks later, the engine light of my
car turn=
ed on.=C2=A0 =0AExhibit AA =E2=80=93 Jun-28-2011, I took my car to
South Ba=
y Chrysler for =0Aservice.=C2=A0 Please refer to Exhibit AA car
service sta=
tement for more =0Adetails (parts required and recalls).=C2=A0 =C2=A0
=0AA =
week later I called South Bay Chrysler and was advised that the =
0Arequired=
parts for repairing my car are still not shipped to them from =
0AChrysler =
Company.=C2=A0 Few days later, I called=C2=A0 Chrysler=C2=A0
Customer=C2=A0=
=0AService=C2=A0 Center=C2=A0 and was advised that the Case
No.21078695 Ma=
nager, =0AREana will contact me later.=C2=A0 On Tuesday, Jul-12-2011
Reana =
called me =0Aand advised me that the required parts to repair my car
are st=
ill not =0Aavailable and she does not know when the required parts
will be =
=0Aavailable.=C2=A0 Finally, I told Reana that I shall call her one
month l=
ater =0Ato find out when the required parts to fix my car will be
available=
.=C2=A0 =0AFrom Exhibit AA =E2=80=93 South Bay Chrysler Service
statement p=
oint C** =0Aindicated that there are 2 recalls (recall #RRT-11-013
and reca=
11 =0A#2182).=C2=A0 Please advise me when these 2 recalls were posted
on yo=
ur =0Awebsite and what is each recall.=C2=A0 Also advise me what
kinds of p=
arts are=0Arequired to repair my car.=C2=A0 Champion Chrysler people
told m=
e 2 different=0Astories.=C2=A0 Today on your website it indicated
that No I=
ncomplete Recall =0Aor Customer Satisfaction Notification Exist. =
0AExhibit=
BB =E2=80=93 On Monday Jul-11-2011, I took my car back to Champion =
0AChry=
sler (sold me the car) again because their Principal, Paul Antepara =
0Atold=

me that they can repair the problem of my car and they have the =
0Aparts.=
=C2=A0 Please refer to Exhibit BB service statement for more details.
=C2=A0=
=0ATheir Chief Mechanic and me drove my car for around 15 minutes in
the =
=0Anear by service streets.=C2=A0 The gentleman told me to leave my
car the=
re.=C2=A0 =0ATheir Service Manager told me that they are going to
repair my=
car =0Aimmediately.=C2=A0 From their service statement, they did not
indic=
ate for =0Achanging any parts.=C2=A0 The choking and shaking problem
of my =
car was =0Aslightly better during the first hour.=C2=A0 The choking
and sha=
king problem =0Aof my car started again from the next day.=C2=A0 On
Thursda=
y, Jul-14-2011 I =0Aemailed the Service Manager and their Principal,
Paul A=
ntepara that they=0Adid not fix the problem of my car.=C2=A0 For more
detai=
ls, please refer to =0AExhibit CC attached.=C2=A0 Up to this writing,
I hav=
e not received any reply =0Afrom Champion Chrysler where I bought my
car. =
=0ALast week, I called your=C2=A0 Customer=C2=A0 Service=C2=A0
Center=C2=A0=
and was advised =0Athat my complaint case No.21078695 was already
closed.=
=C2=A0 Honestly, it =0Amakes me quite nervous that your case Manager
Reana =
is still working for=0Amy complaint and your record indicated my
complaint =
case was closed.=C2=A0 =0APlease note on your record to ship the
required p=
arts for repairing my =0Acar to South Bay Chrysler in=C2=A0 Hawthorne
,=C2=
=A0 Torrance ,=C2=A0 California=C2=A0 .=C2=A0 =0A=0AI believe that
Chrysler=
would not sell any defective car to their =0Acustomers and don=E2=80
=99t c=
are for their guaranteed warranty.=C2=A0 To be fair to =0Ame, please
advise=
me in writing by email approximately when Chrysler =0Awill ship the
requir=
ed parts to South Bay Chrysler in=C2=A0 Hawthorne ,=C2=A0 =0ATorrance
,=C2=
=A0 California=C2=A0 to repair the choking and shaking problem of my=
0Acar.=
=C2=A0 Within next 2 months from the date hereof, if the required
parts =0A=
are not shipped to South Bay Chrysler in=C2=A0 Hawthorne ,=C2=A0
Torrance ,=
=C2=A0 =0ACalifornia=C2=A0 to repair the choking and shaking problem
of my =
car, I =0Ashall be forced to report my complaint to Consumer Council
and se=
ek =0Aproper legal action.=C2=A0 Thank you.=C2=A0 =C2=A0 =C2=A0 =
0ABest reg=
ards - [REDACTED] A=0A=0A=0A=0A=0AFrom:
custom=
erassistre <customerassistre@chrysler.com>=0ATO:
[REDACTED]

=0ASent: Sat, July 16, 2011 1:45:49 PM=0ASubject: Re: Chrysler Group
LLC Cu=
stomer Assistance =0A(KMM7410096V49104L0KM)=0A=0ADear Chapmun:=0A=
0AThank y=
ou for contacting the Chrysler Customer Assistance Center in =
0Aregards to =
your 2011 200. =0A=0AI am sorry to learn of the problems you have
experienc=
ed with your =0Avehicle. Your concerns, particularly in view of the
inconve=
nience =0Ainvolved in this issue, is understandable and I appreciate
the ti=
me and =0Aeffort you took to bring this matter to my attention.=0A=
0AYour f=
iles have been updated to reflect the information provided in your=
0Arecent=
email message.=0A=0AAt this time we advise allowing Southern Bay
Chrysler =
the opportunity to=0Afurther assist with your inquiry. Should your
dealer r=
equire factory =0Aassistance, it is available through the regional
Business=
Center.=0A=0AThanks again for your email, [REDACTED]. =C2=A0 =C2=A0 =C2=
=A0 =C2=
=A0 =C2=A0 =C2=A0 =0A=0ASincerely, =0A=0AJeff =0A=0ACustomer Service
Repres=
entative =0AChrysler Customer Assistance Center=0A=0AFor any future
communi=
cations related to this email, please refer to the=0Afollowing
information:=
=0AREFERENCE NUMBER: 21110979=0AEMAIL CASE NUMBER:=C2=A0 2603301 =
0AREPLY =
LINK: =0Ahttp://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3DKMM=
7410096V49104L0KM&=0A=0A=0A=0A=0A=0AOriginal Message Follows:=
0A-----=
-----=0ARecall Information - Chrysler Brand Site=0ABrief
Descriptio=
n: =0AChrysler Case No.21078695 - the choking and shaking problem of
my new=
=0A2011=0AChrysler Tourning is still not completely fixed. I want
your com=
pany to=0Areopen my case and deal with South Bay Chrysler under TAG
T7912. =
I am =0Anot=0Ahappy with your Dealer Champion=0A=0AComments:=0AI am
not hap=
py with your Dealer Champion Chrysler trying to fix my car =0Athe=
0A2nd tim=
e. South Bay Chrysler told me they need to replace the Camshaft =
0Aof=0Amy =
car and are waiting the part from Chrysler Company. From now on, I=
0Ashall =
deal with South Bay Chrysler only. Please don't contact Champion=
0AChrysler=
in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank=0Ayou.
=0A=0A=
=0A=0AVIN:=0A=C2=A0 =C2=A0 =C2=A0 =C2=A0 BN504904=0AMileage:=0A=C2=A0 =C2=A0
=C2=
=A0 4200=0AServicing Dealer:=0A=C2=A0 =C2=A0 =C2=A0 =0ATitle:=0A=C2=
=A0 =C2=
=A0 =C2=A0 Mr.=0AFirst Name:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]
Initia=
l:=0A=C2=A0 =C2=A0 =C2=A0 =0ALast Name:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]
0AAddress=

s 1:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED] Address 2:=0A=C2=A0
=C2=A0 =
=C2=A0 =0ACity:=0A=C2=A0 =C2=A0 =C2=A0 Harbor City=0AState:=0A=C2=A0
=C2=A0=
=C2=A0 CA=0AZip:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED] 0AEmail:=0A=C2=A0 =C2
=A0 =C2=
=A0 [REDACTED]=0AWork Phone:=0A=C2=A0 =C2=A0 =C2=A0
[REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Aug 17 13:14:25 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center,
your emails are important to us!

We are very sorry to learn of the issues you have had with your
vehicle.

Your email was reviewed and has been forwarded to a more appropriate
area for their attention and response. Someone there will contact you
by phone within approximately one business day addressing your issue.

This referral action will provide the best opportunity for your
request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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: 2603301

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7443143V1265L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7443143V1265L0KM&)

Original Message Follows:

Hello Wayne & Richard,

Please help to forward a copy of my email to your Service Consultant,
Mr. Richard Akerson.

It was a pleasure to meet with you and Richard on Friday, Aug-12-2011
morning. You guys are great and very helpful.

I regret to advise you that the repair work your Engineer / Mechanic
did under your TAG T6637 on Friday, Aug-12-2011 did not solve the
slightly shaking problem of my new 2011 Chrysler 200 Touring. Please
tell me whether you want me to bring my car to your Repair Shop again
or you have to seek advice from Chrysler Company what your Engineer /
Mechanic have to do for the next step. If I am not wrong the shaking
problem should not happen for a new car, unless you say it is normal
for all Chrysler new cars. Please comment and thank you.

Sincerely
Office [REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Mon, July 25, 2011 4:30:37 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Jeff,

I think you have received all my supporting documents sent to you via a separate email.

Today, I called South Bay Chrysler and was advised that they are still waiting reply and shipment of the required parts from Chrysler Company.

I hope you can tell me simply how long I still have to wait for Chrysler Company to resolve my complaint for my new and defective Chrysler 200 Touring with specific written guarantee by your company. I don't think it is fair for you guys just kick me to South Bay Chrysler while they are waiting technical reply and parts from Chrysler company. I bought the new Chrysler 200 Touring Sedan because I trust Chrysler company and not Champion Chrysler.

[REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Wed, July 20, 2011 4:03:02 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Jeff,

I deeply appreciate your prompt response.

When did Chrysler company post the 2 recalls on your website to Chrysler Dealers?

Champion Chrysler Manager told me the recalls were posted after May 2011. Another person told me there was no recall for my defective 2011 Chrysler 200 Touring Sedan. One of Chrysler Customer Service Representative told me over the phone that the recalls was posted in the middle of February 2011. I just want to know the true story.

The related 2 recalls are for all 2011 Chrysler 200 Touring Sedans or just for my defective 2011 Chrysler 200 Touring Sedan?

South Bay Chrysler people told me that they can't do anything to repair my defective 2011 Chrysler 200 Touring Sedan. How can your record indicated 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (Completed)? Now the choking and shaking problem of my car is still not properly repaired.

Recall 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME - I

don't know what does this mean?

It seems your company Chrysler is trying to kick me to South Bay Chrysler Dealer and they are waiting the required parts from your company. South Bay Chrysler people told me to find out when Chrysler company to find out when Chrysler company can ship them the required parts?

I paid good money to buy a new car from Chrysler Dealer. Now I have been driving a defective 2011 new Chrysler 200 Touring Sedan for several months. Well, I need fruitful solution and no more useless communication with Chrysler company or Chrysler Dealers. Please be fair to your customers and honor your guys' commitment. Thank you.



From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 3:14:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0KM)

Dear [REDACTED]

Thank you for your response.

We have sent you an email containing the Document Submission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days.

Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available. Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern and will be provided further information as it becomes available.

Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters. RRTs are thus intended for internal purposes only.

If your vehicle qualifies for a specific RRT, in other words, if your vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN list, we will be happy to provide you a copy of the RRT in question.

RRT # Description
11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM
(Completed)
11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

Once a determination has been made by Chrysler Group LLC that a safety recall is necessary to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

The information provided is the extent we can supply at this time. A documentation link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records.

Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414540V19L0KM&

Original Message Follows:

Dear Jeff,

Thank you for your following two emails. In fact, I also mailed your Company a copy of my emails and the related attachments.

Of course, I would like to email you again the related attachments so

that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you.

If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails.

Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall.



From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:21:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:18:40 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414336V93102L0KM)

Dear Chapmun:

Thank you for your response.

Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with South Bay Chrysler for further assistance.

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.

Your comments have been documented your Customer File.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&

Original Message Follows:

CHRYSLER 072011

[REDACTED] Harbor City , CA [REDACTED], U. S. A.

E-mail: [REDACTED]
(Office [REDACTED])

CHRYSLER CUSTOMER CENTER
P. O. BOX 21 - 8004
AUBURN HILLS , MI 48321-8004
EMAIL TO CHRYSLER

July 20, 2011

SENT BY

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

Thank you for your email in reply to my complaint of my defective 2011 new Chrysler 200 Touring Sedan purchased from Champion Chrysler in Downey , California on Saturday, Jan-22-2011. I would like to summarize a few more important points to your Company for my several months? unsettled complaint in your official record.

Exhibit 11 ? 1st time check: I told the Service Advisor with

Champion

Chrysler that I felt my new car with choking and shaking problem. He told me that everything will be taken care of but in vain. Around 2 weeks later, the engine light of my car turned on.

Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls).

A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from

Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later

to find out when the required parts to fix my car will be available. From Exhibit AA ? South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are

required to repair my car. Champion Chrysler people told me 2 different

stories. Today on your website it indicated that No Incomplete Recall

or Customer Satisfaction Notification Exist.

Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara

told me that they can repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details.

Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there.

Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for changing any parts. The choking and shaking problem of my car was slightly better during the first hour. The choking and shaking problem

of my car started again from the next day. On Thursday, Jul-14-2011 I

emailed the Service Manager and their Principal, Paul Antepara that they

did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply

from Champion Chrysler where I bought my car.

Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for

my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my

car to South Bay Chrysler in Hawthorne , Torrance , California .

I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to

me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne ,

Torrance , California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.
Best regards - [REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in your recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21110979
EMAIL CASE NUMBER: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Chrysler Case No.21078695 - the choking and shaking problem of my new 2011

Chrysler Touring is still not completely fixed. I want your company to reopen my case and deal with South Bay Chrysler under TAG T7912. I am not happy with your Dealer Champion

Comments:

I am not happy with your Dealer Champion Chrysler trying to fix my car the 2nd time. South Bay Chrysler told me they need to replace the Camshaft of my car and are waiting the part from Chrysler Company. From now on, I shall deal with South Bay Chrysler only. Please don't contact Champion Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank you.

VIN:

BN

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First

Middle

Last

Address

Address

City:

Harbor City

State:

CA

Zip:

Email

Work

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Nov 17 15:33:44 EST 2011
Subject: Reply to Chrysler Group LLC (KMM7414343V93265L0KM)
Reply Comments:

From: [REDACTED]
To:
CAC_Case_Manager@chrysler.com
Cc: Wayne.Ferrin@southbaycpj.com
Sent: Thu,
November 17, 2011 12:31:59 PM
Subject: Chrysler Update
Case#:21248699

Hello Meghan,

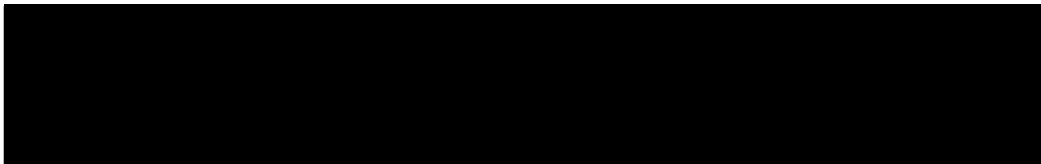
I regret to advise you that in addition to a few problems (previously recorded in your file - cannot be properly fixed by your authorized South Bay - California Dealer) of my 200 Chrysler Touring, there is one more additional problem.

On Monday, Oct-31-2011 morning when I was going to work, my car engine dropped dead at the traffic light.

On Monday, Oct-31-2011 evening when I was returning home, my car engine dropped dead at the traffic light again. Today, Nov-17-2011 morning when I was going to work, my car engine dropped dead at the traffic light.

As you know that my car suddenly dropped dead is quite dangerous because the cars behind mine will always try to start their cars when the traffic light turns green and my still stopping (not moving).

I don't know whether or not it is normal for Chrysler cars. I have never experienced the same problem before for my cars used up to 5 years. It is really hard to believe that Chrysler Company Experts cannot find a proper way to repair my car in a normal condition.



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Nov 17 17:05:11 EST 2011
Subject: Chrysler Group LLC Customer Assistance
(KMM7443143V1265L0KM)
Thu, November 17, 2011 1:58:25 PM=0ARe: Chrysler Update
Case#:21248699=0AFr=
om: [REDACTED] C2=A0View Contact =0ATo:
CAC_Cas=
e_Manager@chrysler.com =0A_____ =0A=0A=C2
=A0----=
-- Transcript of session follows -----=0A... while talking to
odbmap01.out.=
extra.chrysler.com.: =0A<<< 554 5.7.1 <unknown[53.231.96.248]>: Client
host =
rejected: Access denied=0A554 5.0.0 Service unavailable=0AReporting-
MTA: dn=
s; odmsp089-ipmp.oddc.chrysler.com=0AReceived-From-MTA: DNS;
odbmap02.extra=
.chrysler.com=0AArrival-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)=
0A=0AFi=
nal-Recipient: RFC822; cac_case_manager@chrysler.com=0AAction:
failed=0ASta=
tus: 5.5.0=0ADiagnostic-Code: SMTP; 554 5.7.1 <unknown
[53.231.96.248]>: Cli=
ent host rejected: =0AAccess denied=0ALast-Attempt-Date: Thu, 17 Nov
2011 1=
5:32:00 -0500 (EST)=0A=0AFw: Chrysler Update Case#:21248699=
0AChrysler Upda=
te Case#:21248699=0AThursday, November 17, 2011 12:31:59 PM=0AFrom: =
[REDACTED] 0ATo: =0A""
<CAC_Case_Manager@chrysler=
.com>=0AHello Meghan,=0A=0AI regret to advise you=C2=A0that in
addition to =
a few problems (previously recorded =0Ain your file - cannot be=C2
=A0proper=
ly fixed by your authorized South Bay - =0ACalifornia=C2=A0Dealer)=C2
=A0of =
my 200 Chrysler Touring, there is one more additional =0Aproblem.=C2
=A0 =0A=
=0A=0AOn=C2=A0Monday, Oct-31-2011 morning when I was going to work,
my car =
engine dropped =0Adead at the traffic light.=C2=A0=C2=A0=C2=A0=C2=A0=C2=A0=
0AOn=
=C2=A0Monday, Oct-31-2011=C2=A0evening when I was returning home, my
car en=
gine dropped =0Adead at the traffic light again.=C2=A0=C2=A0=C2=A0=C2=A0=
0A=0ATod=
ay, Nov-17-2011 morning when I was going to work, my car engine
dropped dea=
d =0Aat the traffic light.=C2=A0=C2=A0=C2=A0=C2=A0=C2=A0=0A=0AAs you know that my
car s=
uddenly dropped dead is quite dangerous because the =0Acars behind
mine wil=
l always try to start their cars when the traffic light =0ATurns
green and =
my still stopping (not moving).=0A=0A=0AI don't know whether or not
it is n=
ormal for Chrysler cars.=C2=A0 I have never =0Aexperienced the same
problem=
before for my cars used up to 5 years.=C2=A0 It is =0Areally hard to
belie=
ve that Chrysler Company Experts cannot find a proper way to =

0Arepair my c=
ar in a normal condition.=0A=0ABest regards - [REDACTED]
0[REDACTED]
lobal.net=[REDACTED]ffice Hours 10:00 am to 5:00 pm)=
0A=0A=
=0A=0A=0A=0A_____ =0AFrom: [REDACTED]
[REDACTED]
net>=0ATo: CAC_Case_Manager@chrysler.com=0ASent: Thu,
August 18=
, 2011 2:28:38 PM=0ASubject: Chrysler Update Case#:21248699=0A=0A=
0AHello M=
eghan,=0A=0AThank you for your email message.=C2=A0 Please be advised
that =
I have been dealing =0Awith=C2=A0Chrysler Company for the last
almost=C2=A0=
2 months.=C2=A0 Below are the people with =0AChrysler Company I used
to dea=
l with.=C2=A0 Are you replacing REANA or my case got =0Aduplicated??
=C2=A0 =
I hope to make my case simply and not dealing with too many =
0Apeople.=C2=
=A0 Please advise and thank you once again.=C2=A0 =0A=0A=0AJeff=0A=
0ACustom=
er Service Representative =0AChrysler Customer Assistance Center=0A=
0AFor a=
ny future communications related to this email, please refer to the=
0Afollo=
wing information: =0AREFERENCE NUMBER: =0AEMAIL CASE NUMBER:=C2=A0
2603301 =
=0AREPLY LINK: =
0Ahttp://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk=
_ID=3DKMM7414343V93265L0KM&=0A=0A=0A=0A=0ACHRYSLER - CASE # 21078695=
0A=C2=
=A0=0ACALL REANA, CASE MANAGERFOR MY 2011 CHRYSLER 200 TOURING
TRANSMISSION=
PROBLEM - =0ACASE # 21078695.=C2=A0 NEEDS TO REPLACE CAMSHAFT =E2=80
=A6.??=
??=0A=C2=A0Best regards - [REDACTED] [REDACTED]
0AHome=C2=
=A0=C2=A0=C2=A0 [REDACTED]0Aoffice=C2=A0=C2=A0=C2=A0 [REDACTED]
X 814=
=0A=0A=C2=A0=0A=0A=0A=0A_____ =0AFrom:
"CAC_Ca=
se Manager@chrysler.com" <CAC_Case_Manager@chrysler.com>=0ATo:
bcglobal.net=0ASent: Thu, August 18, 2011 1:23:05 PM=0ASubject:
Chrysler Up=
date Case#:21248699=0A=0ADear Customer: =0A=0ACase #: 21248699 VIN:
1C3BC1F=
G3BN504904=C2=A0 Vehicle Description: CHRYSLER 200 =0ATOURING 4-DOOR
SEDAN=
=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0
=C2=
=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0
=C2=A0 =
=C2=A0 =C2=A0 =0A=0A=0AMy name is Meghan and I have been assigned as
your C=
ase Manager. Here is some =0Ainformation that will be helpful for you
to ha=
ve:=0A=0AYour case number:21248699=0AChrysler Case Management
telephone num=
ber: 800.763.8422=0AMy direct extension: 66123=0AMy work hours: 8:00
am - 3=
:30 pm Mountain Time Monday - Friday=0A=0ANote: This is a system

generated =
message. Please do not reply. =0A=0ASincerely, =0AMEGHAN=0ACustomer
Care. =0A=
=0A=0A=0A=C2=A0=0A=0A=0A=0A _____ =0AFrom:
custome=
rassistre <customerassistre@chrysler.com>=0ATo:
[REDACTED]
Sent: Wed, August 17, 2011 10:14:47 AM=0ASubject: Re: Chrysler Group
LLC Cu=
stomer Assistance (KMM7443143V1265L0KM)=0A=0ADear [REDACTED]=0A=0AThank
you f=
or contacting the Chrysler Customer Assistance Center, your =0Aemails
are i=
mportant to us!=0A=0AWe are very sorry to learn of the issues you
have had =
with your vehicle.=0A=0AYour email was reviewed and has been
forwarded to a=
more appropriate =0Aarea for their attention and response. Someone
there w=
ill contact you by=0Aphone within approximately one business day
addressing=
your issue.=0A=0AThis referral action will provide the best
opportunity fo=
r your request.=0A=0A=0AThanks again for your email and have a
wonderful da=
y!=0A=0ASincerely, =0A=0AMatt=0A=0ACustomer Service Representative=
0AChrysl=
r Customer Assistance Center=0A=0AFor any future communications
related to =
this email, please refer to the=0Afollowing information: =0AREFERENCE
NUMBE=
R: =0AEMAIL CASE NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysl=
r.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM7443143V1265L0KM&=0A=
0A=0A=
=0A=0A=0AOriginal Message Follows:=0A-----=0AHello
Wayne=
& Richard, =0A=0APlease help to forward a copy of my email to your
Service =
Consultant, =0AMr. Richard Akerson.=0A=0AIt was a pleasure to meet
with you=
and Richard on Friday, Aug-12-2011 =0Aorning.=C2=A0 You guys are
great an=
d very helpful. =0A=0AI regret to advise you that the repair work
your Engi=
neer / Mechanic did=0Aunder your TAG T6637 on Friday, Aug-12-2011 did
not s=
olve the slightly =0Ashaking problem of my new 2011 Chrysler 200
Touring.=
=C2=A0 Please tell me =0Awhether you want me to bring my car to your
Repair=
Shop again or you =0Ahave to seek advice from Chrysler Company what
your E=
ngineer / Mechanic =0Ahave to do for the next step.=C2=A0 If I am not
wrong=
the shaking problem =0Ashould not happen for a new car, unless you
say it =
is normal for all =0AChrysler new cars.=C2=A0 Please comment and
thank you.=
=0A=0ASincerely - [REDACTED]
0A=0A=
=0A=0A=0AFrom: [REDACTED]=0ATo:
customerassistr=
e <customerassistre@chrysler.com>=0ASent: Mon, July 25, 2011 4:30:37

your =
=0Acompany.=C2=A0 South Bay Chrysler people told me to find out when
Chrysl=
er =0Acompany to find out when Chrysler company can ship them the
required =
=0Aparts? =0A=0AI paid good money to buy a new car from Chrysler
Dealer.=C2=
=A0 Now I have =0Abeen driving a defective 2011 new Chrysler 200
Touring Se=
dan for several=0Amonths.=C2=A0 Well, I need friutful solution and no
more =
useless =0Acommunication with Chrysler company or Chrysler Dealers.
=C2=A0 P=
lease be fair=0Ato your customers and honor your guys' commitment.=C2=
=A0 Th=
ank you.=0A=0ABest regards - Chapmun YIU=0A [REDACTED]
0A=0A=
=0A=0A=0AFrom: customerassistre <customerassistre@chrysler.com>=
[REDACTED]

ASent: Wed, July 20, 2011 3:14:42 PM=

0ASubject: Re:=
Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)=0A=0ADear
Chapm=
un:=0A=0AThank you for your response. =0A=0AWe have sent you an email
conta=
ining the Document Submission Link. You =0Ashould be receiving it
shortly. =
Please note the link will expire if not =0Aused within 7 days.=0A=
0AYour co=
ncerns regarding this matter are regrettable. Information =
0Aconcerning you=
r inquiry is currently not available. Your best resource =
0Aconcerning this=
information is your authorized Chrysler Dealership. They=0Awill be
your be=
st resource for further discussion regarding your concern=0Aand will
be pro=
vided further information as it becomes available.=0A=0ARapid
Response Tran=
mittals (RRTs) are used as a means for the company =0Ato alert
dealer serv=
ice departments as to prompt corrective action early=0Aon, to head
issues o=
ff before they become bigger matters. RRTs are thus =0Aintended for
interna=
l purposes only.=C2=A0 =0A=0AIf your vehicle qualifies for a specific
RRT, =
in other words, if your =0Avehicle's Vehicle Identification Number
(VIN) is=
on that RRT's VIN list,=0Awe will be happy to provide you a copy of
the RR=
T in question.=0A=0ARRT # Description =0A11-013=C2=A0 2011 JS 3.6L
EXHAUST =
VIBRATION AT 2200 - 2500 RPM=C2=A0 (Completed)=0A11-069=C2=A0 2011 JS
RT RM=
3.6L MIL P0128 OR LONG CRANK TIME=C2=A0 =0A=0AOnce a determination
has bee=
n made by Chrysler Group LLC that a safety =0Arecall is necessary to
correc=
t a problem with one of our products, a =0Areport is sent to the
National H=
ighway Traffic Safety Administration =0A(NHTSA) to advise them of the
issue=
.C2=A0 Since this typically occurs in the=0Aearly stages of the

overall re=
call process, the vehicles involved and =0Athe repair procedure have
not be=
en finalized.=C2=A0 Further, the necessary =0Arepair parts need to be
manuf=
acted and distributed to our Dealers.=C2=A0 =0AWhen all of this is
accomp=
lished, the recall is "launched".=C2=A0 At that =0Atime, involved
vehicles =
are loaded into the computer and our Dealers and=0Acustomers are sent
recal=
l notification letters. =0A=0AThe involved vehicle information for a
recall=
is not available until the=0Arecall is launched. Therefore, the
informatio=
n you are seeking is not =0Ayet available. If your vehicle is
involved in a=
recall you will be =0Anotified by U.S. mail.=C2=A0 If the number of
recall=
ed vehicles is =0Asubstantial, often a phased launch is conducted and
notic=
es are sent out=0Aover a period of time.=0A=0AThe information
provided is t=
he extent we can supply at this time. A =0Adocumentation link has
been prov=
ided and any information provided will =0Abe documented in our
system. We a=
dvise at this time continuing to work =0Awith your authorized
Dealership fo=
r any further assistance concerning =0Athis matter. Any future
communicatio=
n related to this issue will be =0Aretained in corporate records.=0A=
0Aalth=
ough a more favorable response could not be provided at this time, =
0Awe ap=
preciate the opportunity to review your inquiry with you.=0A=0AThanks
again=
for your email.=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =0A=
0ASincerely, =
=0A=0AJeff =0A=0ACustomer Service Representative =0AChrysler Customer
Assis=
tance Center=0A=0AFor any future communications related to this
email, plea=
se refer to the=0Afollowing information: =0AREFERENCE NUMBER: =
0AEMAIL CASE=
NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.com/wccs/brand=
_forms/us/reply.jsp?trk_ID=3DKMM7414540V19L0KM&=0A=0A=0A=0A=
0AOriginal Mess=
age Follows:=0A-----=0ADear Jeff,=0A=0AThank you
for you=
r following two emails.=C2=A0 In fact, I also mailed your =0ACompany
a copy=
of my emails and the related attachments. =0A=0AOf course, I would
like to=
email you again the related attachments so =0Athat you guys can find
out m=
ore specifically about my complaints.=C2=A0 =0APlease provide me your
email=
link at your convenience.=C2=A0 Thank you.=0A=0AIf your company
Chrysler c=
annot send the required parts (Camshaft, etc.)=0Ato South Bay
Chrysler, how=
can they repair my defective 2011 new =0AChrysler 200 Touring Sedan.

LINK: =
=0Ahttp://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
3DKMM741433=
6V93102L0KM&=0A=0A=0A=0A=0A=0AOriginal Message Follows:=
0A-----=
-----=0ACHRYSLER 072011=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =
UN K. YIU=C2=A0 =0A Harbor City ,=C2=A0 CA=C2
=A0 90=
710 ,=C2=A0 U. S. A.=C2=A0 =0AE-mail:=C2=A0
=0A(Office x 814 or
=0A=C2=A0 =0A=C2=A0 =0A=C2=A0 CHRYSLER=C2=A0 CUSTOMER=C2=A0
CENTER=
=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0
=C2=
=A0 July 20, 2011=C2=A0 =0AP. O.=C2=A0 BOX 21 - 8004=0A=C2=A0 AUBURN
HILLS =
,=C2=A0 MI=C2=A0 48321-8004=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0
=C2=A0=
=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 SENT BY =0AEMAIL TO
CHRYS=
LER=0A=C2=A0 =0ADear Chrysler Executives,=0A=C2=A0 =0Are:=C2=A0 =C2
=A0 =C2=
=A0 Your Ref.: 21110979 Case No.21078695 (Manager REANA)=0A=C2=A0 =C2
=A0 =
=C2=A0 =C2=A0 =C2=A0 =C2=A0 (KMM7408091V68895L0KM) VIN
1C3BC1FG3BN
=C2=A0 =0AThank you for your email in reply to my complaint of my
defective=
2011 =0Anew Chrysler 200 Touring Sedan purchased from Champion
Chrysler in=
=C2=A0 =0ADowney ,=C2=A0 California=C2=A0 on Saturday, Jan-22-2011.
=C2=A0 I=
would like to =0Asummarize a few more important points to your
Company for=
my several =0Amonths=E2=80=99 unsettled complaint in your official
record.=
=C2=A0 =0A=C2=A0 =0AExhibit 11 =E2=80=93 1st time check:=C2=A0 I told
the S=
ervice Advisor with Champion =0AChrysler that I felt my new car with
chokin=
g and shaking problem.=C2=A0 He =0Atold me that everything will be
taken ca=
re of but in vain.=C2=A0 Around 2 =0Aweeks later, the engine light of
my ca=
r turned on.=C2=A0 =0AExhibit AA =E2=80=93 Jun-28-2011, I took my car
to So=
uth Bay Chrysler for =0Aservice.=C2=A0 Please refer to Exhibit AA car
servi=
ce statement for more =0Adetails (parts required and recalls).=C2=A0
=C2=A0=
=0AA week later I called South Bay Chrysler and was advised that the
=0Are=
quired parts for repairing my car are still not shipped to them from
=0AChr=
ysler Company.=C2=A0 Few days later, I called=C2=A0 Chrysler=C2=A0
Customer=
=C2=A0 =0AService=C2=A0 Center=C2=A0 and was advised that the Case
No.21078=
695 Manager, =0AReana will contact me later.=C2=A0 On Tuesday, Jul-
12-2011 =
Reana called me =0Aand advised me that the required parts to repair

my car =
are still not =0Aavailable and she does not know when the required
parts wi=
ll be =0Aavailable.=C2=A0 Finally, I told Reana that I shall call her
one m=
onth later =0Ato find out when the required parts to fix my car will
be ava=
ilable.=C2=A0 =0AFrom Exhibit AA =E2=80=93 South Bay Chrysler Service
state=
ment point C** =0Aindicated that there are 2 recalls (recall #RRT-11-
013 an=
d recall =0A#2182).=C2=A0 Please advise me when these 2 recalls were
posted=
on your =0Awebsite and what is each recall.=C2=A0 Also advise me
what kind=
s of parts are=0Arequired to repair my car.=C2=A0 Champion Chrysler
people =
told me 2 different=0Astories.=C2=A0 Today on your website it
indicated tha=
t No Incomplete Recall =0Aor Customer Satisfaction Notification
Exist. =0AE=
xhibit BB =E2=80=93 On Monday Jul-11-2011, I took my car back to
Champion =
=0AChrysler (sold me the car) again because their Principal, Paul
Antepara =
=0Atold me that they can repair the problem of my car and they have
the =0A=
parts.=C2=A0 Please refer to Exhibit BB service statement for more
details.=
=C2=A0 =0ATheir Chief Mechanic and me drove my car for around 15
minutes in=
the =0Anear by service streets.=C2=A0 The gentleman told me to leave
my ca=
r there.=C2=A0 =0ATheir Service Manager told me that they are going
to repa=
ir my car =0Aimmediately.=C2=A0 From their service statement, they
did not =
indicate for =0Achanging any parts.=C2=A0 The choking and shaking
problem o=
f my car was =0Aslightly better during the first hour.=C2=A0 The
choking an=
d shaking problem =0Aof my car started again from the next day.=C2=A0
On Th=
ursday, Jul-14-2011 I =0Aemailed the Service Manager and their
Principal, P=
aul Antepara that they=0Adid not fix the problem of my car.=C2=A0 For
more =
details, please refer to =0AExhibit CC attached.=C2=A0 Up to this
writing, =
I have not received any reply =0Afrom Champion Chrysler where I
bought my c=
ar. =0ALast week, I called your=C2=A0 Customer=C2=A0 Service=C2=A0
Center=
=C2=A0 and was advised =0Athat my complaint case No.21078695 was
already cl=
osed.=C2=A0 Honestly, it =0Amakes me quite nervous that your case
Manager R=
eana is still working for=0Amy complaint and your record indicated my
compl=
aint case was closed.=C2=A0 =0APlease note on your record to ship the
requi=
red parts for repairing my =0Acar to South Bay Chrysler in=C2=A0
Hawthorne =
,=C2=A0 Torrance ,=C2=A0 California=C2=A0 .=C2=A0 =0A=0AI believe

that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to America, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne, California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne, California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.

Best regards - [REDACTED]

From: customerassistre <customerassistre@chrysler.com>

Sent: Sat, July 16, 2011 1:45:49 PM Subject: Re: Chrysler Group LC Customer Assistance (KMM7410096V49104L0KM) Dear Chapman: Thank you for contacting the Chrysler Customer Assistance Center in regard to your 2011 200. I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention. Our files have been updated to reflect the information provided in your recent email message. At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the Regional Business Center. Thanks again for your email,

Sincerely, Jeff Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: 21110979 EMAIL CASE NUMBER: 2603301 REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM7410096V49104L0KM

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description: Chrysler Case No.21078695 - the choking and shaking

problem =
of my new =0A2011=0AChrysler Tourning is still not completely fixed.
I want=
your company to=0Areopen my case and deal with South Bay Chrysler
under TA=
G T7912. I am =0Anot=0Ahappy with your Dealer Champion=0A=0AComments:
=0AI a=
m not happy with your Dealer Champion Chrysler trying to fix my car =
0Athe=
=0A2nd time. South Bay Chrysler told me they need to replace the
Camshaft =
=0Aof=0Amy car and are waiting the part from Chrysler Company. From
now on,=
I=0Ashall deal with South Bay Chrysler only. Please don't contact
Champion=
=0AChrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.
Thank=
=0Ayou.=0A=0A=0A=0AVIN:=0A=C2=A0 =C2=A0 =C2=A0 BN504904=0AMileage:=
0A=C2=A0=
=C2=A0 =C2=A0 4200=0AServicing Dealer:=0A=C2=A0 =C2=A0 =C2=A0 =
0ATitle:=0A=
=C2=A0 =C2=A0 =C2=A0 Mr.=0AFirst Name:=0A=C2=A0 =C2=A0 =C2=A0
[REDACTED]AMid=
dle Initial:=0A=C2=A0 =C2=A0 =C2=A0 =0ALast Name:=0A=C2=A0 =C2=A0 =C2=
=A0 [REDACTED]
U=0AAddress 1:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]0AAddress 2:=
0A=C2=
=A0 =C2=A0 =C2=A0 =0ACity:=0A=C2=A0 =C2=A0 =C2=A0 Harbor City=
0AState:=0A=
=C2=A0 =C2=A0 =C2=A0 CA=0AZip:=0A=C2=A0 =C2=A0 =C2=A0 [REDACTED]0AEmail:=
0A=C2=
=A0 =C2=A0 =C2=A0 [REDACTED]=0AWork Phone:=0A=C2=A0 =C2=
=A0 =
=C2=A0 [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Nov 17 17:46:01 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7443143V1265L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center,
your emails are important to us!

Your email was reviewed and has been forwarded to a more appropriate
area for their attention and response. Someone there will contact you
by phone within approximately one business day addressing your issue.

This referral action will provide the best opportunity for your
request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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: 2603301

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7539509V69961L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7539509V69961L0KM&)

Original Message Follows:

Thu, November 17, 2011 1:58:25 PM

Re: Chrysler Update Case#:21248699

From: [REDACTED]

View Contact

To:

CAC_Case_Manager@chrysler.com

----- Transcript of session follows -----
... while talking to odbmap01.out.extra.chrysler.com.:
<<< 554 5.7.1 <unknown[53.231.96.248]>: Client host rejected: Access
denied
554 5.0.0 Service unavailable
Reporting-MTA: dns; odmsp089-ipmp.oddc.chrysler.com
Received-From-MTA: DNS; odbmap02.extra.chrysler.com
Arrival-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)

Final-Recipient: RFC822; cac_case_manager@chrysler.com

Action: failed

Status: 5.5.0

Diagnostic-Code: SMTP; 554 5.7.1 <unknown[53.231.96.248]>: Client

host rejected: Access denied
Last-Attempt-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)

Fw: Chrysler Update Case#:21248699
Chrysler Update Case#:21248699
Thursday, November 17, 2011 12:31:59 PM

From:

' [REDACTED]

To:

"" <CAC_Case_Manager@chrysler.com>

Hello Meghan,

I regret to advise you that in addition to a few problems (previously recorded in your file - cannot be properly fixed by your authorized South Bay - California Dealer) of my 200 Chrysler Touring, there is one more additional problem.

On Monday, Oct-31-2011 morning when I was going to work, my car engine dropped dead at the traffic light.

On Monday, Oct-31-2011 evening when I was returning home, my car engine dropped dead at the traffic light again.

Today, Nov-17-2011 morning when I was going to work, my car engine dropped dead at the traffic light.

As you know that my car suddenly dropped dead is quite dangerous because the cars behind mine will always try to start their cars when the traffic light turns green and my still stopping (not moving).

I don't know whether or not it is normal for Chrysler cars. I have never experienced the same problem before for my cars used up to 5 years. It is really hard to believe that Chrysler Company Experts cannot find a proper way to repair my car in a normal condition.

[REDACTED]

ce Hours 10:00 am to 5:00 pm)

From:

[REDACTED]
To: CAC_Case_Manager@chrysler.com
Sent: Thu, August 18, 2011 2:28:38 PM
Subject: Chrysler Update Case#:21248699

Hello Meghan,

Thank you for your email message. Please be advised that I have been dealing with Chrysler Company for the last almost 2 months. Below are the people with Chrysler Company I used to deal with. Are you replacing REANA or my case got duplicated?? I hope to make my case simply and not dealing with too many people. Please advise and thank you once again.

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&

CHRYSLER - CASE # 21078695

CALL REANA, CASE MANAGER FOR MY 2011 CHRYSLER 200 TOURING TRANSMISSION PROBLEM - CASE # 21078695. NEEDS TO REPLACE CAMSHAFT ?.????



From: "CAC_Case_Manager@chrysler.com"
<CAC_Case_Manager@chrysler.com>
To: [REDACTED]
Sent: Thu, August 18, 2011 1:23:05 PM
Subject: Chrysler Update Case#:21248699

Dear Customer:

Case #: 21248699 VIN: 1C3BC1FG3BN504904 Vehicle Description:
CHRYSLER 200 TOURING 4-DOOR SEDAN

My name is Meghan and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your case number:21248699
Chrysler Case Management telephone number: 800.763.8422
My direct extension: 66123
My work hours: 8:00 am - 3:30 pm Mountain Time Monday - Friday

Note: This is a system generated message.Please do not reply.

Sincerely,
MEGHAN
Customer Care.

From: customerassistre <customerassistre@chrysler.com>

To: [REDACTED]
Sent: Wed, August 17, 2011 10:14:47 AM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7443143V1265L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

We are very sorry to learn of the issues you have had with your vehicle.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone there will contact you by phone within approximately one business day addressing your issue.

This referral action will provide the best opportunity for your request.

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7443143V1265L0KM&

Original Message Follows:

Hello Wayne & Richard,

Please help to forward a copy of my email to your Service Consultant, Mr. Richard Akerson.

It was a pleasure to meet with you and Richard on Friday, Aug-12-2011 morning. You guys are great and very helpful.

I regret to advise you that the repair work your Engineer / Mechanic did under your TAG T6637 on Friday, Aug-12-2011 did not solve the slightly shaking problem of my new 2011 Chrysler 200 Touring. Please tell me whether you want me to bring my car to your Repair Shop again or you have to seek advice from Chrysler Company what your Engineer / Mechanic have to do for the next step. If I am not wrong the shaking problem should not happen for a new car, unless you say it is normal for all Chrysler new cars. Please comment and thank you.

[REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Mon, July 25, 2011 4:30:37 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Jeff,

I think you have received all my supporting documents sent to you via a separate email.

Today, I called South Bay Chrysler and was advised that they are still waiting reply and shipment of the required parts from Chrysler Company.

I hope you can tell me simply how long I still have to wait for Chrysler Company to resolve my complaint for my new and defective Chrysler 200 Touring with specific written guarantee by your company. I don't think it is fair for you guys just kick me to South Bay Chrysler while they are waiting technical reply and parts from Chrysler company. I bought the new Chrysler 200 Touring Sedan because I trust Chrysler company and not Champion Chrysler.

[REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Wed, July 20, 2011 4:03:02 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Jeff,

I deeply appreciate your prompt response.

When did Chrysler company post the 2 recalls on your website to Chrysler Dealers?

Champion Chrysler Manager told me the recalls were posted after May 2011. Another person told me there was no recall for my defective 2011

Chrysler 200 Touring Sedan. One of Chrysler Customer Service Representative told me over the phone that the recalls was posted in the middle of February 2011. I just want to know the true story.

The related 2 recalls are for all 2011 Chrysler 200 Touring Sedans or just for my defective 2011 Chrysler 200 Touring Sedan?

South Bay Chrysler people told me that they can't do anything to repair my defective 2011 Chrysler 200 Touring Sedan. How can your record indicated 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (Completed)? Now the choking and shaking problem of my car is still not properly repaired.

Recall 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME - I don't know what does this mean?

It seems your company Chrysler is trying to kick me to South Bay Chrysler Dealer and they are waiting the required parts from your company. South Bay Chrysler people told me to find out when Chrysler company to find out when Chrysler company can ship them the required parts?

I paid good money to buy a new car from Chrysler Dealer. Now I have been driving a defective 2011 new Chrysler 200 Touring Sedan for several months. Well, I need fruitful solution and no more useless communication with Chrysler company or Chrysler Dealers. Please be fair to your customers and honor your guys' commitment. Thank you.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 3:14:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Dear [REDACTED]

Thank you for your response.

We have sent you an email containing the Document Submission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days.

Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available. Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern

and will be provided further information as it becomes available.

Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters. RRTs are thus intended for internal purposes only.

If your vehicle qualifies for a specific RRT, in other words, if your vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN list, we will be happy to provide you a copy of the RRT in question.

RRT # Description
11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM
(Completed)
11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

Once a determination has been made by Chrysler Group LLC that a safety recall is necessary to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

The information provided is the extent we can supply at this time. A documentation link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records.

Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414540V19L0KM&

Original Message Follows:

Dear Jeff,

Thank you for your following two emails. In fact, I also mailed your Company a copy of my emails and the related attachments.

Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you.

If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails.

Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:21:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93265L0KM&

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:18:40 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414336V93102L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with South Bay Chrysler for further assistance.

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.

Your comments have been documented your Customer File.

Thanks again for your email, Chapman.

Sincerely,

Jeff

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&

Original Message Follows:

CHRYSLER 072011
[REDACTED]

CHRYSLER CUSTOMER CENTER
P. O. BOX 21 - 8004
AUBURN HILLS, MI 48321-8004
EMAIL TO CHRYSLER

July 20, 2011

SENT BY

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

Thank you for your email in reply to my complaint of my defective 2011 new Chrysler 200 Touring Sedan purchased from Champion Chrysler in Downey, California on Saturday, Jan-22-2011. I would like to summarize a few more important points to your Company for my several months' unsettled complaint in your official record.

Exhibit 11 ? 1st time check: I told the Service Advisor with Champion Chrysler that I felt my new car with choking and shaking problem. He told me that everything will be taken care of but in vain. Around 2 weeks later, the engine light of my car turned on. Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls). A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available. From Exhibit AA ? South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are required to repair my car. Champion Chrysler people told me 2 different stories. Today on your website it indicated that No Incomplete Recall or Customer Satisfaction Notification Exist. Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara told me that they can repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details. Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there. Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for changing any parts. The choking and shaking problem of my car was slightly better during the first hour. The choking and shaking problem of my car started again from the next day. On Thursday, Jul-14-2011 I

emailed the Service Manager and their Principal, Paul Anteparo that they did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply from Champion Chrysler where I bought my car. Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my car to South Bay Chrysler in Hawthorne , Torrance , California .

I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in your recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 21110979

EMAIL CASE NUMBER: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Chrysler Case No.21078695 - the choking and shaking problem of my new 2011

Chrysler Tourning is still not completely fixed. I want your company to

reopen my case and deal with South Bay Chrysler under TAG T7912. I am not

happy with your Dealer Champion

Comments:

I am not happy with your Dealer Champion Chrysler trying to fix my car

the

2nd time. South Bay Chrysler told me they need to replace the

Camshaft

of

my car and are waiting the part from Chrysler Company. From now on, I shall deal with South Bay Chrysler only. Please don't contact

Champion

Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.

Thank

you.

VIN:

BN 

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First Name:

Middle 

Last Name 

Address 

Address 2:

City:

Harbor City

State:

CA

Zip:

Email:

Work E



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Jan 02 15:46:34 EST 2012
Subject: Chrysler Group LLC Customer Assistance
(KMM7539509V69961L0KM)
Dear Chrysler Manager,

1. Sept-01-2011 around 5,070 miles, I changed oil by Chrysler South Bay
2. Nov-22-2011 I took my 2011 new 200 Chrysler Touring to repair the stall car problem at Chrysler South Bay.
3. During the last 2 days, I found Oil Change Required light turned on around 7,800 miles. I was told by a Service Agent at Chrysler South Bay that my car needs to reset the computer.
4. Would it be possible that the computer installed on my new 200 Chrysler Touring needs to be serviced almost every 1 to 2 months????

HAPPY NEW YEAR
[REDACTED]

----- Original Message -----

> From: customerassistre <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Thu, November 17, 2011 2:46:51 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7539509V69961L0KM)
>
> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center,
your
> emails are important to us!
>
> Your email was reviewed and has been forwarded to a more
appropriate
> area for their attention and response. Someone there will contact
you by
> phone within approximately one business day addressing your issue.
>
> This referral action will provide the best opportunity for your
request.
>
>
> Thanks again for your email and have a wonderful day!
>
> Sincerely,
>
> Matt
>
> 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: 2603301
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7539509V69961L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7539509V69961L0KM&)
>
>
>
>
>
> Original Message Follows:
> -----
> Thu, November 17, 2011 1:58:25 PM
>
> Re: Chrysler Update Case#:21248699
> From:
> [REDACTED]
> View Contact
> To:
> CAC_Case_Manager@chrysler.com
>
>
>
> ----- Transcript of session follows -----
> ... while talking to odbmap01.out.extra.chrysler.com.:
> <<< 554 5.7.1 <unknown[53.231.96.248]>: Client host rejected:
Access
> denied
> 554 5.0.0 Service unavailable
> Reporting-MTA: dns; odmsp089-ipmp.oddc.chrysler.com
> Received-From-MTA: DNS; odbmap02.extra.chrysler.com
> Arrival-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)
>
> Final-Recipient: RFC822; cac_case_manager@chrysler.com
> Action: failed
> Status: 5.5.0
> Diagnostic-Code: SMTP; 554 5.7.1 <unknown[53.231.96.248]>: Client
host
> rejected: Access denied
> Last-Attempt-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)
>
> Fw: Chrysler Update Case#:21248699
> Chrysler Update Case#:21248699
> Thursday, November 17, 2011 12:31:59 PM
>
> From:
> [REDACTED]
>
>
> To:
> "" <CAC_Case_Manager@chrysler.com>
>
>
> Hello Meghan,
>
> I regret to advise you that in addition to a few problems
(previously
> recorded in your file - cannot be properly fixed by your authorized
> South Bay - California Dealer) of my 200 Chrysler Touring, there is

one
> more additional problem.
>
> On Monday, Oct-31-2011 morning when I was going to work, my car engine
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> On Monday, Oct-31-2011 evening when I was returning home, my car engine
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> Today, Nov-17-2011 morning when I was going to work, my car engine
> dropped dead at the traffic light.
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> As you know that my car suddenly dropped dead is quite dangerous because
> the cars behind mine will always try to start their cars when the
> traffic light turns green and my still stopping (not moving).
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> never experienced the same problem before for my cars used up to 5
> years. It is really hard to believe that Chrysler Company Experts
> cannot find a proper way to repair my car in a normal condition.
>
> Best regards - [REDACTED]
> [REDACTED]
> [REDACTED] ce Hours 10:00 am to 5:00 pm)
>
>
>
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> From: [REDACTED]
> To: CAC_Case_Manager@chrysler.com
> Sent: Thu, August 18, 2011 2:28:38 PM
> Subject: Chrysler Update Case#:21248699
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> Hello Meghan,
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> Thank you for your email message. Please be advised that I have
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replacing
> REANA or my case got duplicated?? I hope to make my case simply
and not
> dealing with too many people. Please advise and thank you once
again.
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> Jeff
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> Customer Service Representative
> Chrysler Customer Assistance Center
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> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2603301
> REPLY LINK:

>http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7414343V93265L0KM&

>

>

>

>

> CHRYSLER - CASE # 21078695

>

> CALL REANA, CASE MANAGER FOR MY 2011 CHRYSLER 200 TOURING
TRANSMISSION

> PROBLEM - CASE # 21078695. NEEDS TO REPLACE CAMSHAFT ?.????

>

>

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>

>

> From: "CAC_Case_Manager@chrysler.com"

<CAC_Case_Manager@chrysler.com>

> To:

> Sent: Thu, August 18, 2011 1:23:05 PM

> Subject: Chrysler Update Case#:21248699

>

> Dear Customer:

>

> Case #: 21248699 VIN: 1C3BC1FG3BN Vehicle Description:

CHRYSLER

> 200 TOURING 4-DOOR SEDAN

>

> My name is Meghan and I have been assigned as your Case Manager.
Here is

> some information that will be helpful for you to have:

>

> Your case number:21248699

> Chrysler Case Management telephone number: 800.763.8422

> My direct extension: 66123

> My work hours: 8:00 am - 3:30 pm Mountain Time Monday - Friday

>

> Note: This is a system generated message.Please do not reply.

>

> Sincerely,

> MEGHAN

> Customer Care.

>

>

>

>

>

>

>

> From: customerassistre <customerassistre@chrysler.com>

> To:

> Sent: Wed, August 17, 2011 10:14:47 AM

> Subject: Re: Chrysler Group LLC Customer Assistance

> (KMM7443143V1265L0KM)

>

> Dear

>

> Thank you for contacting the Chrysler Customer Assistance Center,
your
> emails are important to us!
>
> We are very sorry to learn of the issues you have had with your
vehicle.
>
> Your email was reviewed and has been forwarded to a more
appropriate
> area for their attention and response. Someone there will contact
you by
> phone within approximately one business day addressing your issue.
>
> This referral action will provide the best opportunity for your
request.
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> Thanks again for your email and have a wonderful day!
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> Matt
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> Customer Service Representative
> Chrysler Customer Assistance Center
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> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER:
> EMAIL CASE NUMBER: 2603301
> REPLY LINK:
>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7443143V1265L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7443143V1265L0KM&)
>
>
>
>
> Original Message Follows:
> -----
> Hello Wayne & Richard,
>
> Please help to forward a copy of my email to your Service
Consultant,
> Mr. Richard Akerson.
>
> It was a pleasure to meet with you and Richard on Friday, Aug-12-
2011
> morning. You guys are great and very helpful.
>
> I regret to advise you that the repair work your Engineer /
Mechanic did
> under your TAG T6637 on Friday, Aug-12-2011 did not solve the
slightly
> shaking problem of my new 2011 Chrysler 200 Touring. Please tell
me
> whether you want me to bring my car to your Repair Shop again or
you
> have to seek advice from Chrysler Company what your Engineer /
Mechanic
> have to do for the next step. If I am not wrong the shaking
problem
> should not happen for a new car, unless you say it is normal for

all

> Chrysler new cars. Please comment and thank you.

>
> [REDACTED]

>

>

>

> From: [REDACTED]

> To: customerassistre <customerassistre@chrysler.com>

> Sent: Mon, July 25, 2011 4:30:37 PM

> Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

>

>

>

>

> Hello Jeff,

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> I think you have received all my supporting documents sent to you via a

> separate email.

>

> Today, I called South Bay Chrysler and was advised that they are still

> waiting reply and shipment of the required parts from Chrysler Company.

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> I hope you can tell me simply how long I still have to wait for Chrysler

> Company to resolve my complaint for my new and defective Chrysler 200

> Touring with specific written guarantee by your company. I don't think

> it is fair for you guys just kick me to South Bay Chrysler while they

> are waiting technical reply and parts from Chrysler company. I bought

> the new Chrysler 200 Touring Sedan because I trust Chrysler company and

> not Champion Chrysler.

>

> [REDACTED]

>

>

>

>

> From: [REDACTED]

> To: customerassistre <customerassistre@chrysler.com>

> Sent: Wed, July 20, 2011 4:03:02 PM

> Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

>

>

>

>

> Hello Jeff,

>



> I deeply appreciate your prompt response.

>

> When did Chrysler company post the 2 recalls on your website to Chrysler

> Dealers?

> used within 7 days.
>
> Your concerns regarding this matter are regrettable. Information
> concerning your inquiry is currently not available. Your best
resource
> concerning this information is your authorized Chrysler Dealership.
They
> will be your best resource for further discussion regarding your
concern
> and will be provided further information as it becomes available.
>
> Rapid Response Transmittals (RRTs) are used as a means for the
company
> to alert dealer service departments as to prompt corrective action
early
> on, to head issues off before they become bigger matters. RRTs are
thus
> intended for internal purposes only.
>
> If your vehicle qualifies for a specific RRT, in other words, if
your
> vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN
list,
> we will be happy to provide you a copy of the RRT in question.
>
> RRT # Description
> 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM
(Completed)
> 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME
>
> Once a determination has been made by Chrysler Group LLC that a
safety
> recall is necessary to correct a problem with one of our products,
a
> report is sent to the National Highway Traffic Safety
Administration
> (NHTSA) to advise them of the issue. Since this typically occurs
in the
> early stages of the overall recall process, the vehicles involved
and
> the repair procedure have not been finalized. Further, the
necessary
> repair parts need to be manufactured and distributed to our
Dealers.
> When all of this is accomplished, the recall is "launched". At
that
> time, involved vehicles are loaded into the computer and our
Dealers and
> customers are sent recall notification letters.
>
> The involved vehicle information for a recall is not available
until the
> recall is launched. Therefore, the information you are seeking is
not
> yet available. If your vehicle is involved in a recall you will be
> notified by U.S. mail. If the number of recalled vehicles is
> substantial, often a phased launch is conducted and notices are
sent out
> over a period of time.
>
> The information provided is the extent we can supply at this time.
A
> documentation link has been provided and any information provided
will

> be documented in our system. We advise at this time continuing to work
> with your authorized Dealership for any further assistance concerning
> this matter. Any future communication related to this issue will be
> retained in corporate records.
>
> Although a more favorable response could not be provided at this time,
> we appreciate the opportunity to review your inquiry with you.
>
> Thanks again for your email.
>
> Sincerely,
>
> Jeff
>
> 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: 2603301
> REPLY LINK:
>http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414540V19L0KM&
>
>
>
>
> Original Message Follows:
> -----
> Dear Jeff,
>
> Thank you for your following two emails. In fact, I also mailed your
> Company a copy of my emails and the related attachments.
>
> Of course, I would like to email you again the related attachments so
> that you guys can find out more specifically about my complaints.
> Please provide me your email link at your convenience. Thank you.
>
> If your company Chrysler cannot send the required parts (Camshaft, etc.)
> to South Bay Chrysler, how can they repair my defective 2011 new
> Chrysler 200 Touring Sedan. Please do something to resolve this problem
> and let's do less emails.
>
> Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall
> #2182) were posted on your website and what is specifically is each
> recall.
>
> 
>
>
>
> From: customerassistre <customerassistre@chrysler.com>
> To: 
> Sent: Wed, July 20, 2011 1:21:42 PM

> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM7414343V93265L0KM)
>
> Dear [REDACTED]
>
> Thank you for your response.
>
> Unfortunately we cannot accept attachments from this email address.
If
> you would like to attach a document to your file, please respond. I
will
> be more than happy to provide an electronic documentation link for
your
> use.
>
> Thanks again for your email.
>
> Sincerely,
>
> Jeff
>
> 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: 2603301
> REPLY LINK:
>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&)
trk_ID=KMM7414343V93265L0KM&
>
>
>
>
>
>
> From: customerassistre <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Wed, July 20, 2011 1:18:40 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM7414336V93102L0KM)
>
> Dear [REDACTED]
>
> Thank you for your response.
>
> Unfortunately the information you are seeking is either unavailable
or
> considered proprietary. At this time we advise continuing to work
with
> South Bay Chrysler for further assistance.
>
> 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.
>
> Your comments have been documented your Customer File.
>

> Thanks again for your email, Chapmun.
>
> Sincerely,
>
> Jeff
>
> 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: 2603301
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7414336V93102L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&)
>
>
>
>
> Original Message Follows:
> -----
> CHRYSLER 072011
> [REDACTED]
> [REDACTED] Harbor City , CA [REDACTED] U. S. A.
> E-mail: [REDACTED]
> (Office [REDACTED])
>
>
> CHRYSLER CUSTOMER CENTER July 20, 2011
> P. O. BOX 21 - 8004
> AUBURN HILLS , MI 48321-8004 SENT BY
> EMAIL TO CHRYSLER
>
> Dear Chrysler Executives,
>
> Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
> (KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]
>
> Thank you for your email in reply to my complaint of my defective
2011
> new Chrysler 200 Touring Sedan purchased from Champion Chrysler in
> Downey , California on Saturday, Jan-22-2011. I would like to
> summarize a few more important points to your Company for my
several
> months? unsettled complaint in your official record.
>
> Exhibit 11 ? 1st time check: I told the Service Advisor with
Champion
> Chrysler that I felt my new car with choking and shaking problem.
He
> told me that everything will be taken care of but in vain. Around
2
> weeks later, the engine light of my car turned on.
> Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for
> service. Please refer to Exhibit AA car service statement for more
> details (parts required and recalls).
> A week later I called South Bay Chrysler and was advised that the
> required parts for repairing my car are still not shipped to them
from
> Chrysler Company. Few days later, I called Chrysler Customer
> Service Center and was advised that the Case No.21078695 Manager,

> Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me
> and advised me that the required parts to repair my car are still not
> available and she does not know when the required parts will be
> available. Finally, I told Reana that I shall call her one month later
> to find out when the required parts to fix my car will be available.
> From Exhibit AA ? South Bay Chrysler Service statement point C**
> indicated that there are 2 recalls (recall #RRT-11-013 and recall
> #2182). Please advise me when these 2 recalls were posted on your
> website and what is each recall. Also advise me what kinds of
parts are
> required to repair my car. Champion Chrysler people told me 2
different
> stories. Today on your website it indicated that No Incomplete
Recall
> or Customer Satisfaction Notification Exist.
> Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion
> Chrysler (sold me the car) again because their Principal, Paul
Antepara
> told me that they can repair the problem of my car and they have
the
> parts. Please refer to Exhibit BB service statement for more
details.
> Their Chief Mechanic and me drove my car for around 15 minutes in
the
> near by service streets. The gentleman told me to leave my car
there.
> Their Service Manager told me that they are going to repair my car
> immediately. From their service statement, they did not indicate
for
> changing any parts. The choking and shaking problem of my car was
> slightly better during the first hour. The choking and shaking
problem
> of my car started again from the next day. On Thursday, Jul-14-
2011 I
> emailed the Service Manager and their Principal, Paul Antepara that
they
> did not fix the problem of my car. For more details, please refer
to
> Exhibit CC attached. Up to this writing, I have not received any
reply
> from Champion Chrysler where I bought my car.
> Last week, I called your Customer Service Center and was
advised
> that my complaint case No.21078695 was already closed. Honestly,
it
> makes me quite nervous that your case Manager Reana is still
working for
> my complaint and your record indicated my complaint case was
closed.
> Please note on your record to ship the required parts for repairing
my
> car to South Bay Chrysler in Hawthorne , Torrance , California
. .
>
> I believe that Chrysler would not sell any defective car to their
> customers and don't care for their guaranteed warranty. To be fair
to
> me, please advise me in writing by email approximately when
Chrysler
> will ship the required parts to South Bay Chrysler in Hawthorne ,

> Torrance , California to repair the choking and shaking problem
> of my
> car. Within next 2 months from the date hereof, if the required
> parts
> are not shipped to South Bay Chrysler in Hawthorne , Torrance ,
> California to repair the choking and shaking problem of my car, I
> shall be forced to report my complaint to Consumer Council and seek
> proper legal action. Thank you.

> Best regards - [REDACTED]

> [REDACTED]

>

>

>

>

> From: customerassistre <customerassistre@chrysler.com>

> To: [REDACTED]

> Sent: Sat, July 16, 2011 1:45:49 PM

> Subject: Re: Chrysler Group LLC Customer Assistance

> (KMM7410096V49104L0KM)

>

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center in
> regards to your 2011 200.

>

> I am sorry to learn of the problems you have experienced with your
> vehicle. Your concerns, particularly in view of the inconvenience
> involved in this issue, is understandable and I appreciate the time
> and

> effort you took to bring this matter to my attention.

>

> Your files have been updated to reflect the information provided in
> your

> recent email message.

>

> At this time we advise allowing Southern Bay Chrysler the
> opportunity to

> further assist with your inquiry. Should your dealer require
> factory

> assistance, it is available through the regional Business Center.

>

> Thanks again for your email, [REDACTED]

>

> Sincerely,

>

> Jeff

>

> Customer Service Representative

> Chrysler Customer Assistance Center

>

> For any future communications related to this email, please refer
> to the

> following information:

> REFERENCE NUMBER: 21110979

> EMAIL CASE NUMBER: 2603301

> REPLY LINK:

>http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?

>trk_ID=KMM7410096V49104L0KM&




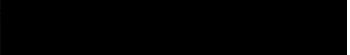
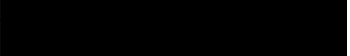
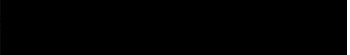

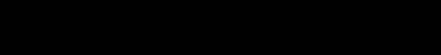
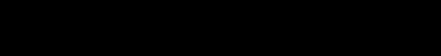
>

>

>

>

>

> Original Message Follows:
> -----
> Recall Information - Chrysler Brand Site
> Brief Description:
> Chrysler Case No.21078695 - the choking and shaking problem of my
new
> 2011
> Chrysler Touring is still not completely fixed. I want your
company to
> reopen my case and deal with South Bay Chrysler under TAG T7912. I
am
> not
> happy with your Dealer Champion
>
> Comments:
> I am not happy with your Dealer Champion Chrysler trying to fix my
car
> the
> 2nd time. South Bay Chrysler told me they need to replace the
Camshaft
> of
> my car and are waiting the part from Chrysler Company. From now on,
I
> shall deal with South Bay Chrysler only. Please don't contact
Champion
> Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.
Thank
> you.
>
>
>
> VIN: 
> BN 
> Mileage:
> 4200
> Servicing Dealer:
>
> Title:
> Mr.
> First Name: 
>
> Middle 
>
> Last N 
>
> Address 
>
> Address 2:
>
> City:
> Harbor City
> State:
> CA
> Zip: 
>
> Email 
>
> Work 
>

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Jan 02 16:54:03 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7539509V69961L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center,
your emails are important to us!

Our records show that you have contacted us by email and we are
currently addressing 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 Chrysler Group Customer Care Center by
telephone at 1-800-CHRYSLER (247-9753).

Thanks again for your email and have a wonderful day!

Sincerely,

Matt

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: 2603301

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7584078V41243L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7584078V41243L0KM&)

Original Message Follows:

Dear Chrysler Manager,

1. Sept-01-2011 around 5,070 miles, I changed oil by Chrysler South Bay
2. Nov-22-2011 I took my 2011 new 200 Chrysler Touring to repair the stall car problem at Chrysler South Bay.
3. During the last 2 days, I found Oil Change Required light turned on around 7,800 miles. I was told by a Service Agent at Chrysler South Bay that my car needs to reset the computer.
4. Would it be possible that the computer installed on my new 200 Chrysler Touring needs to be serviced almost every 1 to 2 months????

HAPPY NEW YEAR
[REDACTED]

----- Original Message -----

> From: customerassistre <customerassistre@chrysler.com>

> To: [REDACTED]

> Sent: Thu, November 17, 2011 2:46:51 PM

> Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7539509V69961L0KM)

>

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center,
your

> emails are important to us!

>

> Your email was reviewed and has been forwarded to a more
appropriate

> area for their attention and response. Someone there will contact
you by

> phone within approximately one business day addressing your issue.

>

> This referral action will provide the best opportunity for your
request.

>

>

> Thanks again for your email and have a wonderful day!

>

> Sincerely,

>

> Matt

>

> 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: 2603301

> REPLY LINK:

> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7539509V69961L0KM&)

> [trk_ID=KMM7539509V69961L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7539509V69961L0KM&)

>

>

>

>

>

> Original Message Follows:

> -----

> Thu, November 17, 2011 1:58:25 PM

>

> Re: Chrysler Update Case#:21248699

> From:

> [REDACTED]

> View Contact

> To:

> CAC_Case_Manager@chrysler.com

>

>

>

>



> ----- Transcript of session follows -----

> ... while talking to odbmap01.out.extra.chrysler.com.:
> <<< 554 5.7.1 <unknown[53.231.96.248]>: Client host rejected:
Access
> denied
> 554 5.0.0 Service unavailable
> Reporting-MTA: dns; odmsp089-ipmp.oddc.chrysler.com
> Received-From-MTA: DNS; odbmap02.extra.chrysler.com
> Arrival-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)
>
> Final-Recipient: RFC822; cac_case_manager@chrysler.com
> Action: failed
> Status: 5.5.0
> Diagnostic-Code: SMTP; 554 5.7.1 <unknown[53.231.96.248]>: Client
host
> rejected: Access denied
> Last-Attempt-Date: Thu, 17 Nov 2011 15:32:00 -0500 (EST)
>
> Fw: Chrysler Update Case#:21248699
> Chrysler Update Case#:21248699
> Thursday, November 17, 2011 12:31:59 PM
>
> From:
> [REDACTED]
>
> To:
> "" <CAC_Case_Manager@chrysler.com>
>
> Hello Meghan,
>
> I regret to advise you that in addition to a few problems
(previously
> recorded in your file - cannot be properly fixed by your authorized
> South Bay - California Dealer) of my 200 Chrysler Touring, there is
one
> more additional problem.
>
> On Monday, Oct-31-2011 morning when I was going to work, my car
engine
> dropped dead at the traffic light.
>
>
> On Monday, Oct-31-2011 evening when I was returning home, my car
engine
> dropped dead at the traffic light again.
>
> Today, Nov-17-2011 morning when I was going to work, my car engine
> dropped dead at the traffic light.
>
> As you know that my car suddenly dropped dead is quite dangerous
because
> the cars behind mine will always try to start their cars when the
> traffic light turns green and my still stopping (not moving).
>
>
> I don't know whether or not it is normal for Chrysler cars. I have
> never experienced the same problem before for my cars used up to 5
> years. It is really hard to believe that Chrysler Company Experts
> cannot find a proper way to repair my car in a normal condition.
>
> [REDACTED]
> [REDACTED] ce Hours 10:00 am to 5:00 pm)

>
>
>
>
> From: [REDACTED]
> To: CAC_Case_Manager@chrysler.com
> Sent: Thu, August 18, 2011 2:28:38 PM
> Subject: Chrysler Update Case#:21248699
>
>
>
> Hello Meghan,
>
> Thank you for your email message. Please be advised that I have
been
> dealing with Chrysler Company for the last almost 2 months. Below
are
> the people with Chrysler Company I used to deal with. Are you
replacing
> REANA or my case got duplicated?? I hope to make my case simply
and not
> dealing with too many people. Please advise and thank you once
again.
>
> Jeff
>
> 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: 2603301
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&)
trk_ID=KMM7414343V93265L0KM&
>
>
>
>
> CHRYSLER - CASE # 21078695
>
> CALL REANA, CASE MANAGER FOR MY 2011 CHRYSLER 200 TOURING
TRANSMISSION
> PROBLEM - CASE # 21078695. NEEDS TO REPLACE CAMSHAFT ?.????
>
> [REDACTED]
>
>
>
>
>
>
>
> From: "CAC_Case_Manager@chrysler.com"
<CAC_Case_Manager@chrysler.com>
> To: [REDACTED]
> Sent: Thu, August 18, 2011 1:23:05 PM
> Subject: Chrysler Update Case#:21248699
>

> Dear Customer:
>
> Case #: 21248699 VIN: 1C3BC1FG3BN [REDACTED] Vehicle Description:
CHRYSLER
> 200 TOURING 4-DOOR SEDAN

>
> My name is Meghan and I have been assigned as your Case Manager.
Here is
> some information that will be helpful for you to have:
>
> Your case number:21248699
> Chrysler Case Management telephone number: 800.763.8422
> My direct extension: 66123
> My work hours: 8:00 am - 3:30 pm Mountain Time Monday - Friday
>
> Note: This is a system generated message.Please do not reply.
>
> Sincerely,
> MEGHAN
> Customer Care.
>
>
>
>
>
>
>
> From: customerassistre <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Wed, August 17, 2011 10:14:47 AM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM7443143V1265L0KM)
>
> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center,
your
> emails are important to us!
>
> We are very sorry to learn of the issues you have had with your
vehicle.
>
> Your email was reviewed and has been forwarded to a more
appropriate
> area for their attention and response. Someone there will contact
you by
> phone within approximately one business day addressing your issue.
>
> This referral action will provide the best opportunity for your
request.
>
>
> Thanks again for your email and have a wonderful day!
>
> Sincerely,
>
> Matt
>
> 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: 2603301
> REPLY LINK:
> [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7443143V1265L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7443143V1265L0KM&)
>
>
>
>
>
> Original Message Follows:
> -----
> Hello Wayne & Richard,
>
> Please help to forward a copy of my email to your Service
Consultant,
> Mr. Richard Akerson.
>
> It was a pleasure to meet with you and Richard on Friday, Aug-12-
2011
> morning. You guys are great and very helpful.
>
> I regret to advise you that the repair work your Engineer /
Mechanic did
> under your TAG T6637 on Friday, Aug-12-2011 did not solve the
slightly
> shaking problem of my new 2011 Chrysler 200 Touring. Please tell
me
> whether you want me to bring my car to your Repair Shop again or
you
> have to seek advice from Chrysler Company what your Engineer /
Mechanic
> have to do for the next step. If I am not wrong the shaking
problem
> should not happen for a new car, unless you say it is normal for
all
> Chrysler new cars. Please comment and thank you.
>
> 
>
>
>
>
>
>
> From: 
> To: customerassistre <customerassistre@chrysler.com>
> Sent: Mon, July 25, 2011 4:30:37 PM
> Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
>
>
>
>
> Hello Jeff,
>
> I think you have received all my supporting documents sent to you
via a
> separate email.
>
> Today, I called South Bay Chrysler and was advised that they are
still
> waiting reply and shipment of the required parts from Chrysler
Company.
>
> I hope you can tell me simply how long I still have to wait for

Chrysler

> Company to resolve my complaint for my new and defective Chrysler 200

> Touring with specific written guarantee by your company. I don't think

> it is fair for you guys just kick me to South Bay Chrysler while they

> are waiting technical reply and parts from Chrysler company. I bought

> the new Chrysler 200 Touring Sedan because I trust Chrysler company and

> not Champion Chrysler.

>

>

>

>

>

>

>

>

> From: [REDACTED]

> To: customerassistre <customerassistre@chrysler.com>

> Sent: Wed, July 20, 2011 4:03:02 PM

> Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

>

>

>

>

> Hello Jeff,

>

> I deeply appreciate your prompt response.

>

> When did Chrysler company post the 2 recalls on your website to Chrysler

> Dealers?

>

> Champion Chrysler Manager told me the recalls were posted after May 2011. Another person told me there was no recall for my defective 2011

> Chrysler 200 Touring Sedan. One of Chrysler Customer Service

> Representative told me over the phone that the recalls was posted in the

> middle of February 2011. I just want to know the true story.

>

> The related 2 recalls are for all 2011 Chrysler 200 Touring Sedans or

> just for my defective 2011 Chrysler 200 Touring Sedan?

>

> South Bay Chrysler people told me that they can't do anything to repair

> my defective 2011 Chrysler 200 Touring Sedan. How can your record

> indicated 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM

> (Completed)? Now the choking and shaking problem of my car is still not

> properly repaired.

>

> Recall 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME - I don't

> know what does this mean?

>

> It seems your company Chrysler is trying to kick me to South Bay

> Chrysler Dealer and they are waiting the required parts from your

> company. South Bay Chrysler people told me to find out when

Chrysler

> company to find out when Chrysler company can ship them the
> required
> parts?
>
> I paid good money to buy a new car from Chrysler Dealer. Now I
> have
> been driving a defective 2011 new Chrysler 200 Touring Sedan for
> several
> months. Well, I need fruitful solution and no more useless
> communication with Chrysler company or Chrysler Dealers. Please be
> fair
> to your customers and honor your guys' commitment. Thank you.

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> From: customerassistre <customerassistre@chrysler.com>

> To: [REDACTED]

> Sent: Wed, July 20, 2011 3:14:42 PM

> Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0KM)

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> Dear [REDACTED]

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> RRT # Description

> 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM

(Completed)

> 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

>
> Once a determination has been made by Chrysler Group LLC that a safety
> recall is necessary to correct a problem with one of our products,
> a
> report is sent to the National Highway Traffic Safety
Administration
> (NHTSA) to advise them of the issue. Since this typically occurs
in the
> early stages of the overall recall process, the vehicles involved
and
> the repair procedure have not been finalized. Further, the
necessary
> repair parts need to be manufactured and distributed to our
Dealers.
> When all of this is accomplished, the recall is "launched". At
that
> time, involved vehicles are loaded into the computer and our
Dealers and
> customers are sent recall notification letters.
>
> The involved vehicle information for a recall is not available
until the
> recall is launched. Therefore, the information you are seeking is
not
> yet available. If your vehicle is involved in a recall you will be
> notified by U.S. mail. If the number of recalled vehicles is
> substantial, often a phased launch is conducted and notices are
sent out
> over a period of time.
>
> The information provided is the extent we can supply at this time.
A
> documentation link has been provided and any information provided
will
> be documented in our system. We advise at this time continuing to
work
> with your authorized Dealership for any further assistance
concerning
> this matter. Any future communication related to this issue will be
> retained in corporate records.
>
> Although a more favorable response could not be provided at this
time,
> we appreciate the opportunity to review your inquiry with you.
>
> Thanks again for your email.
>
> Sincerely,
>
> Jeff
>
> 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: 2603301
> REPLY LINK:
>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7414540V19L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414540V19L0KM&)
>

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>
> Original Message Follows:
> -----
> Dear Jeff,
>
> Thank you for your following two emails. In fact, I also mailed
your
> Company a copy of my emails and the related attachments.
>
> Of course, I would like to email you again the related attachments
so
> that you guys can find out more specifically about my complaints.
> Please provide me your email link at your convenience. Thank you.
>
> If your company Chrysler cannot send the required parts (Camshaft,
etc.)
> to South Bay Chrysler, how can they repair my defective 2011 new
> Chrysler 200 Touring Sedan. Please do something to resolve this
problem
> and let's do less emails.
>
> Aslo, please advise me when 2 recalls (recall #RRT-11-013 and
recall
> #2182) were posted on your website and what is specifically is each
> recall.
>
> [REDACTED]
>
>
>
> From: customerassistre <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Wed, July 20, 2011 1:21:42 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM7414343V93265L0KM)
>
> Dear [REDACTED]:
>
> Thank you for your response.
>
> Unfortunately we cannot accept attachments from this email address.
If
> you would like to attach a document to your file, please respond. I
will
> be more then happy to provide an electronic documentation link for
your
> use.
>
> Thanks again for your email.
>
> Sincerely,
>
> Jeff
>
> 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: 2603301

> REPLY LINK:
>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7414343V93265L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&)
>
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>
> From: customerassistre <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Wed, July 20, 2011 1:18:40 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
> (KMM7414336V93102L0KM)
>
> Dear [REDACTED]
>
> Thank you for your response.
>
> Unfortunately the information you are seeking is either unavailable
or
> considered proprietary. At this time we advise continuing to work
with
> South Bay Chrysler for further assistance.
>
> 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.
>
> Your comments have been documented your Customer File.
>
> Thanks again for your email, Chapman.
>
> Sincerely,
>
> Jeff
>
> 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: 2603301
> REPLY LINK:
>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7414336V93102L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&)
>
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>
> Original Message Follows:
> -----
> CHRYSLER 072011
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>
> [REDACTED]

>
>
> CHRYSLER CUSTOMER CENTER July 20, 2011
> P. O. BOX 21 - 8004
> AUBURN HILLS , MI 48321-8004 SENT BY
> EMAIL TO CHRYSLER
>
> Dear Chrysler Executives,
>
> Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
> (KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]
>
> Thank you for your email in reply to my complaint of my defective
2011
> new Chrysler 200 Touring Sedan purchased from Champion Chrysler in
> Downey , California on Saturday, Jan-22-2011. I would like to
> summarize a few more important points to your Company for my
several
> months? unsettled complaint in your official record.
>
> Exhibit 11 ? 1st time check: I told the Service Advisor with
Champion
> Chrysler that I felt my new car with choking and shaking problem.
He
> told me that everything will be taken care of but in vain. Around
2
> weeks later, the engine light of my car turned on.
> Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for
> service. Please refer to Exhibit AA car service statement for more
> details (parts required and recalls).
> A week later I called South Bay Chrysler and was advised that the
> required parts for repairing my car are still not shipped to them
from
> Chrysler Company. Few days later, I called Chrysler Customer
> Service Center and was advised that the Case No.21078695 Manager,
> Reana will contact me later. On Tuesday, Jul-12-2011 Reana called
me
> and advised me that the required parts to repair my car are still
not
> available and she does not know when the required parts will be
> available. Finally, I told Reana that I shall call her one month
later
> to find out when the required parts to fix my car will be
available.
> From Exhibit AA ? South Bay Chrysler Service statement point C**
> indicated that there are 2 recalls (recall #RRT-11-013 and recall
> #2182). Please advise me when these 2 recalls were posted on your
> website and what is each recall. Also advise me what kinds of
parts are
> required to repair my car. Champion Chrysler people told me 2
different
> stories. Today on your website it indicated that No Incomplete
Recall
> or Customer Satisfaction Notification Exist.
> Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion
> Chrysler (sold me the car) again because their Principal, Paul
Antepara
> told me that they can repair the problem of my car and they have
the
> parts. Please refer to Exhibit BB service statement for more
details.
> Their Chief Mechanic and me drove my car for around 15 minutes in
the
> near by service streets. The gentleman told me to leave my car

there.

> Their Service Manager told me that they are going to repair my car
> immediately. From their service statement, they did not indicate
for
> changing any parts. The choking and shaking problem of my car was
> slightly better during the first hour. The choking and shaking
problem
> of my car started again from the next day. On Thursday, Jul-14-
2011 I
> emailed the Service Manager and their Principal, Paul Antepara that
they
> did not fix the problem of my car. For more details, please refer
to
> Exhibit CC attached. Up to this writing, I have not received any
reply
> from Champion Chrysler where I bought my car.
> Last week, I called your Customer Service Center and was
advised
> that my complaint case No.21078695 was already closed. Honestly,
it
> makes me quite nervous that your case Manager Reana is still
working for
> my complaint and your record indicated my complaint case was
closed.
> Please note on your record to ship the required parts for repairing
my
> car to South Bay Chrysler in Hawthorne , Torrance , California
. .
>
> I believe that Chrysler would not sell any defective car to their
> customers and don't care for their guaranteed warranty. To be fair
to
> me, please advise me in writing by email approximately when
Chrysler
> will ship the required parts to South Bay Chrysler in Hawthorne ,
> Torrance , California to repair the choking and shaking problem
of my
> car. Within next 2 months from the date hereof, if the required
parts
> are not shipped to South Bay Chrysler in Hawthorne , Torrance ,
> California to repair the choking and shaking problem of my car, I
> shall be forced to report my complaint to Consumer Council and seek
> proper legal action. Thank you.

> [REDACTED]

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> From: customerassistre <customerassistre@chrysler.com>

> To: [REDACTED]

> Sent: Sat, July 16, 2011 1:45:49 PM

> Subject: Re: Chrysler Group LLC Customer Assistance

> (KMM7410096V49104L0KM)

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center in
> regards to your 2011 200.

>

> I am sorry to learn of the problems you have experienced with your
> vehicle. Your concerns, particularly in view of the inconvenience
> involved in this issue, is understandable and I appreciate the time

and
> effort you took to bring this matter to my attention.
>
> Your files have been updated to reflect the information provided in
your
> recent email message.
>
> At this time we advise allowing Southern Bay Chrysler the
opportunity to
> further assist with your inquiry. Should your dealer require
factory
> assistance, it is available through the regional Business Center.
>
> Thanks again for your email, Chapmun.
>
> Sincerely,
>
> Jeff
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer
to the
> following information:
> REFERENCE NUMBER: 21110979
> EMAIL CASE NUMBER: 2603301
> REPLY LINK:
>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7410096V49104L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&)
>
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>
> Original Message Follows:
> -----
> Recall Information - Chrysler Brand Site
> Brief Description:
> Chrysler Case No.21078695 - the choking and shaking problem of my
new
> 2011
> Chrysler Touring is still not completely fixed. I want your
company to
> reopen my case and deal with South Bay Chrysler under TAG T7912. I
am
> not
> happy with your Dealer Champion
>
> Comments:
> I am not happy with your Dealer Champion Chrysler trying to fix my
car
> the
> 2nd time. South Bay Chrysler told me they need to replace the
Camshaft
> of
> my car and are waiting the part from Chrysler Company. From now on,
I
> shall deal with South Bay Chrysler only. Please don't contact
Champion
> Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.
Thank
> you.
>

>
>
> VIN: [REDACTED]
> BN [REDACTED]
> Mileage: [REDACTED]
> 4200
> Servicing Dealer:
>
> Title:
> Mr.
> First Name: [REDACTED]
>
> Middle [REDACTED]
>
> Last N [REDACTED]
>
> Address [REDACTED]
>
> Address [REDACTED]
>
> City:
> Harbor City
> State:
> CA
> Zip: [REDACTED]
>
> Email [REDACTED]
>
> Work [REDACTED]
>

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Jan 06 11:51:58 EST 2012
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
=0A=0AHello Wayne,=0A=0AThank you for your phone call to my home
yesterday.=
=0A=0AWell, the previous problems (slightly shaking and stalled car)
=C2=A0s=
eem slow down =0Abut there is a new problem I discovered around 2
weeks ago=
. =C2=A0 Frankly, the =0Ashaking problem is on and off.=C2=A0 =0A=0A=
0AI cha=
nged the oil of my 200 Chrysler Touring around 5,070 miles from your
=0Acom=
pany.=C2=A0 2 weeks ago, the mileage of my car was around 7,500
miles.=C2=
=A0 When I =0Astarted the car, shortly 'Change Oil Required' light
was turn=
ed on and =0Adisappeared quickly.=C2=A0 I checked the oil level was
slightl=
y below the bottom =0Aof=C2=A0safe zone.=C2=A0 I put some oil to
slightly h=
igher than the safe bottom level.=C2=A0 =0AThe 'Change Oil Required'
light =
still turned on.=C2=A0 I was told by one of of =0AChrysler Service
Represen=
tative that my car needs to reset the computer program =0Aor change
oil.=C2=
=A0 =0A=0A=0ARegarding your letter asking me to extend the warranty
of my c=
ar, I can tell you =0A dishonestly that I don't need it because 3 years
or 36,0=
00 miles=C2=A0warranty by =0AChrysler Company is enough for me.=C2=A0
If yo=
u want to contact me again, please=C2=A0call =0Ame at my office
number 310-=
416-1210 X 814 from 10:00 am to 4:00 pm.=C2=A0 Thank you =0Aand=C2
=A0have a=
nice day.=0A=C2=A0=0ABest regards - [REDACTED]
[REDACTED]
=0Aoffice 310-416-1210 X 814=C2=A0=0A=0A=0A>=0A>From: [REDACTED]
[REDACTED]=0A>To: "Ferrin, Wayne"
<Wayne.Ferrin@sonicautomotive.com>=
=0A>Sent: Wed, August 17, 2011 10:25:21 PM=0A>Subject: Chrysler Group
LLC C=
ustomer Assistance (KMM7414540V19L0KM)=0A>=0A>=0A>Hello Wayne,=0A>=
0A>Thank=
you for your reply.=C2=A0 I can stop by on Friday, Oct-19-2011=C2
=A0mornin=
g.=C2=A0 Yes =0A>when I drove a few miles, I feel the engine slightly
shaki=
ng.=C2=A0 =0A>=0A>=C2=A0Best regards - [REDACTED] 0A>
[REDACTED]=
net=0A>310=C2=A0416 1210 X 814=C2=A0 =0A>=0A>=0A>=0A>=0A>=
0A _____=
=0AFrom: "Ferrin, Wayne"
<Wayne.Ferrin@sonicautomotive.com>=
>=0A>To: [REDACTED]=0A>Cc: "Akerson,
Richard" =
<Richard.Akerson@southbaycpj.com>=0A>Sent: Wed, August 17, 2011
8:08:18 PM=
=0A>Subject: RE: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0KM)=

=0A>=0A>=0A>We can set an appointment at your convenience. Is this a
condit=
ion you can show =0A>the technician? My understanding was the
reprogramming=
of the vehicle=E2=80=99s PCM was =0A>to correct the issue it was in
for. P=
lease advise of the date you can bring it =0A>in for inspection.=0A>
=C2=A0=
=0A>=C2=A0=0A>=C2=A0=0A>Thank You,=0A>=C2=A0=0A>Wayne Ferrin=0A>South
Bay C=
JD=0A>310-542-0900 ext. 3049=0A>310-542-6344 Fax=0A>=C2=A0=0A>

[REDACTED] =0A>Sent: Tuesday, August 16,
2011 10=
:02 PM=0A>To: Ferrin, Wayne=0A>Cc: customerassistre@chrysler.com=0A>
Subject=
: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)=0A>=C2
=A0=0A>=
=C2=A0=0A>Hello Wayne & Richard,=0A>=C2=A0=0A>Please help to forward
a copy=
of my email to your Service Consultant,=C2=A0Mr. =0A>Richard
Akerson.=0A>=
=C2=A0=0A>It was a pleasure to meet with you and Richard on Friday,
Aug-12--
2011 morning.=C2=A0 =0A>You guys are great and very helpful.=C2=A0 =
0A>=0A>=
=C2=A0=0A>I regret to advise you that the repair work your Engineer /
Mecha=
nic did under =0A>your TAG T6637=C2=A0on Friday, Aug-12-2011=C2=A0did
not s=
olve the slightly shaking problem =0A>of my new 2011 Chrysler 200
Touring.=
=C2=A0 Please tell me whether you want me to =0A>bring my car to your
Repai=
r Shop again or you have to seek advice from Chrysler =0A>Company
what your=
Engineer / Mechanic have to do for the next step.=C2=A0 If I am not
=0A>wr=
ong the shaking problem should not happen for a new car, unless you
say it =
is =0A>normal for all=C2=A0Chrysler new cars.=C2=A0 Please comment
and than=
k you.=0A>=C2=A0=0A>Sincerely - [REDACTED]
=A0ext=
. 814=C2=A0=C2=A0 =0A>=C2=A0=0A>=C2=A0=0A>=C2=A0=0A>=
0A

=0A>From [REDACTED] 0A>To:
custo=
merassistre <customerassistre@chrysler.com>=0A>Sent: Mon, July 25,
2011 4:3=
0:37 PM=0A>Subject: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0=
KM)=0A>=0A>=C2=A0Hello Jeff,=0A>=C2=A0=0A>I think you have received
all my =
supporting documents sent to you via a separate =0A>email.=0A>=C2=A0=
0A>Tod=
ay, I called South Bay Chrysler and was advised that they are still
waiting=
=0A>reply and shipment of the required parts from Chrysler Company.
=C2=A0 =
=0A>=0A>=C2=A0=0A>I hope you can tell me simply how long I still have
to wa=
it for Chrysler Company =0A>to=C2=A0resolve my complaint for my=C2
=A0new an=

d defective Chrysler 200 Touring with =0A>specific written guarantee
by you=
r company.=C2=A0 I don't think it is fair for you =0A>guys just kick
me to =
South Bay Chrysler while they are waiting technical=C2=A0reply =0A>
and part=
s from Chrysler company.=C2=A0 I bought the new=C2=A0Chrysler 200
Touring S=
edan =0A>because I trust Chrysler company and not Champion Chrysler.=
0A>=C2=
=A0=0A>Best regards - [REDACTED] =0A>310
326 23=
46 =0A>=C2=A0=0A>=C2=A0=0A>=0A =0A=0A>

[REDACTED] =0A>To: customerassistre
<customerassi=
stre@chrysler.com>=0A>Sent: Wed, July 20, 2011 4:03:02 PM=0A>Subject:
Chrys=
ler Group LLC Customer Assistance (KMM7414540V19L0KM)=0A>=C2=A0=0A>
Hello Je=
ff,=0A>=C2=A0=0A>I deeply appreciate your prompt response.=0A>=C2=A0=
0A>Whe=
n did Chrysler company post=C2=A0the 2 recalls=C2=A0on your website
to Chry=
sler =0A>Dealers?=C2=A0 =0A>=0A>=C2=A0=0A>Champion Chrysler=C2=
=A0Manager to=
ld me the recalls were posted after May 2011.=C2=A0 =0A>Another
person told=
me there was no recall for my defective 2011 Chrysler 200 =0A>
Touring=C2=
=A0Sedan.=C2=A0 One of Chrysler Customer Service Representative told
me ove=
r the =0A>phone that the recalls was posted in the middle of February
2011.=
=C2=A0 I just want =0A>to know the true story.=0A>=C2=A0=0A>The
related 2 r=
ecalls are=C2=A0for all 2011 Chrysler 200 Touring Sedans or just for
=0A>my=
defective 2011 Chrysler 200 Touring=C2=A0Sedan?=0A>=C2=A0=0A>South
Bay Chr=
ysler people told me that they can't do anything=C2=A0to repair my =
0A>defe=
ctive 2011 Chrysler 200 Touring=C2=A0Sedan.=C2=A0 How can your record
indic=
ated =0A>11-013=C2=A0 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500
RPM=C2=
=A0 (Completed)?=C2=A0 Now the =0A>choking and shaking problem of my
car is=
still not properly repaired.=C2=A0 =0A>=0A>=0A>Recall 11-069=C2=A0
2011 JS=
RT RM 3.6L MIL P0128 OR LONG CRANK TIME - I don't know =0A>what does
this =
mean?=C2=A0 =C2=A0=C2=A0=0A>It seems your company=C2=A0Chrysler is
trying t=
o kick me to South Bay Chrysler Dealer =0A>and they are waiting the
require=
d parts from your company.=C2=A0 South Bay =0A>Chrysler=C2=
=A0people=C2=A0to=
ld me to find out when Chrysler company to find out when =0A>Chrysler
compa=
ny can ship them the required parts?=C2=A0 =0A>=0A>=C2=A0=0A>I paid
good mo=
ney to buy a new car from Chrysler Dealer.=C2=A0 Now I have been =0A>
drivin=

g a defective 2011 new Chrysler 200 Touring Sedan for several months.
=C2=A0=
=0A>Well, I need fruitful solution and no more useless communication
with =
Chrysler =0A>company or Chrysler Dealers.=C2=A0 Please be fair to
your cust=
omers and honor your =0A>guys' commitment.=C2=A0 Thank you.=0A>=C2=A0
=0A>Be=
st regards - [REDACTED] 0A>=C2=A0 =0A>
=C2=A0=
=0A>=C2=A0=0A>=0A _____ =0A=0A>
From:customerassist=
re <customerassistre@chrysler.com>=0A>To: [REDACTED]
0A>Sent:=
Wed, July 20, 2011 3:14:42 PM=0A>Subject: Re: Chrysler Group LLC
Customer =
Assistance (KMM7414540V19L0KM)=0A>=0A>Dear [REDACTED] 0A>=0A>Thank you
for yo=
ur response. =0A>=0A>We have sent you an email containing the
Document Subm=
ission Link. You =0A>should be receiving it shortly. Please note the
link w=
ill expire if not =0A>used within 7 days.=0A>=0A>Your concerns
regarding th=
is matter are regrettable. Information =0A>concerning your inquiry is
curre=
ntly not available. Your best resource =0A>concerning this
information is y=
our authorized Chrysler Dealership. They=0A>will be your best
resource for =
further discussion regarding your concern=0A>and will be provided
further i=
nformation as it becomes available.=0A>=0A>Rapid Response
Transmittals (RRT=
s) are used as a means for the company =0A>to alert dealer service
departme=
nts as to prompt corrective action early=0A>on, to head issues off
before t=
hey become bigger matters. RRTs are thus =0A>intended for internal
purposes=
only.=C2=A0 =0A>=0A>If your vehicle qualifies for a specific RRT, in
other=
words, if your =0A>vehicle's Vehicle Identification Number (VIN) is
on tha=
t RRT's VIN list,=0A>we will be happy to provide you a copy of the
RRT in q=
uestion.=0A>=0A>RRT # Description =0A>11-013=C2=A0 2011 JS 3.6L
EXHAUST VIB=
RATION AT 2200 - 2500 RPM=C2=A0 (Completed)=0A>11-069=C2=A0 2011 JS
RT RM 3=
.6L MIL P0128 OR LONG CRANK TIME=C2=A0 =0A>=0A>Once a determination
has bee=
n made by Chrysler Group LLC that a safety =0A>recall is necessary to
corre=
ct a problem with one of our products, a =0A>report is sent to the
National=
Highway Traffic Safety Administration =0A>(NHTSA) to advise them of
the is=
sue.=C2=A0 Since this typically occurs in the=0A>early stages of the
overall=
l recall process, the vehicles involved and =0A>the repair procedure
have n=
ot been finalized.=C2=A0 Further, the necessary =0A>repair parts need
to be=

manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters. The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time. The information provided is the extent we can supply at this time. A link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records. Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you. Thanks again for your email.

Sincerely,
Jeff
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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.js?trk_ID=3DKMM7414540V19L0KM&...

Original Message
Follows:

Dear Jeff, Thank you for your following two emails. In fact, I also mailed your Company a copy of my emails and the related attachments. Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you. If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails

. =0A>=0A>Aslo, please advise me when 2 recalls (recall #RRT-11-013 and rec=

all =0A>#2182) were posted on your website and what is specifically is each=

=0A>recall.=C2=A0 =C2=A0 =0A>=0A>Best regards - [REDACTED]>

[REDACTED]
sbcglobal.net=0A>=0A>=0A>=C2=A0 From: customerassistre
<customerassistre@ch=

rysler.com>=0A>To: [REDACTED]=0A>Sent: Wed, July 20,
2011 1:2=

1:42 PM=0A>Subject: Re: Chrysler Group LLC Customer Assistance =0A>
(KMM7414=

343V93265L0KM)=0A>=0A>Dear [REDACTED]=0A>=0A>Thank you for your
response. =0A=

>=0A>Unfortunately we cannot accept attachments from this email
address. If=

=0A>you would like to attach a document to your file, please
respond. I wi=

ll=0A>be more then happy to provide an electronic documentation link
for yo=

ur =0A>use.=0A>=0A>Thanks again for your email.=C2=A0 =C2=A0 =C2=A0
=C2=A0 =

=C2=A0 =C2=A0 =0A>=0A>Sincerely, =0A>=0A>Jeff=0A>=0A>Customer Service
Repre=

sentative =0A>Chrysler Customer Assistance Center=0A>=0A>For any
future com=

munications related to this email, please refer to the=0A>following
informa=

tion: =0A>REFERENCE NUMBER: =0A>EMAIL CASE NUMBER:=C2=A0 2603301 =0A>
REPLY =

LINK: =0A>[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=3DKM=](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKM=)

M7414343V93265L0KM&=0A>=0A>=0A>=0A>=0A>=0A>From: customerassistre
<cust=

omerassistre@chrysler.com>=0A>To: [REDACTED]=0A>Sent:
Wed, Ju=

ly 20, 2011 1:18:40 PM=0A>Subject: Re: Chrysler Group LLC Customer
Assistan=

ce =0A>(KMM7414336V93102L0KM)=0A>=0A>Dear [REDACTED]=0A>=0A>Thank you
for you=

r response. =0A>=0A>Unfortunately the information you are seeking is
either=

unavailable or =0A>considered proprietary. At this time we advise
continui=

ng to work with =0A>South Bay Chrysler for further assistance. =0A>=
0A>Our =

dealerships have the factory training, equipment and information =0A>
avala=

ble to them to diagnose and correct problems with our vehicles. =0A>
Should =

your dealer require factory assistance, it is available through =0A>
the reg=

ional Business Center.=0A>=0A>Your comments have been documented your
Custo=

mer File.=0A>=0A>Thanks again for your email, [REDACTED]=C2=A0 =C2=A0
=C2=A0 =

=C2=A0 =0A>=0A>Sincerely, =0A>=0A>Jeff =0A>=0A>Customer Service
Representat=

ive =0A>Chrysler Customer Assistance Center=0A>=0A>For any future
communica=

tions related to this email, please refer to the=0A>following
information: =

=0A>REFERENCE NUMBER: =0A>EMAIL CASE NUMBER:=C2=A0 2603301 =0A>REPLY
LINK: =

hat the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available. From Exhibit A, A 93 South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are required to repair my car. Champion Chrysler people told me 2 different stories. Today on your website it indicated that No Incomplete Recall or Customer Satisfaction Notification Exist. Exhibit BB 93 On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara told me that they cannot repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details. Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there. Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for hanging any parts. The choking and shaking problem of my car was slightly better during the first hour. The choking and shaking problem of my car started again from the next day. On Thursday, Jul-14-2011 I emailed the Service Manager and their Principal, Paul Antepara that they did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply from Champion Chrysler where I bought my car. Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my car to South Bay Chrysler in Hawthorne,

Torrance, California. I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne, California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne, California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.

Best regards - [REDACTED]

From: customerassistre <customerassistre@chrysler.com> To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM Subject: Re: Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)

[REDACTED] Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200. I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention. Your files have been updated to reflect the information provided in your recent email message. At this time we are allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center. Thanks again for your email, Chapman.

Sincerely,
Jeff Customer Service Representative Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information: REFERENCE NUMBER: 2111-0979 EMAIL CASE NUMBER: 2603301 REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM7410096V49104L0KM

Original Message Follows:

=0A>Recall Information - Chrysler Brand Site=0A>Brief Description: =
0A>Chry=
sler Case No.21078695 - the choking and shaking problem of my new =
0A>2011=
=0A>Chrysler Tourning is still not completely fixed. I want your
company to=
=0A>reopen my case and deal with South Bay Chrysler under TAG T7912.
I am =
=0A>not=0A>happy with your Dealer Champion=0A>=0A>Comments:=0A>I am
not hap=
py with your Dealer Champion Chrysler trying to fix my car =0A>the=
0A>2nd t=
ime. South Bay Chrysler told me they need to replace the Camshaft =
0A>of=0A=
>my car and are waiting the part from Chrysler Company. From now on,
I=0A>s=
hall deal with South Bay Chrysler only. Please don't contact
Champion=0A>Ch=
rysler in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank=
0A>you=
. =0A>=0A>=0A>=0A>VIN:=0A>=C2=A0 =C2=A0 =C2=A0 BN504904=0A>Mileage:=
0A>=C2=
=A0 =C2=A0 =C2=A0 4200=0A>Servicing Dealer:=0A>=C2=A0 =C2=A0 =C2=A0 =
0A>Tit=
le:=0A>=C2=A0 =C2=A0 =C2=A0 Mr.=0A>First Name:=0A>=C2=A0 =C2=A0 =C2=
=A0 [REDACTED]
[REDACTED] 0A>Middle Initial:=0A>=C2=A0 =C2=A0 =C2=A0 =0A>Last Name:=0A>=C2=
=A0 =C2=
=A0 =C2=A0 [REDACTED]=0A>Address 1:=0A>=C2=A0 =C2=A0 =C2=A0 [REDACTED]
[REDACTED] 0A>A=
ddress 2:=0A>=C2=A0 =C2=A0 =C2=A0 =0A>City:=0A>=C2=A0 =C2=A0 =C2=A0
Harbor =
City=0A>State:=0A>=C2=A0 =C2=A0 =C2=A0 CA=0A>Zip:=0A>=C2=A0 =C2=A0
=C2=A0 9=
[REDACTED] 0A>Email:=0A>=C2=A0 =C2=A0 =C2=A0 [REDACTED]=0A>
Work Pho=
ne:=0A>=C2=A0 =C2=A0 =C2=A0 [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Jan 06 12:36:30 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7414540V19L0KM)
Dear [REDACTED]

Thank you for your response.

I have updated your file to reflect the information provided in your recent email message. It will be provided to your Case Manager for their attention and review.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7588950V71390L0KM&

Original Message Follows:

Hello Wayne,

Thank you for your phone call to my home yesterday.

Well, the previous problems (slightly shaking and stalled car) seem slow down but there is a new problem I discovered around 2 weeks ago. Frankly, the shaking problem is on and off.

I changed the oil of my 200 Chrysler Touring around 5,070 miles from your company. 2 weeks ago, the mileage of my car was around 7,500 miles. When I started the car, shortly 'Change Oil Required' light was turned on and disappeared quickly. I checked the oil level was slightly below the bottom of safe zone. I put some oil to slightly higher than the safe bottom level. The 'Change Oil Required' light still turned on. I was told by one of of Chrysler Service Representative that my car needs to reset the computer program or change oil.

Regarding your letter asking me to extend the warranty of my car, I can tell you honestly that I don't need it because 3 years or 36,000 miles warranty by Chrysler Company is enough for me. If you want to contact me again, please call me at my office number [REDACTED] [REDACTED] from 10:00 am to 4:00 pm. Thank you and have a nice day.

[REDACTED]

From: [REDACTED]
To: "Ferrin, Wayne" <Wayne.Ferrin@sonicautomotive.com>
Sent: Wed, August 17, 2011 10:25:21 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Wayne,

Thank you for your reply. I can stop by on Friday, Oct-19-2011 morning. Yes when I drove a few miles, I feel the engine slightly shaking.



From: "Ferrin, Wayne" <Wayne.Ferrin@sonicautomotive.com>
To: [REDACTED]
Cc: "Akerson, Richard" <Richard.Akerson@southbaycpj.com>
Sent: Wed, August 17, 2011 8:08:18 PM
Subject: RE: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

We can set an appointment at your convenience. Is this a condition you can show the technician? My understanding was the reprogramming of the vehicle's PCM was to correct the issue it was in for. Please advise of the date you can bring it in for inspection.

Thank You,

Wayne Ferrin
South Bay CJD
310-542-0900 ext. 3049
310-542-6344 Fax

From: [REDACTED]
Sent: Tuesday, August 16, 2011 10:02 PM
To: Ferrin, Wayne
Cc: customerassistre@chrysler.com
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Wayne & Richard,

Please help to forward a copy of my email to your Service Consultant, Mr. Richard Akerson.

It was a pleasure to meet with you and Richard on Friday, Aug-12-2011 morning. You guys are great and very helpful.

I regret to advise you that the repair work your Engineer / Mechanic did under your TAG T6637 on Friday, Aug-12-2011 did not solve the slightly shaking problem of my new 2011 Chrysler 200 Touring. Please tell me whether you want me to bring my car to your Repair Shop again or you have to seek advice from Chrysler Company what your Engineer / Mechanic have to do for the next step. If I am not wrong the shaking

problem should not happen for a new car, unless you say it is normal for all Chrysler new cars. Please comment and thank you.

[REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Mon, July 25, 2011 4:30:37 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Jeff,

I think you have received all my supporting documents sent to you via a separate email.

Today, I called South Bay Chrysler and was advised that they are still waiting reply and shipment of the required parts from Chrysler Company.

I hope you can tell me simply how long I still have to wait for Chrysler Company to resolve my complaint for my new and defective Chrysler 200 Touring with specific written guarantee by your company. I don't think it is fair for you guys just kick me to South Bay Chrysler while they are waiting technical reply and parts from Chrysler company. I bought the new Chrysler 200 Touring Sedan because I trust Chrysler company and not Champion Chrysler.

[REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Wed, July 20, 2011 4:03:02 PM
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Hello Jeff,

I deeply appreciate your prompt response.

When did Chrysler company post the 2 recalls on your website to Chrysler Dealers?

Champion Chrysler Manager told me the recalls were posted after May 2011. Another person told me there was no recall for my defective 2011 Chrysler 200 Touring Sedan. One of Chrysler Customer Service Representative told me over the phone that the recalls was posted in the middle of February 2011. I just want to know the true story.

The related 2 recalls are for all 2011 Chrysler 200 Touring Sedans or just for my defective 2011 Chrysler 200 Touring Sedan?

South Bay Chrysler people told me that they can't do anything to repair my defective 2011 Chrysler 200 Touring Sedan. How can your record indicated 11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM (Completed)? Now the choking and shaking problem of my car is still not properly repaired.

Recall 11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME - I don't know what does this mean?

It seems your company Chrysler is trying to kick me to South Bay Chrysler Dealer and they are waiting the required parts from your company. South Bay Chrysler people told me to find out when Chrysler company to find out when Chrysler company can ship them the required parts?

I paid good money to buy a new car from Chrysler Dealer. Now I have been driving a defective 2011 new Chrysler 200 Touring Sedan for several months. Well, I need fruitful solution and no more useless communication with Chrysler company or Chrysler Dealers. Please be fair to your customers and honor your guys' commitment. Thank you.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>

To: [REDACTED]

Sent: Wed, July 20, 2011 3:14:42 PM

Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)

Dear [REDACTED]

Thank you for your response.

We have sent you an email containing the Document Submission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days.

Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available. Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern and will be provided further information as it becomes available.

Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters. RRTs are thus intended for internal purposes only.

If your vehicle qualifies for a specific RRT, in other words, if your vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN list, we will be happy to provide you a copy of the RRT in question.

RRT # Description

11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM

(Completed)

11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

Once a determination has been made by Chrysler Group LLC that a

safety

recall is necessary to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the

early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

The information provided is the extent we can supply at this time. A documentation link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records.

Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414540V19L0KM&

Original Message Follows:

Dear Jeff,

Thank you for your following two emails. In fact, I also mailed your Company a copy of my emails and the related attachments.

Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints.

Please provide me your email link at your convenience. Thank you.

If your company Chrysler cannot send the required parts (Camshaft, etc.)

to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails.

Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:21:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more then happy to provide an electronic documentation link for your use.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:18:40 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414336V93102L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with South Bay Chrysler for further assistance.

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.

Your comments have been documented your Customer File.

Thanks again for your email, Chapmun.

Sincerely,

Jeff

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: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&

Original Message Follows:

CHRYSLER 072011

CHRYSLER CUSTOMER CENTER
P. O. BOX 21 - 8004
AUBURN HILLS, MI 48321-8004
EMAIL TO CHRYSLER

July 20, 2011

SENT BY

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

Thank you for your email in reply to my complaint of my defective 2011 new Chrysler 200 Touring Sedan purchased from Champion Chrysler in Downey, California on Saturday, Jan-22-2011. I would like to summarize a few more important points to your Company for my several months' unsettled complaint in your official record.

Exhibit 11 ? 1st time check: I told the Service Advisor with Champion

Chrysler that I felt my new car with choking and shaking problem. He told me that everything will be taken care of but in vain. Around 2 weeks later, the engine light of my car turned on.

Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls).

A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from

Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later

to find out when the required parts to fix my car will be available. From Exhibit AA ? South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are

required to repair my car. Champion Chrysler people told me 2 different

stories. Today on your website it indicated that No Incomplete Recall

or Customer Satisfaction Notification Exist.

Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara

told me that they can repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details.

Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there.

Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for changing any parts. The choking and shaking problem of my car was slightly better during the first hour. The choking and shaking problem

of my car started again from the next day. On Thursday, Jul-14-2011 I

emailed the Service Manager and their Principal, Paul Antepara that they

did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply

from Champion Chrysler where I bought my car.

Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for

my complaint and your record indicated my complaint case was closed.

Please note on your record to ship the required parts for repairing my

car to South Bay Chrysler in Hawthorne , Torrance , California .

I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to

me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of

my
car. Within next 2 months from the date hereof, if the required
parts
are not shipped to South Bay Chrysler in Hawthorne , Torrance ,
California to repair the choking and shaking problem of my car, I
shall be forced to report my complaint to Consumer Council and seek
proper legal action. Thank you.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in
regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your
vehicle. Your concerns, particularly in view of the inconvenience
involved in this issue, is understandable and I appreciate the time
and
effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in
your
recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity
to
further assist with your inquiry. Should your dealer require factory
assistance, it is available through the regional Business Center.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to
the
following information:
REFERENCE NUMBER: 21110979
EMAIL CASE NUMBER: 2603301
REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7410096V49104L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:

Chrysler Case No.21078695 - the choking and shaking problem of my new 2011

Chrysler Tourning is still not completely fixed. I want your company to reopen my case and deal with South Bay Chrysler under TAG T7912. I am not happy with your Dealer Champion

Comments:

I am not happy with your Dealer Champion Chrysler trying to fix my car the 2nd time. South Bay Chrysler told me they need to replace the Camshaft of my car and are waiting the part from Chrysler Company. From now on, I shall deal with South Bay Chrysler only. Please don't contact Champion Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore. Thank you.

VIN:

BN [REDACTED]

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last N

Addres

Address 2:

City:

Harbor City

State:

CA

Zip:

Email:

Work E

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Jan 09 12:09:25 EST 2012
Subject: CHRYSLER SERVICE APPOINTMENT
Hello Wayne,

Good morning. Thank you for your help from time to time. I would like to schedule an appointment to repair the Oil Change Required - warning signal of my

2011 200 Chrysler Touring car on coming Friday, Jan-13-2012 between 7:00 to 8:00

am.

Should ask for you when I arrive your repair shop or I can contact any one of your Advisors?

Please also advise me if the 'Oil Change' is really required, the warning signal

would stay on for a while or just flash and disappear after few seconds.

I am going to copy this email with my historical problems to Chrysler Company because I am really getting more frustrated with Chrysler Company people not taking full responsibility of their products (cars) sold to me. I don't want to

take my new car to your Repair Shop again and again so often.

[REDACTED]

1. On May 20, 2011 I took my new 2011 Chrysler 200 Touring to Champion Chrysler for the 1st time maintenance service. I told the Service Representative

that I felt my vehicle idle rough (sometimes it was choking when driving in slow

speed). When I took back my vehicle around two hours later, the Service Representative told me that my vehicle is okay and no more problems.

2. After around two weeks later, I discovered the Engine Light was on turn. I

took my vehicle to South Bay Chrysler (SBC - Hawthorne Blvd.) for service.

3. Jun-28-2011 ? I took my 2011 200 Chrysler Touring car to South Bay Chrysler for repair. The Service Representative told me that there was a recall

for my vehicle. They need to replace the Camshaft in my vehicle. They (SBC TAG T7912) have order the camshaft from Chrysler. The required part Camshaft was not available.

4. Aug-12-2011 SBC just performed REFLASH and RESET THE COMPUTER PART of my car because it is not necessary to change the Camshaft.

5. Sept-01-2011 I changed Oil around 5070 miles by SBC.

6. Nov-22-2011 I took my 200 Chrysler Touring to SCB to repair for stalled car problem. The Service Representative told me that they need to RESET THE COMPUTER PART OF MY CAR AGAIN.

7. In late December 2011 (around 7,500 miles), I found the ?CHANGE OIL REQUIRED? light turn on shortly after I started my and the light disappeared shortly. I was advised that the COMPUTER PART OF MY CAR was not proper set and needs to reset again.

8. IS 200 CHRYSLER TOURING SO UNRELIABLE AND NEEDS SERVICE EVERY 2 MONTHS? Around Dec-20-2011, one Chrysler Customer Service Advisor called me and advised me that they had forwarded my complaint to Chrysler California Regional Office.

Chrysler California Regional Representative will contact me shortly regarding my

request to trade-in my lemon 200 Chrysler Touring for a normal and good Chrysler

car. Up to this writing, nobody from Chrysler California Regional Office has called me.

9. Below is a self explanatory email I sent to SBC.

From: [REDACTED]
Sent: Friday, January 06, 2012 8:51 AM
To: Ferrin, Wayne
Cc: customerassistre@chrysler.com
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
Hello Wayne,

Thank you for your phone call to my home yesterday. Well, the previous problems (slightly shaking and stalled car) seem slow down but there is a new problem I discovered around 2 weeks ago. Frankly, the shaking

problem is on and off.

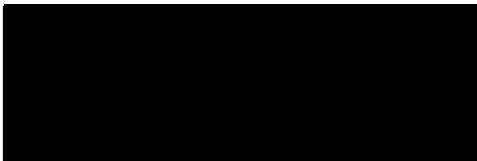
2 weeks ago, the mileage of my car was around 7,500 miles. When I started the

car, shortly 'Change Oil Required' light was turned on and disappeared quickly. I checked the oil level was slightly below the bottom of safe zone. I put some oil to slightly higher than the safe bottom level. The 'Change Oil Required' light still turned on. I was told by one of Chrysler Service Representative that

my car needs to reset the computer program or change oil.

Regarding your letter asking me to extend the warranty of my car, I can tell you

honestly that I don't need it because 3 years or 36,000 miles warranty by Chrysler Company is enough for me. If you want to contact me again, please call me at my office number [REDACTED] from 10:00 am to 4:00 pm. Thank you and have a nice day.



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Sat Jul 16 16:45:04 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Chapmun:

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in your recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21110979
EMAIL CASE NUMBER: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Chrysler Case No.21078695 - the choking and shaking problem of my new 2011 Chrysler Touring is still not completely fixed. I want your company to reopen my case and deal with South Bay Chrysler under TAG T7912. I am not happy with your Dealer Champion

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VIN:

BN [REDACTED]

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Harbor City

State:

CA

Zip:

Email:

Work P [REDACTED]

From: Wayne.Ferrin@sonicautomotive.com
To: customerassistre@chrysler.com
Date: Mon Jan 09 13:13:18 EST 2012
Subject: RE: CHRYSLER SERVICE APPOINTMENT
We have you scheduled for your required maintenance on Friday the 13th, We look forward to seeing you then.

Thank You,

Wayne Ferrin
Service and Parts Director
South Bay CJD
Voice 310-370-6344
Fax 310-542-6344

-----Original Message-----

From: [REDACTED]
Sent: Monday, January 09, 2012 9:09 AM
To: Ferrin, Wayne
Cc: customerassistre
Subject: CHRYSLER SERVICE APPOINTMENT

Hello Wayne,

Good morning. Thank you for your help from time to time. I would like to schedule an appointment to repair the Oil Change Required - warning signal of my

2011 200 Chrysler Touring car on coming Friday, Jan-13-2012 between 7:00 to 8:00

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Should ask for you when I arrive your repair shop or I can contact any one of your Advisors?

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would stay on for a while or just flash and disappear after few seconds.

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take my new car to your Repair Shop again and again so often.

[REDACTED]

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Representative

that I felt my vehicle idle rough (sometimes it was choking when driving in slow

speed). When I took back my vehicle around two hours later, the Service Representative told me that my vehicle is okay and no more problems.

2. After around two weeks later, I discovered the Engine Light was on turn. I

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car. Up to this writing, nobody from Chrysler California Regional Office has called me.

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From [REDACTED]
Sent: Friday, January 06, 2012 8:51 AM
To: Ferrin, Wayne
Cc: customerassistre@chrysler.com
Subject: Chrysler Group LLC Customer Assistance (KMM7414540V19L0KM)
Hello Wayne,

Thank you for your phone call to my home yesterday.
Well, the previous problems (slightly shaking and stalled car) seem slow down
but there is a new problem I discovered around 2 weeks ago. Frankly,
the shaking

problem is on and off.

2 weeks ago, the mileage of my car was around 7,500 miles. When I started the car, shortly 'Change Oil Required' light was turned on and disappeared quickly.
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my car needs to reset the computer program or change oil.

Regarding your letter asking me to extend the warranty of my car, I can tell you

honestly that I don't need it because 3 years or 36,000 miles warranty by Chrysler Company is enough for me. If you want to contact me again, please call me at my office number [REDACTED] from 10:00 am to 4:00 pm.
Thank you
and have a nice day.

[REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Jan 09 16:20:13 EST 2012
Subject: Re: CHRYSLER SERVICE APPOINTMENT
Dear [REDACTED]

Thank you for your response.

I have updated your file to reflect the information provided in your recent email message. It will be provided to your Case Manager for their attention and review.

Thanks again for your email, Chapmun.

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7591887V44013L0KM&

Original Message Follows:

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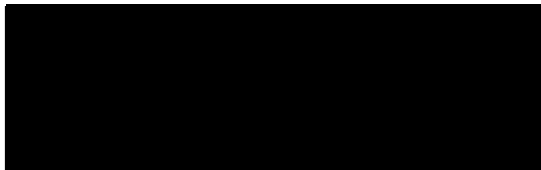
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2 weeks ago, the mileage of my car was around 7,500 miles. When I started the car, shortly 'Change Oil Required' light was turned on and disappeared quickly. I checked the oil level was slightly below the bottom of safe zone. I put some oil to slightly higher than the safe bottom level. The 'Change Oil Required' light still turned on. I was told by one of Chrysler Service Representative that

my car needs to reset the computer program or change oil.

Regarding your letter asking me to extend the warranty of my car, I can tell you

honestly that I don't need it because 3 years or 36,000 miles warranty by Chrysler Company is enough for me. If you want to contact me again, please call me at my office number [REDACTED] from 10:00 am to 4:00 pm. Thank you and have a nice day.



me th=
at the required parts to repair my =0Acar are still not available and
she d=
oes not know when the required parts will =0Abe available.=C2=A0
Finally, I=
told Reana that I shall call her one month later to =0Afind out when
the r=
equired parts to fix my car will be available.=C2=A0 =0A=0A=0A=094.
From Ex=
hibit AA =E2=80=93 South Bay Chrysler Service statement point C**
indicated=
=0Athat there are 2 recalls (recall #RRT-11-013 and recall #2182).
=C2=A0 P=
lease advise =0Ame when these 2 recalls were posted on your website
and wha=
t is each recall.=C2=A0 =0AAalso advise me what kinds of parts are
required =
to repair my car.=C2=A0 Champion =0AChrysler people told me 2
different sto=
ries.=C2=A0 Today on your website it indicated =0Athat No Incomplete
Recall=
or Customer Satisfaction Notification Exist.=0A=0A=095. Exhibit BB
=E2=80=
=93 On Monday Jul-11-2011, I took my car back to Champion Chrysler =
0A(sold=
me the car) again because their Principal, Paul Antepara told me
that they=
=0Acan repair the problem of my car and they have the parts.=C2=A0
Please =
refer to =0AExhibit BB service statement for more details.=C2=A0
Their Chie=
f Mechanic and me =0Adrove my car for around 15 minutes in the near
by serv=
ice streets.=C2=A0 The =0Agentleman told me to leave my car there.=C2=
=A0 Th=
eir Service Manager told me that =0Athey are going to repair my car
immedia=
tely.=C2=A0 From their service statement, they =0Aaddid not indicate
for chan=
ging any parts.=C2=A0 The choking and shaking problem of my =0Acar
was slig=
htly better during the first hour.=C2=A0 The choking and shaking
problem =
=0Aof my car started again from the next day.=C2=A0 On Thursday, Jul-
14-201=
1 I emailed =0Athe Service Manager and their Principal, Paul Antepara
that =
they did not fix the =0Aproblem of my car.=C2=A0 For more details,
please r=
efer to Exhibit CC attached.=C2=A0 Up =0Ato this writing, I have not
receiv=
ed any reply from Champion Chrysler where I =0Abought my car.=0A=0A=
096. La=
st week, I called your Customer Service Center and was advised that
my =0Ac=
omplaint case No.21078695 was already closed.=C2=A0 Honestly, it
makes me q=
uite =0Anervous that your case Manager Reana is still working for my
compla=
int and your =0Arecord indicated my complaint case was closed.=C2=A0
Please=
note on your record to =0Aship the required parts for repairing my
car to =
South Bay Chrysler in Hawthorne, =0ATorrance, California.=C2=A0=C2=A0

=0A=
=0A=0AI believe that Chrysler would not sell any defective car to
their cus=
tomers and =0Adon=E2=80=99t care for their guaranteed warranty.=C2=A0
To be=
fair to me, please advise me in =0Awriting by email approximately
when Chr=
ysler will ship the required parts to =0ASouth Bay Chrysler in
Hawthorne, T=
orrance, California to repair the choking and =0Ashaking problem of
my car.=
=C2=A0 Within next 2 months from the date hereof, if the =0Arequired
parts =
are not shipped to South Bay Chrysler in Hawthorne, Torrance, =
0ACalifornia=
to repair the choking and shaking problem of my car, I shall be =
0Aforced =
to report my complaint to Consumer Council and seek proper legal
action.=C2=
=A0 =0AThank you.=C2=A0=C2=A0=C2=A0 =C2=A0=0A=0ABest regards -

[REDACTED]
=0A [REDACTED] =0A=C2=A0 =0A=0A=0A=0A=
0A [REDACTED] =
=0AFrom: customerassistre <customerassistre@chrysler.com>=

[REDACTED] ASent: Sat, July 16, 2011 1:45:49 PM=
0ASubject: Re:=
Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)=0A=
0ADear Ch=
apmun:=0A=0AThank you for contacting the Chrysler Customer Assistance
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r in =0Aregards to your 2011 200. =0A=0AI am sorry to learn of the
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I appreciate the time and =0Aeffort you took to bring this matter to
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provid=
ed in your=0Arecent email message.=0A=0AAt this time we advise
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inquiry. S=
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through th=
e regional Business Center.=0A=0AThanks again for your email,
Chapmun.=C2=
=A0=C2=A0=C2=A0 =C2=A0=C2=A0=C2=A0 =C2=A0=C2=A0=C2=A0 =C2=A0=C2=A0=C2=A0 =0A=
0ASincerely, =0A=
=0AJeff =0A=0ACustomer Service Representative =0AChrysler Customer
Assistan=
ce Center=0A=0AFor any future communications related to this email,
please =
refer to the=0Afollowing information: =0AREFERENCE NUMBER: 21110979=
0AEMAIL=
CASE NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.com/wccs/=
brand_forms/us/reply.jsp?trk_ID=3DKMM7410096V49104L0KM&=0A=0A=0A=0A=
0A=0AOr=
iginal Message Follows:=0A-----=0ARecall
Information - C=
hrysler Brand Site=0ABrief Description: =0AChrysler Case No.21078695

- the =
choking and shaking problem of my new =0A2011=0AChrysler Tourning is
still =
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Dealer C=
hampion=0A=0AComments:=0AI am not happy with your Dealer Champion
Chrysler =
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Chrysl=
r Touring anymore. Thank=0Ayou.=0A=0A=0A=0AVIN:=0A=C2=A0 =C2=A0 =C2
=A0 BN50=
4904=0AMileage:=0A=C2=A0 =C2=A0 =C2=A0 4200=0AServicing Dealer:=0A=C2
=A0 =
=C2=A0 =C2=A0 =0ATitle:=0A=C2=A0 =C2=A0 =C2=A0 Mr.=0AFirst Name:=
0A=C2=A0 =
=C2=A0 =C2=A0 ██████████:0AMiddle Initial:=0A=C2=A0 =C2=A0 =C2=A0 =
0ALast Name=
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Harbor City=0AState:=0A=C2=A0 =C2=A0 =C2=A0 CA=0AZip:=0A=C2=A0 =C2
=A0 =C2=
=A0 ██████████:0AEmail:=0A=C2=A0 =C2=A0 =C2=A0 ██████████
0AWork P=
hone:=0A=C2=A0 =C2=A0 =C2=A0 ██████████=0A

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jul 20 15:50:25 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)
--0-40721652-1311191340=:83352
Content-Transfer-Encoding: quoted-printable
Content-Type: text/plain; charset=iso-8859-1

=0A=0ARE-SENT WITH ATTACHMENT.=0A=A0Best regards - [REDACTED]
[REDACTED]=0A=A0 =0A=0A=0A=0A=0A_____ =

0AFrom=
: customerassistre <customerassistre@chrysler.com>=0ATo:
[REDACTED]
al.net=0ASent: Sat, July 16, 2011 1:45:49 PM=0ASubject: Re: Chrysler
Group =
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=A0=A0 =
=A0=A0=A0 =0A=0ASincerely, =0A=0AJeff =0A=0ACustomer Service
Representative=
=0AChrysler Customer Assistance Center=0A=0AFor any future
communications =
related to this email, please refer to the=0Afollowing information: =
0AREFE=
RENCE NUMBER: 21110979=0AEMAIL CASE NUMBER:=A0 2603301 =0AREPLY LINK:
=0Aht=
tp://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
3DKMM7410096V491=
04L0KM&=0A=0A=0A=0A=0AOriginal Message Follows:=
0A-----=
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0AChrys=
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0A2011=0A=
Chrysler Tourning is still not completely fixed. I want your company
to=0Ar=
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r Dealer Champion Chrysler trying to fix my car =0Athe=0A2nd time.
South Ba=
y Chrysler told me they need to replace the Camshaft =0Aof=0Amy car

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jul 20 15:54:03 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)
--0-459748534-1311191560=:41665
Content-Transfer-Encoding: quoted-printable
Content-Type: text/plain; charset=utf-8

=0A=0ARE-SENT WITH ATTACHMENT=0A=C2=A0Best regards - [REDACTED]
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more details (parts =0Arequired and recalls).=C2=A0=C2=A0=C2=A0=0A=
0A=093.=
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lease advise =0Ame when these 2 recalls were posted on your website
and wha=
t is each recall.=C2=A0 =0AAalso advise me what kinds of parts are
required =
to repair my car.=C2=A0 Champion =0AChrysler people told me 2
different sto=
ries.=C2=A0 Today on your website it indicated =0Athat No Incomplete
Recall=
or Customer Satisfaction Notification Exist.=0A=0A=095. Exhibit BB
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me the car) again because their Principal, Paul Anteparra told me
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Please =
refer to =0AExhibit BB service statement for more details.=C2=A0
Their Chie=
f Mechanic and me =0Adrove my car for around 15 minutes in the near
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=0Aof my car started again from the next day.=C2=A0 On Thursday, Jul-
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that =
they did not fix the =0Aproblem of my car.=C2=A0 For more details,
please r=
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Best regards -
[Redacted]
[Redacted]
From: customerassistre
<customerassistre@chrysler.com>
To: [Redacted] Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)
Dear [Redacted]: Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200. I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention. Your files have been updated to reflect the information provided in your recent email message. At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center. Thanks again for your email, Chapman.

ASincerely, =
=0A=0AJeff =0A=0ACustomer Service Representative =0AChrysler Customer
Assis=
tance Center=0A=0AFor any future communications related to this
email, plea=
se refer to the=0Afollowing information: =0AREFERENCE NUMBER:
21110979=0AEM=
AIL CASE NUMBER:=C2=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.com/wc=
cs/brand_forms/us/reply.jsp?trk_ID=3DKMM7410096V49104L0KM&=0A=0A=0A=
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n - Chrysler Brand Site=0ABrief Description: =0AChrysler Case
No.21078695 -=
the choking and shaking problem of my new =0A2011=0AChrysler
Touring is s=
till not completely fixed. I want your company to=0Areopen my case
and deal=
with South Bay Chrysler under TAG T7912. I am =0Anot=0Ahappy with
your Dea=
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sler trying to fix my car =0Athe=0A2nd time. South Bay Chrysler told
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y need to replace the Camshaft =0Aof=0Amy car and are waiting the
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Chrysler Company. From now on, I=0Ashall deal with South Bay
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. Please don't contact Champion=0AChrysler in Downey, CA for my 2011
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Content-Transfer-Encoding: quoted-printable
Content-Type: text/html; charset=utf-8

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<html><head><style type=3D"text/css"><!-- DIV {margin:0px;} -->
</style></he=
ad><body><div style=3D"font-family:arial, helvetica, sans-serif;font-
size:1=
2pt"><DIV></DIV>=0A<DIV>&nbsp;</DIV>=0A<DIV><STRONG>RE-SENT WITH
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ater I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from Chrysler Company.

Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later.

On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available.

Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available.

From Exhibit AA =E2=80=93 South Bay Chrysler Service statement point C indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182).** Please advise me when these 2 recalls were posted on your website and what is each recall.

Also advise me what kinds of parts are required to repair my car.

Champion Chrysler people told me 2 different stories.

Today on your website it indicated that No Incomplete Recall Customer Satisfaction Notification Exist.

Exhibit BB =E2=80=93 On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Anteparo told me that they can repair the problem of my car and they have the parts.

Please refer to Exhibit BB service statement for more details.

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The gentleman told me to leave my car there.

Their Service Manager told me that they are going to repair my car immediately.

From their service statement, they did not indicate for changing any parts.

The choking and shaking problem of my car was slightly better during the first hour.

The choking and shaking problem of my car started again from the next day.

On Thursday, Jul-14-2011 I emailed the Service Manager and their Principal, Paul Anteparo that they did not fix the problem of my car.

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bsp; For more details, please refer to Exhibit CC attached.

&nb=

sp; Up to this writing, I have not received any reply from

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Chrysler where I bought my car.
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justify=

; LINE-HEIGHT: 150%; MARGIN: 0in 0in 0pt" class=3DMsoNormal>Last

week, I ca=

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case No=

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complaint an=

d your record indicated my complaint case was closed.

Pl=

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car to=

South Bay Chrysler in Hawthorne , Torrance , California .

=0A<P style=3D"TEXT-ALIGN: justify; LINE-

HEIGHT: 150=

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sell any defective car to their customers and don=E2=80=99t care for

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advise me=

in writing by email approximately when Chrysler will ship the

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next 2 mo=

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shaking problem of my car, I shall be forced to report my complaint

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umer Council and seek proper legal action. Thank you.

</P>Best regards - [REDACTED]

[REDACTED]=

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From: customerassistre

<customerassistre@chrysler.com>
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To:

[REDACTED]

t
Sent: Sat, July

16, 20=

11 1:45:49 PM
Subject:

 R=

e: Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)

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Dear [REDACTED]:

Thank you for contacting the Chrysler

City
State:
 CA
Zip:

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90710
Email:
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bal.net" rel=3Dnofollow target=3D_blank ymailto=
3D"mailto:[REDACTED]
bal.net">[REDACTED]/A>
Work Phone:

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; [REDACTED]BR></DIV></DIV></DIV></DIV></div></body></html>
--0-459748534-1311191560=:41665--

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Jul 20 16:18:22 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)
Dear [REDACTED]

Thank you for your response.

Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with South Bay Chrysler for further assistance.

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.

Your comments have been documented your Customer File.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&

Original Message Follows:

CHRYSLER 072011
[REDACTED]

CHRYSLER CUSTOMER CENTER
P. O. BOX 21 - 8004
AUBURN HILLS , MI 48321-8004
EMAIL TO CHRYSLER

July 20, 2011

SENT BY

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

Thank you for your email in reply to my complaint of my defective 2011 new Chrysler 200 Touring Sedan purchased from Champion Chrysler in Downey , California on Saturday, Jan-22-2011. I would like to summarize a few more important points to your Company for my several months? unsettled complaint in your official record.

Exhibit 11 ? 1st time check: I told the Service Advisor with Champion Chrysler that I felt my new car with choking and shaking problem. He told me that everything will be taken care of but in vain. Around 2 weeks later, the engine light of my car turned on. Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls).


A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available.

From Exhibit AA ? South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall # 2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are required to repair my car. Champion Chrysler people told me 2 different stories. Today on your website it indicated that No Incomplete Recall or Customer Satisfaction Notification Exist.

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Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my car to South Bay Chrysler in Hawthorne , Torrance , California .

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From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in your recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email, Chapmun.

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21110979
EMAIL CASE NUMBER: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
Chrysler Case No.21078695 - the choking and shaking problem of my new 2011 Chrysler Tourning is still not completely fixed. I want your company to reopen my case and deal with South Bay Chrysler under TAG T7912. I am not happy with your Dealer Champion

Comments:
I am not happy with your Dealer Champion Chrysler trying to fix my car the 2nd time. South Bay Chrysler told me they need to replace the Camshaft

of
my car and are waiting the part from Chrysler Company. From now on, I
shall deal with South Bay Chrysler only. Please don't contact
Champion
Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.
Thank
you.

VIN:

BN

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First Name:

Middle

Last

Address

Address 2:

City:

Harbor City

State:

CA

Zip:

Email:

Work E

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Jul 20 16:21:05 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)
Dear [REDACTED]

Thank you for your response.

Unfortunately we cannot accept attachments from this email address.
If you would like to attach a document to your file, please respond.
I will be more than happy to provide an electronic documentation link
for your use.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301

REPLY LINK: [http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7414343V93265L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&)

Original Message Follows:

RE-SENT WITH ATTACHMENT

[REDACTED]

From: [REDACTED]
To: customerassistre <customerassistre@chrysler.com>
Sent: Wed, July 20, 2011 12:41:32 PM
Subject: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)

CHRYSLER 072011

[REDACTED]

CHRYSLER CUSTOMER CENTER
P. O. BOX 21 - 8004
AUBURN HILLS , MI 48321-8004
TO CHRYSLER

July 20, 2011

SENT BY EMAIL

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

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Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls).

A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available.

From Exhibit AA ? South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall # 2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are required to repair my car. Champion Chrysler people told me 2 different stories. Today on your website it indicated that No Incomplete Recall or Customer Satisfaction Notification Exist.

Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara told me that they can repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details. Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there. Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for changing any parts. The choking and shaking problem of my car was slightly better during the first hour. The choking and shaking problem of my car started again from the next day. On Thursday, Jul-14-2011 I emailed the Service Manager and their Principal, Paul Antepara that they did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply from Champion Chrysler where I bought my car.

Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my car to South Bay Chrysler in Hawthorne , Torrance , California .

I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7410096V49104L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in your recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21110979
EMAIL CASE NUMBER: 2603301
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Chrysler Case No.21078695 - the choking and shaking problem of my new 2011

Chrysler Tourning is still not completely fixed. I want your company to

reopen my case and deal with South Bay Chrysler under TAG T7912. I am not

happy with your Dealer Champion

Comments:

I am not happy with your Dealer Champion Chrysler trying to fix my car

the

2nd time. South Bay Chrysler told me they need to replace the

Camshaft

of

my car and are waiting the part from Chrysler Company. From now on, I

shall deal with South Bay Chrysler only. Please don't contact

Champion

Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.

Thank

you.

VIN:

BN [REDACTED]

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

Harbor City

State:

CA

Zip:

Email [REDACTED]

Work [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Jul 20 17:35:04 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
(KMM7414336V93102L0KM)
=0A=0ADear Jeff,=0A=0AThank you for your following two emails.=C2=A0
In fac=
t, I also mailed your Company a =0Acopy of my emails and the
related=C2=A0a=
ttachments.=C2=A0 =0A=0A=0Aof course, I would like to email you again
the r=
elated attachments so that you =0Aguys can find out more specifically
about=
my complaints.=C2=A0 Please provide me =0Ayour=C2=A0email link at
your con=
venience.=C2=A0 Thank you.=0A=0AIf your company Chrysler cannot send
the re=
quired parts (Camshaft, etc.) to =0ASouth Bay=C2=A0Chrysler, how can
they r=
epair my defective 2011 new Chrysler 200 =0ATouring Sedan.=C2=A0
Please do =
something to resolve this problem and let's do less =0Aemails.=C2=A0
=0A=0A=
=0AAslo, please advise me when 2 recalls (recall #RRT-11-013 and
recall #21=
82)=C2=A0were =0Aposted on your website and what is specifically
is=C2=A0ea=
ch recall.=C2=A0 =C2=A0=C2=A0=C2=A0=0A=0ABest regards - [REDACTED]

sbcglobal.net=0A=0A=C2=A0 =0A _____ =0AFrom:
custo=

merassistre <customerassistre@chrysler.com>=0ATo:

[REDACTED]
=0ASent: Wed, July 20, 2011 1:21:42 PM=0ASubject: Re: Chrysler Group
LLC Cu=
stomer Assistance (KMM7414343V93265L0KM)=0A=0ADear [REDACTED]=0A=
0AThank you =
for your response. =0A=0AUnfortunately we cannot accept attachments
from th=
is email address. If =0Ayou would like to attach a document to your
file, p=
lease respond. I will=0Abe more then happy to provide an electronic
documen=
tation link for your =0Ause.=0A=0AThanks again for your email.=C2=A0
=C2=A0=
=C2=A0 =C2=A0=C2=A0=C2=A0=C2=A0 =C2=A0=C2=A0=C2=A0=C2=A0 =0A=0ASincerely, =0A=
0AJeff=0A=
=0ACustomer Service Representative =0AChrysler Customer Assistance
Center=
=0A=0AFor any future communications related to this email, please
refer to =
the=0Afollowing information: =0AREFERENCE NUMBER: =0AEMAIL CASE
NUMBER:=C2=
=A0 2603301 =0AREPLY LINK: =
0Ahttp://www.chrysler.com/wccs/brand_forms/us/r=
eply.jsp?trk_ID=3DKMM7414343V93265L0KM&=0A=0A=0A=0A=0A=0A=0A=
0A _____ =

=0AFrom: customerassistre
<customerassistre@chrysler.co=

m>=0ATo: [REDACTED] 0ASent: Wed, July 20, 2011 1:18:40
PM=0AS=

ubject: Re: Chrysler Group LLC Customer Assistance
(KMM7414336V93102L0KM)=

=0A=0ADear [REDACTED]=0A=0AThank you for your response. =0A=

that I
felt my new car with choking and shaking problem. He told
me that
everything will be taken care of but in vain. Around 2
weeks later,
the engine light of my car turned on. Exhibit AA
93 Jun-
28-2011, I took my car to South Bay Chrysler for
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Please refer to Exhibit AA car service statement for more
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Also advise me what kinds of parts are required to repair my
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their Principal, Paul Anteparo told me that they can repair the
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The
choking and shaking problem of my car was slightly better during
the
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again=
from the next day.=C2=A0 On Thursday, Jul-14-2011 I =0Aemailed the
Service=
Manager and their Principal, Paul Antepara that they=0Adid not fix
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blem of my car.=C2=A0 For more details, please refer to =0AExhibit CC
attac=
hed.=C2=A0 Up to this writing, I have not received any reply =0Afrom
Champi=
on Chrysler where I bought my car. =0ALast week, I called your=C2=A0
Custom=
er=C2=A0 Service=C2=A0 Center=C2=A0 and was advised =0Athat my
complaint ca=
se No.21078695 was already closed.=C2=A0 Honestly, it =0Amakes me
quite ner=
vous that your case Manager Reana is still working for=0Amy complaint
and y=
our record indicated my complaint case was closed.=C2=A0 =0APlease
note on =
your record to ship the required parts for repairing my =0Acar to
South Bay=
Chrysler in=C2=A0 Hawthorne ,=C2=A0 Torrance ,=C2=A0 California=C2=
=A0 .=C2=
=A0 =0A=0AI believe that Chrysler would not sell any defective car to
their=
=0Acustomers and don=E2=80=99t care for their guaranteed warranty.
=C2=A0 T=
o be fair to =0Ame, please advise me in writing by email
approximately when=
Chrysler =0Awill ship the required parts to South Bay Chrysler in=C2=
=A0 Ha=
wthorne ,=C2=A0 =0ATorrance ,=C2=A0 California=C2=A0 to repair the
choking =
and shaking problem of my=0Acar.=C2=A0 Within next 2 months from the
date h=
ereof, if the required parts =0Aare not shipped to South Bay Chrysler
in=C2=
=A0 Hawthorne ,=C2=A0 Torrance ,=C2=A0 =0ACalifornia=C2=A0 to repair
the ch=
oking and shaking problem of my car, I =0Ashall be forced to report
my comp=
laint to Consumer Council and seek =0Aproper legal action.=C2=A0
Thank you.=
=C2=A0 =C2=A0 =C2=A0 =0ABest regards - [REDACTED]
[REDACTED]
et=0A=0A=0A=0A=0A=0AFrom: customerassistre
<customerassistre@chrysler.com>=
=0ATo: [REDACTED]0ASent: Sat, July 16, 2011 1:45:49
PM=0ASub=
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(KMM7410096V49104L0KM)=
=0A=0ADear [REDACTED] =0A=0AThank you for contacting the Chrysler
Customer Ass=
istance Center in =0Aregards to your 2011 200. =0A=0AI am sorry to
learn of=
the problems you have experienced with your =0Avehicle. Your
concerns, par=
ticularly in view of the inconvenience =0Ainvolved in this issue, is
unders=
standable and I appreciate the time and =0Aeffort you took to bring
this mat=
ter to my attention.=0A=0AYour files have been updated to reflect the
infor=
mation provided in your=0Arecent email message.=0A=0AAt this time we

advise=
allowing Southern Bay Chrysler the opportunity to=0A further assist
with yo=
ur inquiry. Should your dealer require factory =0A assistance, it is
availab=
le through the regional Business Center.=0A=0A Thanks again for your
email, =
Chapmun.=C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =C2=A0 =0A=0A Sincerely, =
0A=0A Je=
ff =0A=0A Customer Service Representative =0A Chrysler Customer
Assistance Ce=
nter=0A=0A For any future communications related to this email, please
refer=
to the=0A following information: =0A REFERENCE NUMBER: 21110979=
0A EMAIL CASE=
NUMBER:=C2=A0 2603301 =0A REPLY LINK: =
0A [http://www.chrysler.com/wccs/brand=
_forms/us/reply.jsp?trk_ID=3DKMM7410096V49104L0KM&=0A=0A=0A=0A=0A](http://www.chrysler.com/wccs/brand=_forms/us/reply.jsp?trk_ID=3DKMM7410096V49104L0KM&=0A=0A=0A=0A=0A)=
0A Origina=
l Message Follows:=0A-----=0A Recall Information -
Chrysl=
er Brand Site=0A Brief Description: =0A Chrysler Case No.21078695 - the
choki=
ng and shaking problem of my new =0A 2011=0A Chrysler Tourning is still
not c=
ompletely fixed. I want your company to=0A re open my case and deal
with Sout=
h Bay Chrysler under TAG T7912. I am =0A not=0A happy with your Dealer
Champi=
on=0A=0A Comments:=0A I am not happy with your Dealer Champion Chrysler
tryin=
g to fix my car =0A the=0A 2nd time. South Bay Chrysler told me they
need to =
replace the Camshaft =0A of=0A my car and are waiting the part from
Chrysler =
Company. From now on, I=0A shall deal with South Bay Chrysler only.
Please d=
on't contact Champion=0A Chrysler in Downey, CA for my 2011 200
Chrysler Tou=
ring anymore. Thank=0A you.=0A=0A=0A=0A AVIN:=C2=A0 =C2=A0 =C2=A0
BN504904=
=0A Mileage:=C2=A0 =C2=A0 =C2=A0 4200=0A Servicing Dealer:=C2=A0
=C2=A0 =
=C2=A0 =0A Title:=C2=A0 =C2=A0 =C2=A0 =C2=A0 Mr.=0A First Name:=C2=A0
=C2=A0 =
=C2=A0 ██████████=0A Middle Initial:=C2=A0 =C2=A0 =C2=A0 =0A Last Name:
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=A0 =C2=A0 =C2=A0 ██████████=0A Address 1:=C2=A0 =C2=A0 =C2=A0 ██████████
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=0A Address 2:=C2=A0 =C2=A0 =C2=A0 =0A City:=C2=A0 =C2=A0 =C2=A0 Harbor=
City=0A State:=C2=A0 =C2=A0 =C2=A0 CA=0A Zip:=C2=A0 =C2=A0 =C2=
=A0 ██████████
0=0A Email:=C2=A0 =C2=A0 =C2=A0 ██████████=0A Work
Phone:=0A=
=C2=A0 =C2=A0 =C2=A0 ██████████

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Jul 20 18:13:39 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7414336V93102L0KM)
Dear [REDACTED]

Thank you for your response.

We have sent you an email containing the Document Submission Link. You should be receiving it shortly. Please note the link will expire if not used within 7 days.

Your concerns regarding this matter are regrettable. Information concerning your inquiry is currently not available. Your best resource concerning this information is your authorized Chrysler Dealership. They will be your best resource for further discussion regarding your concern and will be provided further information as it becomes available.

Rapid Response Transmittals (RRTs) are used as a means for the company to alert dealer service departments as to prompt corrective action early on, to head issues off before they become bigger matters. RRTs are thus intended for internal purposes only.

If your vehicle qualifies for a specific RRT, in other words, if your vehicle's Vehicle Identification Number (VIN) is on that RRT's VIN list, we will be happy to provide you a copy of the RRT in question.

RRT # Description
11-013 2011 JS 3.6L EXHAUST VIBRATION AT 2200 - 2500 RPM
(Completed)
11-069 2011 JS RT RM 3.6L MIL P0128 OR LONG CRANK TIME

Once a determination has been made by Chrysler Group LLC that a safety recall is necessary to correct a problem with one of our products, a report is sent to the National Highway Traffic Safety Administration (NHTSA) to advise them of the issue. Since this typically occurs in the early stages of the overall recall process, the vehicles involved and the repair procedure have not been finalized. Further, the necessary repair parts need to be manufactured and distributed to our Dealers. When all of this is accomplished, the recall is "launched". At that time, involved vehicles are loaded into the computer and our Dealers and customers are sent recall notification letters.

The involved vehicle information for a recall is not available until the recall is launched. Therefore, the information you are seeking is not yet available. If your vehicle is involved in a recall you will be notified by U.S. mail. If the number of recalled vehicles is substantial, often a phased launch is conducted and notices are sent out over a period of time.

The information provided is the extent we can supply at this time. A documentation link has been provided and any information provided will be documented in our system. We advise at this time continuing to work with your authorized Dealership for any further assistance concerning this matter. Any future communication related to this issue will be retained in corporate records.

Although a more favorable response could not be provided at this time, we appreciate the opportunity to review your inquiry with you.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414540V19L0KM&

Original Message Follows:

Dear Jeff,

Thank you for your following two emails. In fact, I also mailed your Company a copy of my emails and the related attachments.

Of course, I would like to email you again the related attachments so that you guys can find out more specifically about my complaints. Please provide me your email link at your convenience. Thank you.

If your company Chrysler cannot send the required parts (Camshaft, etc.) to South Bay Chrysler, how can they repair my defective 2011 new Chrysler 200 Touring Sedan. Please do something to resolve this problem and let's do less emails.

Aslo, please advise me when 2 recalls (recall #RRT-11-013 and recall #2182) were posted on your website and what is specifically is each recall.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Wed, July 20, 2011 1:21:42 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7414343V93265L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately we cannot accept attachments from this email address. If you would like to attach a document to your file, please respond. I will be more than happy to provide an electronic documentation link for your use.

Thanks again for your email.

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414343V93265L0KM&

From: customerassistre <customerassistre@chrysler.com>

To: [REDACTED]

Sent: Wed, July 20, 2011 1:18:40 PM

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7414336V93102L0KM)

Dear [REDACTED]

Thank you for your response.

Unfortunately the information you are seeking is either unavailable or considered proprietary. At this time we advise continuing to work with South Bay Chrysler for further assistance.

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.

Your comments have been documented your Customer File.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

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: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7414336V93102L0KM&

Original Message Follows:

CHRYSLER 072011

CHRYSLER CUSTOMER CENTER
P. O. BOX 21 - 8004
AUBURN HILLS , MI 48321-8004
EMAIL TO CHRYSLER

July 20, 2011

SENT BY

Dear Chrysler Executives,

Re: Your Ref.: 21110979 Case No.21078695 (Manager REANA)
(KMM7408091V68895L0KM) VIN 1C3BC1FG3BN [REDACTED]

Thank you for your email in reply to my complaint of my defective 2011 new Chrysler 200 Touring Sedan purchased from Champion Chrysler in Downey , California on Saturday, Jan-22-2011. I would like to summarize a few more important points to your Company for my several months? unsettled complaint in your official record.

Exhibit 11 ? 1st time check: I told the Service Advisor with Champion Chrysler that I felt my new car with choking and shaking problem. He told me that everything will be taken care of but in vain. Around 2 weeks later, the engine light of my car turned on.
Exhibit AA ? Jun-28-2011, I took my car to South Bay Chrysler for service. Please refer to Exhibit AA car service statement for more details (parts required and recalls).
A week later I called South Bay Chrysler and was advised that the required parts for repairing my car are still not shipped to them from Chrysler Company. Few days later, I called Chrysler Customer Service Center and was advised that the Case No.21078695 Manager, Reana will contact me later. On Tuesday, Jul-12-2011 Reana called me and advised me that the required parts to repair my car are still not available and she does not know when the required parts will be available. Finally, I told Reana that I shall call her one month later to find out when the required parts to fix my car will be available.
From Exhibit AA ? South Bay Chrysler Service statement point C** indicated that there are 2 recalls (recall #RRT-11-013 and recall #2182). Please advise me when these 2 recalls were posted on your website and what is each recall. Also advise me what kinds of parts are required to repair my car. Champion Chrysler people told me 2 different stories. Today on your website it indicated that No Incomplete Recall or Customer Satisfaction Notification Exist.
Exhibit BB ? On Monday Jul-11-2011, I took my car back to Champion Chrysler (sold me the car) again because their Principal, Paul Antepara told me that they can repair the problem of my car and they have the parts. Please refer to Exhibit BB service statement for more details.
Their Chief Mechanic and me drove my car for around 15 minutes in the near by service streets. The gentleman told me to leave my car there.
Their Service Manager told me that they are going to repair my car immediately. From their service statement, they did not indicate for changing any parts. The choking and shaking problem of my car was

slightly better during the first hour. The choking and shaking problem of my car started again from the next day. On Thursday, Jul-14-2011 I emailed the Service Manager and their Principal, Paul Antepara that they did not fix the problem of my car. For more details, please refer to Exhibit CC attached. Up to this writing, I have not received any reply from Champion Chrysler where I bought my car. Last week, I called your Customer Service Center and was advised that my complaint case No.21078695 was already closed. Honestly, it makes me quite nervous that your case Manager Reana is still working for my complaint and your record indicated my complaint case was closed. Please note on your record to ship the required parts for repairing my car to South Bay Chrysler in Hawthorne , Torrance , California .

I believe that Chrysler would not sell any defective car to their customers and don't care for their guaranteed warranty. To be fair to me, please advise me in writing by email approximately when Chrysler will ship the required parts to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car. Within next 2 months from the date hereof, if the required parts are not shipped to South Bay Chrysler in Hawthorne , Torrance , California to repair the choking and shaking problem of my car, I shall be forced to report my complaint to Consumer Council and seek proper legal action. Thank you.

[REDACTED]

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Sat, July 16, 2011 1:45:49 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM7410096V49104L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 200.

I am sorry to learn of the problems you have experienced with your vehicle. Your concerns, particularly in view of the inconvenience involved in this issue, is understandable and I appreciate the time and effort you took to bring this matter to my attention.

Your files have been updated to reflect the information provided in your recent email message.

At this time we advise allowing Southern Bay Chrysler the opportunity to further assist with your inquiry. Should your dealer require factory assistance, it is available through the regional Business Center.

Thanks again for your email, Chapmun.

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 21110979

EMAIL CASE NUMBER: 2603301

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7410096V49104L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Chrysler Case No.21078695 - the choking and shaking problem of my new 2011

Chrysler Touring is still not completely fixed. I want your company to

reopen my case and deal with South Bay Chrysler under TAG T7912. I am not

happy with your Dealer Champion

Comments:

I am not happy with your Dealer Champion Chrysler trying to fix my car

the

2nd time. South Bay Chrysler told me they need to replace the

Camshaft

of

my car and are waiting the part from Chrysler Company. From now on, I

shall deal with South Bay Chrysler only. Please don't contact

Champion

Chrysler in Downey, CA for my 2011 200 Chrysler Touring anymore.

Thank

you.

VIN:

BN [REDACTED]

Mileage:

4200

Servicing Dealer:

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address 1:

[REDACTED]
Address 2:

City: Harbor City

State: CA

Zip: [REDACTED]

Email [REDACTED]

Work [REDACTED]

21155129

Hertz

1 RM RR H48093905

VEHICLE 01298/1295187 VIN# 1J4NF1FEXE
 LIC CA [REDACTED] CLS 04 11 JEEP FUEL: 8 / 8 OUT 8 / 8 IN
 CDP 1188938 PUTNAM MAZDA/VOLVO ROW# 204784 POW# 44344
 PREPARED BY: 1124/CABRL28 COMPLETED BY: 2383/CABRL28
 RENTED: 07/25/2011 16:43 @ [REDACTED]
 RETURN: 08/18/2011 16:43 @ [REDACTED]
 PLAN IN: Custom PLAN OUT: RATE CLASS 04

MILEAGE IN	3637	TR-X MILES	0
MILEAGE OUT	2287	MILES ALLOWED	0
MILES DRIVEN	1350	MILES CHARGED	0.00

25 @ \$ 32.33 / DAY \$ 808.25

ADJUSTMENTS			
SUBTOTAL		T S	808.25

LDW	DECLINED	\$	
US	DECLINED	\$	
PAI,PEC	DECLINED	\$	

SURCHARGE		F	4.25
		\$	

FUEL TAX	3.25 %		
TAX	11.90 % ON EST. TAXABLE TTL \$812.50	\$	87.00
MISCELLANEOUS ADJUSTMENTS		\$	-4.55
COMPANY CHARGE		\$	876.00

CUSTOMER BALANCE:		\$	0.00
-------------------	--	----	------

AN ADJUSTMENT FOR \$ -4.53 HAS BEEN APPLIED TO YOUR RENTAL. PLEASE ACCEPT OUR APOLOGY FOR ANY INCONVENIENCE YOU MAY HAVE EXPERIENCED DURING YOUR RENTAL.

STATEMENT OF CHARGES - NOT VALID FOR RENTAL
 Renting Company - The Hertz Corporation

Hertz

1 RM RR

VEHICLE 01298/1295187 VIN# 1J4NF1FEXE
 LIC CA [REDACTED] 11 JEEP FUEL: 8 / 8
 *DETAIL OF COMPANY CHARGES
 CDP 1188938 PUTNAM MAZDA/VOLVO ROW# 204784 POW#
 COMPANY CHARGE
 COMPANY BALANCE

HOW WAS YOUR EXPERIENCE?
WE'D LIKE YOUR FEEDBACK.

1) Visit WWW.HERTZSURVEY.COM
 2) Enter Access Code: 87258
 3) Take Brief Survey

STATEMENT OF CHARGES - NOT VALID
 Renting Company - The Hertz Corporation

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Aug 03 12:32:58 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

dissatisfied with product/service

Comments:

I am asking for help with my new car, it has been nothing but problems, it has required multiple repairs already taking it off the road for a total of 15 days so far, and had to be towed back to the dealership last night because it is broken down once again. I have the extended warranty and the maintenance package, yet no one has offered to reimburse me with my \$1000 of trip interruption coverage through chrysler (it broke down while driving over 100miles from home. infact currently I am being charged for some of the rental expenses from the last break down. I really need some help here, if the car is off the road for 5 more days it is considered a lemon under NJ law. I dont want to be driving an unreliable car that breaks down when driving, what should I do?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Aug 03 13:39:23 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Limited.

Your email was reviewed by Customer Care for Chrysler vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one business day.

We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team 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.

Thanks again for your email.

Sincerely,

Lynn

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21193182

EMAIL CASE NUMBER: 2609745

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7428965V93163L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

dissatisfied with product/service

Comments:

I am asking for help with my new car, it has been nothing but problems, it

has required multiple repairs already taking it off the road for a total of

15 days so far, and had to be towed back to the dealership last night

because it is broken down once again. I have the extended warranty and the

maintenance package, yet no one has offered to reimburse me with my \$1000

of trip interruption coverage through chrysler (it broke down while

driving

over 100miles from home. infact currently I am being charged for some of

the rental expenses from the last break down. I really need some help here,

if the car is off the road for 5 more days it is considered a lemon under

NJ law. I dont want to be driving an unreliable car that breaks down when

driving, what should I do?

VIN:

BN [REDACTED]

Mileage:

7600

Servicing Dealer:

Fullerton Chrysler

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2: [REDACTED]

City:

east brunswick

State:

NJ

Zip:

Email: [REDACTED]

Home P [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Sep 12 21:19:01 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:


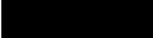

why I will buy a Ford next time

Comments:

Reasons I will NEVER buy another Dodge or Chrysler product: Last year (2010) I had a 2006 Chrysler Pacifica that died on me and was stuck and had to get another car. I purchased a used Chrysler 300 at your dealership. The salesman was not very honest, to say the least. He tried to get me to commit insurance fraud by asking me to tell the insurance company the Pacifica was still mine...this was after we had closed the deal. So I decided not to hold it against Chrysler for that. I didn't feel "comfortable" in the 300 so I decided to buy a new car. I purchased a brand new 2011 Chrysler 200 from your dealership. I saw the unscrupulous salesman was still there so I asked for a different salesman. I was very happy with my new car until Sunday, Aug 28 when I was driving on rt 452 and it just stopped!!!!!! Imagine for a minute if I was driving home from work on I 95 during rush-hour. What a nightmare! After waiting 1 1/2 hrs for a tow truck that Chrysler was supposed to send, which never showed up. (a friend of mine called a local tow company and they responded). Then I had to find somewhere to rent a car to get to work on Monday. The only place open was at the airport; and due to some issues with my credit card, I had to have my sister rent me a car. She rented it from Hertz, got AAA discount My car was fixed the next day so I was able to return the rental on Monday evening. When I picked up my car, I was told by the mechanic that it was a loose wire that was barely touching that caused the problem and he was surprised I got as far as I did because it had to be that way from the time I got the car. I sent copies of the rental receipts to the Chrysler case manager and was just informed tonight that I will only be re-imbursed \$40 for the rental.....THE COST WAS \$160.86...i.e. \$118/day rental + taxes and other fees for total of \$160.86. I am extremely angry about the re-imburement of \$40. I should have had to put out anything for rental since this was a brand new car. Ergo...I will never buy another chrysler

product again! Furthermore, I will discourage anyone I know from buying one due to the above mentioned experiences. I also intend to send a copy of this complaint to Chrysler corporate.

Sender Information:

Title: Mrs.
First Name: 
Middle Initial: 
Last Name: 

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Sep 14 16:20:14 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Touring 4-Door Sedan.

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. We're sorry we can't provide a more favorable reply.

Thanks again for your email.

Sincerely,

Sabrina

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21338999
EMAIL CASE NUMBER: 2622395
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7470769V31614L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
why I will buy a Ford next time

Comments:

Reasons I will NEVER buy another Dodge or Chrysler product: Last year (2010)
I had a 2006 Chrysler Pacifica that died on me and was stuck and had to get another car. I purchased a used Chrysler 300 at your dealership. The salesman was not very honest, to say the least. He tried to get me to commit insurance fraud by asking me to tell the insurance company the Pacifica was still mine...this was after we had closed the deal. So I decided not to hold it against Chrysler for that. I didn't feel "comfortable" in the 300 so I decided to buy a new car. I purchased a brand new 2011 Chrysler 200 from your dealership. I saw the unscrupulous salesman was still there so I asked for a different salesman. I was very happy with my new car until Sunday, Aug 28 when I was driving on rt

452 and
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from work
on I 95 during rush-hour. What a nightmare! After waiting 1 1/2 hrs
for a
tow truck that Chrysler was supposed to send, which never showed up.
(a
friend of mine called a local tow company and they responded). Then
I had
to find somewhere to rent a car to get to work on Monday. The only
place
open was at the airport; and due to some issues with my credit card,
I had
to have my sister rent me a car. She rented it from Hertz, got AAA
discount
My car was fixed the next day so I was able to return the rental on
Monday
evening. When I picked up my car, I was told by the mechanic that it
was a
loose wire that was barely touching that caused the problem and he
was
surprised I got as far as I did because it had to be that way from
the time
I got the car. I sent copies of the rental receipts to the Chrysler
case
manager and was just informed tonight that I will only be re-
imbursed \$40
for the rental.....THE COST WAS \$160.86...i.e. \$118/day rental +
taxes and
other fees for total of \$160.86. I am extremely angry about the
re-imburement of \$40. I should have had to put out anything for
rental
since this was a brand new car. Ergo...I will never buy another
chrysler
product again! Furthermore, I will discourage anyone I know from
buying
one due to the above mentioned experiences. I also intend to send a
copy of
this complaint to Chrysler corporate.

VIN:

BN 

Mileage:

6300

Servicing Dealer:

David Dodge

Title:

Mrs.

First Name:

Middle 

Last Name

Address

Address

City:

Aston

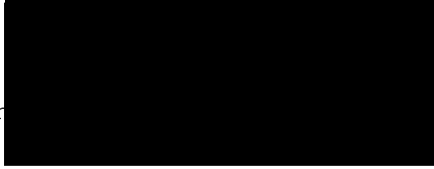
State:

PA

Zip:

Email:

Home Ph



From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Thu Sep 29 15:21:25 EDT 2011
Subject: Reply to Chrysler Group LLC (KMM7470769V31614L0KM)
Reply Comments:

REFERENCE NUMBER: 21338999EMAIL CASE NUMBER: 2622395

In reference to the above case # and email reference number. I received your check for the amount of \$60. This is not acceptable and again I am requesting full reimbursement of the \$160 I had to pay for a rental car. I called Chrysler for assistance when my new Chrysler 200 just stopped in traffic. Had this happened when I was driving to or from work, I'm sure it would have resulted in a traffic fatality. I did not get the assistance I was expecting. I ended up having to get someone to tow my car to the dealership, which was closed and had to seek a rental car on my own at the only place that was open after hurricane Irene. I needed a car to get to my new job and the fact that Chrysler was of no assistance to me in obtaining a rental I had to go where I could get something to rent and that was at the airport. I'm sure if chrysler had assisted me than they could have negotiated a better rental rate. Unfortunately, they didn't assist me at all. If I don't receive a favorable response to my request I will need the name and address of the district manager for Chrysler and the name and address of the company president. I don't want to have to go to the local mangistrate and the state attorney general over \$100, but I will if I have too.
Sincerely,

[REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Sep 29 15:53:30 EDT 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7470769V31614L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2011 Chrysler 200 Touring 4-Door Sedan.

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. We're sorry we can't provide a more favorable reply.

Thanks again for your email.

Sincerely,

Sabrina

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21338999
EMAIL CASE NUMBER: 2622395
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7486641V26010L0KM&

Original Message Follows:

Comments:

REFERENCE NUMBER: 21338999 EMAIL CASE NUMBER: 2622395 In reference to the above case # and email reference number. I received your check for the amount of \$60. This is not acceptable and again I am requesting full reimbursement of the \$160 I had to pay for a rental car. I called Chrysler for assistance when my new Chrysler 200 just stopped in traffic. Had this happened when I was driving to or from work, I'm sure it would have resulted in a traffic fatality. I did not get the assistance I was expecting. I ended up having to get someone to tow my car to the dealership, which was closed and had to seek a rental car on my own at the only place that was open after hurricane Irene. I needed a car to get to my new job and the fact that Chrysler was of no assistance to me in obtaining a rental I had to go where I could get something to rent and that was at the airport. I'm sure if chrysler had assisted me than they could have negotiated a better rental rate. Unfortunately, they didn't assist me at all. If I don't

receive a favorable response to my request I will need the name and address of the district manager for Chrysler and the name and address of the company president. I don't want to have to go to the local mangistrate and the state attorney general over \$100, but I will if I have too.
Sincerely,
[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Oct 05 16:07:52 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2011 Chrysler 200 Tourning Sedan, has complete electrical shut downs
(4 so far) while driving vehicle

Comments:

My vehicle has sustained four (4) electrical blackouts, complete
shuts downs
while driving this vehicle.first three were at city speeds and 4th
was at
freeway speed (65-70 MPH). Complete loss of all power, no steering
assit,
no brake assist, vehicle is completely dead for up to two to four
minutes.
Near tramutic accident on one occassion. Dealer so far cannot find a
solution to the problem.Please respond with your thoughts.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Oct 05 17:00:31 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2011 CHRYSLER 200 TOURING 4-DOOR SEDAN.

My name is Alex and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful for you to have:

? Your Case number is: 21425672
? The Chrysler Case Management Telephone number is: 1 877 759 5427
? My Direct Extension is: 4718479

I will contact you by telephone to review your Case with you on October 8th 2011.
If you are in need of assistance prior to my call, you may contact 1 800 992 1997.

Thanks again for your email.

Sincerely,

Alex

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 21425672
EMAIL CASE NUMBER: 2629870
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7492771V48431LOKM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
2011 Chrysler 200 Touring Sedan, has complete electrical shut downs (4 so far) while driving vehicle

Comments:

My vehicle has sustained four (4) electrical blackouts, complete shuts downs while driving this vehicle. first three were at city speeds and 4th was at freeway speed (65-70 MPH). Complete loss of all power, no steering assist, no brake assist, vehicle is completely dead for up to two to four minutes.
Near tramutic accident on one occassion. Dealer so far cannot find a solution to the problem. Please respond with your thoughts.

VIN:

BN [REDACTED]

Mileage:

5000

Servicing Dealer:

DCH Chrysler Temecula, Ca.

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Murrieta

State:

CA

Zip:

Email:

Home Ph

October 17, 2011

[REDACTED]
Canton, MI [REDACTED]

Reference No.: 21464843

Dear Ms. [REDACTED]

Thank you for your recent letter to Chrysler Group LLC regarding your 2011 Chrysler 200.

Your letter was recently received by the Customer Assistance Center and has been forwarded to a more appropriate area for their attention.

We appreciate your comments and believe our referral action will provide the best opportunity for review.

Thank you again for writing.

Sincerely,

Carol
Senior Staff

CLA/ss

NOTIFICATION TO BUSINESS CENTER

Customer

Address

(Street)

(City)

(State)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

[Redacted] Canton MI [Redacted]

1C3BC2FGL6BN [Redacted]

May 2, 2011

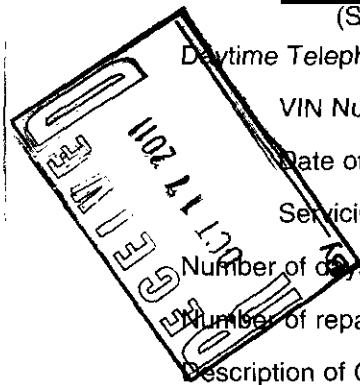
6774

Shethcamp Chrysler

30 days

4

Engine light keeps coming on, stalls and or jerks when car comes to a stop

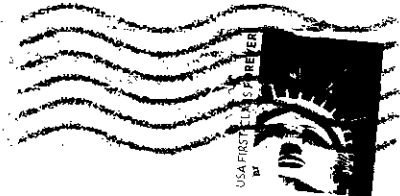




Street Address

Canton, MI

City, State, ZIP



Chrysler Group LLC

Business Center

PO BOX 21-8004

Street Address

Auburn Hills

City, State, ZIP

USA FIRST CLASS PER EVER BY



ATTORNEYS AT LAW

Gallon, Takacs, Boissoneault & Schaffer Co., L.P.A.

21507891

1/25

Jack Gallon Building
3516 Granite Circle
Toledo, OH 43617-1172

January 25, 2012

(419) 843-2001
(800) 352-1976
Fax (419) 843-6665
www.gallonlaw.com

VIA CERTIFIED MAIL
Chrysler Group, LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

RECEIVED
JAN 27 2012
SPECIAL INVESTIGATIONS

Jack Gallon - Founder
(Retired 2011)

Re: [REDACTED]
2011 Dodge Avenger
VIN 1B3BD1FG2BN [REDACTED]

- William E. Takacs*
 - Kevin J. Boissoneault*
 - Thomas J. Schaffer
 - Vernos J. Williams
 - Michael P. Dansack, Jr.
 - Marilyn Brenner Levine
 - Theodore A. Bowman
 - John M. Roca
 - Dawn T. Christen
 - Michael D. Bell
 - Louis S. Kovacs
 - Laura A. Wilson
 - Wayne W. Biggert
 - Drew Masse*
 - Jonathan M. Ashton
 - Jeffrey W. Swiech
- Of Counsel:
Cassandra J.M. Mayer
Mansfield, OH
James R. Kellam
Sandusky, OH

To Whom It May Concern:

Please be advised that Gallon, Takacs, Boissoneault & Schaffer Co., LPA and the undersigned have been retained to represent [REDACTED] in connection with the above referenced matter.

According to my client, she purchased a 2011 Dodge Avenger from Yark Automotive Group on July 18, 2011. My client has advised that the vehicle intermittently stalls when coming to a stop. This has occurred at least six (6) times since Ms. Winters purchased the vehicle in July. My client has taken the vehicle to both Yark Automotive Group as well as Charlie's Dodge Chrysler Jeep Ram to be repaired as referenced by the enclosed invoices dated October 22, 2011, October 28, 2011 and December 5, 2011. Each time Ms. [REDACTED] has taken the vehicle in for repairs, the service department could not find anything wrong with the vehicle, no repairs were made and the problems continued. Ms. [REDACTED] contacted Chrysler on October 28, 2011 and spoke to Kathy Nelson and was advised that Chrysler would review the matter and contact Yark. To date, Ms. [REDACTED] has not yet received a response.

Ms. [REDACTED] has provided a reasonable opportunity for the problems to be repaired. Pursuant to Ohio Lemon Law, since the problems have not been remedied in a reasonable time period and after being given a reasonable opportunity, you must either replace the vehicle or give Ms. [REDACTED] a refund.

The purpose of this correspondence is to demand that you repair Ms. [REDACTED] 2011 Dodge Avenger to correct the stalling issue or in the alternative, replace her 2011 Dodge Avenger with a duplicate make and mode. Please contact my office February 24, 2012 to advise if we can reach an amicable resolution to this matter.

I will await your reply.

Very Truly Yours

GALLON, TAKACS, BOISSONEAULT & SCHAFFER CO., LPA.

By: 
Dawn T. Christen

Ohio
Toledo | Defiance | Findlay
Fremont | Lima | Mansfield
Sandusky

DTC/alm
cc: Ms. Terri Winters



Customer Number: 329591 Invoice No: 408450

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INVOICE

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Fax: (419) 841-6172

(800) 848-9275

www.yarkauto.com

DODGE

RAM

CHRYSLER

Jeep

PAGE 1

TOLEDO, OH
Home: Bus:
Email: EMAIL

Cont: Cell:

SERVICE ADVISOR: 9572 JACOB C FISHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PX8/Black	11	DODGE AVENGER	1B3BD1FG2BM		4225 / 4225	450	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL11			17:00 24OCT11		0.00	CASH	28OCT11
R.O. OPENED	READY	OPTIONS: STK:D10808 DLR:16345 ENG:ERB_3.6L_V6_24V_VVT_Engine TRN:DG2_6-Speed_Aut					
16:03 24OCT11	12:09 28OCT11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S THE VEHICLE WILL JUST RANDOMLY SHUT OFF WHILE IN DRIVE STOPPED,
C/S ITS LIKE THE KEY WAS TURNED OFF NO PUTTEROR SHIMMY JUST
CUTS OFF

08 GENERAL ELECTRIC
8978 WJ

(N/C)

4225 DRIVEABILITY TESTED FOR STALLING AT STOPS.NO FAULT CODES
FOUND.ALL SENSOR CALIBRATION TESTS GOOD.CHECKED PCM WIRING PER STAR
CASE S1108000062 , GOOD.CHECKED WIRING AT CRANK SENSOR AND WIRING
AROUND ENGINENO PROBLEM FOUND AT THIS TIME....

B RENTAL

99 SUBLET/TOWING
8978 WJ

(N/C)

SUBL RENTAL PO#199176
WJ

(N/C)

4225 RENTAL

C GENERAL INSPECTION

CAUSE: COURTESY

04 GENERAL INSPECTION
8978 CJ

0.00 0.00

4225 INSPECTION

DID YOU KNOW YARK AUTOMOTIVE DOES...

TIRES, BRAKES, GLASS, BODY REPAIR, DENTS,
DINGS, DETAILS, ACCESSORIES, CAR STARTERS,
SUNROOFS, LEATHER, CHROME ACCENTS, RIMS,
GRILLES, MUFFLERS, TRANSMISSIONS AND MORE!

WE ARE YOUR ONE STOP SERVICE SHOP!

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.
DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Yark Chevrolet, LLC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Yark Chevrolet, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.
This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflect an average time requirement for the performance of specific vehicle repairs, which may, therefore, be either more or less than the actual clock time in any given instance.
*SUPPLIES - A token charge equivalent to a percent of the total charges is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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 DISC/DEDUCTIBLE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

CUSTOMER SIGNATURE: _____

Customer Copy

Page 1 of 1

Customer Number: 329591 Invoice No: 408205

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INVOICE

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6019 W. Central Ave. TOLEDO, OHIO 43615



(419) 842-7742

Fax: (419) 841-6172

(800) 848-9275

www.yarkauto.com



PAGE 1

TOLEDO, OH
Home: Bus:
Email: EMAIL||

Cont: Cell:

SERVICE ADVISOR: 9572 JACOB C FISHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PX8/Black	11	DODGE AVENGER	1B3BD1FG2BN		4147 / 4147	205	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18JUL11			17:00 22OCT11		0.00		22OCT11
R.O. OPENED	READY	OPTIONS: STK:D10908 DLR:16345 ENG:ERB_3.6L_V6_24V_VVT_Engine TRN:DG2_6-Speed_Aut					
07:35 21OCT11	14:40 22OCT11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S THE VEHICLE WIL JUST RANDOMLY SHUT OFF LIKE SHE TURNED OFF THE KEY HAS HAPPENED 3-4 IN LAST 2 MONTHS
08 GENERAL ELECTRIC 8978 WJ (N/C)

4147 TEST DROVE AND CHECKED FOR CODES.NO FAULT CODES ANY MODULE.FLASH UP-DATED PCM SOFTWARE.CAR NEVER ACTED UP AT ALL...

B RENTAL
99 SUBLET/TOWING 9498 WJ (N/C)
-SUBL RENTAL PO#199021 WJ (N/C)

C GENERAL INSPECTION
CAUSE: COURTESY
04 GENERAL INSPECTION 9498 CJ 0.00 0.00

D** FIRST FREE OIL CHANGE,
CAUSE: COURTESY
04 FIRS SERVICE FREE NEW CAR. 9498IDQNC (N/C)
6 68055891AA OIL (N/C)
1 68079744AB FILTER-ENGINE OIL (N/C)

DID YOU KNOW YARK AUTOMOTIVE DOES...
TIRES, BRAKES, GLASS, BODY REPAIR, DENTS,
DINGS, DETAILS, ACCESSORIES, CAR STARTERS,
SUNROOFS, LEATHER, CHROME ACCENTS, RIMS,
GRILLES, MUFFLERS, TRANSMISSIONS AND MORE!
WE ARE YOUR ONE STOP SERVICE SHOP!

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.
DISCLAIMER OF WARRANTIES: Any warranty on the products sold hereby are those sold by the manufacturer. The seller, Yark Chevrolet, LLC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Yark Chevrolet, LLC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle or said products.
This dealership utilizes the hours published in the manufacturer's and/or other labor/time guides which reflect an average time requirement for the performance of specific vehicle repairs, which may, therefore, be either more or less than the actual clock time in any given instance.
*SUPPLIES - A token charge equivalent to a percent of the total charges is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc.

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 DISC/DEDUCTIBLE	\$ 0.00
SALES TAX	\$ 0.00
PLEASE PAY THIS AMOUNT	\$ 0.00

CUSTOMER SIGNATURE: _____



CHARLIE'S DODGE
CHRYSLER JEEP RAM
 725 Illinois Ave. P.O. Box 370
 MAUMEE, OHIO 43537-0370
 Phone: (419) 893-0241
 www.charliesdodge.com

INVOICE NUMBER	DOCS431493	
CUSTOMER NUMBER	102889	
RES	[REDACTED]	
BUSINESS PHONE	[REDACTED]	
ADVISOR	NICHOLAS SCHUCHMAN 280	
LABOR RATE	[REDACTED]	
YEAR/MAKE/MODEL	11/DODGE/AVENGER/4DR SDN RALLYE	
VEHICLE ID NO.	1B3BD1FG2BN	
F.T.E. NO.	[REDACTED]	
COLOR	/	
COMMENTS	[REDACTED]	
DELIVERY MILES	[REDACTED]	
R.O. DATE	12/05/11	INVOICE DATE 12/05/11
REPRINT NUMBER	[REDACTED]	
DELIVERY DATE	[REDACTED]	
PRODUCTION DATE	[REDACTED]	

LABOR & PARTS
 # 1 1800Z

DRIVEABILITY HOURS: TECH(S):370
 CK, CUST. STATES THAT THE VEHICLE INTERM STALLS WHILE SITTING AT A RED LIGHT. IT RUNS FINE. ALL LIGHTS AND RADIO STAYS ON. CUST. HAS TO PUT VEH. IN PARK AND CYCLE KEY TO OFF POSITION AND RESTART IT. IT WILL START UP FINE. NO WARNING LIGHTS COME ON AFTER. HAS BEEN AT ANOTHER SHOP A FEW TIMES. BUT THEY COULD NOT FIND A PROBLEM. HAS HAPPENED ABOUT 6 TIMES SINCE JULY.
 RAN DIAG PROCEDURES. NO CODES STORED OR ACTIVE. CKED FOR STAR CASES. NONE FOUND. NO UPDATES OR TSBS. CKED ADAPTIVE MEMORY. IT WAS GOOD. CKED EVAP SYSTEM IT WAS FINE. POSSIBLE OVERFILLING OF GAS. NO PROBLEMS FOUND AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS

TOTALS.....
 CASH CHECK DISCOVER VISA M/C
 AMEX DINERS CHARGE
 *** TO OUR VALUED CUSTOMERS ***
 SERVICE DEPARTMENT HOURS
 MONDAY 7:30 AM TO 6:00 PM - TUES-FRI 7:30 AM TO 5:30 PM
 SATURDAY 8:00 AM TO 12:30 CLOSED SUNDAY

TOTAL INVOICE \$

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

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER CORPORATION. IF YOU CAN NOT GRADE US "COMPLETELY SATISFIED" PLEASE CONTACT CHARLIE'S DODGE IMMEDIATELY.
 YOUR SATISFACTION IS OUR NUMBER ONE CONCERN
 THANK YOU
 (419) 893-0241 SERVICE DEPT

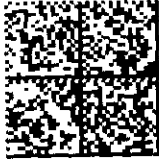
CUSTOMER SIGNATURE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

DISCLAIMER OF WARRANTIES:
 Any warranties sold here-in are those made by the manufacturer of those products. The seller, CHARLIE'S DODGE CHRYSLER JEEP RAM expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose regarding any products or services provided, unless otherwise indicated on the repair order. CHARLIE'S DODGE CHRYSLER JEEP RAM neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products or services. This disclaimer by CHARLIE'S DODGE CHRYSLER JEEP RAM in no way affects the terms or performance of the manufacturer's warranty. This dealership utilizes the hours published in the manufacturer's brochure/guide which reflect an average time requirement for the performance of specific vehicle repairs, and which may, therefore, be either more or less than the actual clock time in any given instance.



Gallon, Takacs, Poissoncault
 & Schaffer Co., L.P.A.
 Jack Gallon Building
 3516 Granite Circle
 Toledo, OH 43617-1172

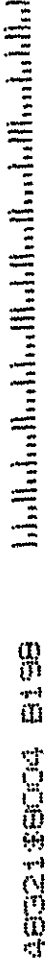


U.S. POSTAGE >> PITNEY BOWES
 ZIP 43609 \$ 004.55⁰
 02 1W
 0001365858 JAN 25 2012



91 7108 2133 3938 9342 6020

Chrysler Group, LLC
 P.O. Box 21-8004
 Auburn Hills, MI 48321-8004



From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 02 10:07:22 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Stalling Issues

Comments:

I had to call roadside assistance for the 2nd time in 2 months because my car's engine is going dead while driving. This is insane! The 1st time the Ed Payne dealership rebooted computer and said it would not do it again. This morning, AGAIN. It turned off on me at a red light, luckily. This is not right. I know im not the first to complain about this. I am not a happy Chrysler owner right now. This is a very dangerous issue. Why is this happening? Im waiting for a wrecker to pick up my car to take to dealer AGAIN.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Nov 02 15:16:08 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center.
Your email is important to us.

I am sorry to learn of the issues you have experienced with your vehicle and appreciate the time taken to bring them to our attention.

To further assist you with your inquiry, could you please supply your Vehicle Identification Number (VIN).

The VIN (vehicle identification number) is a unique 17-digit number that identifies your vehicle and provides access to valuable information about its history. The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver's side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle. The VIN can additionally be found on the driver-side door jamb stickers, title documents, vehicle registration, and insurance documents.

We will be more than happy to further review this matter with you once the above information is provided.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21521524

EMAIL CASE NUMBER: 2639174

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7522777V61368L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Stalling Issues

Comments:

I had to call roadside assistance for the 2nd time in 2 months because my

car's engine is going dead while driving. This is insane! The 1st time the

Ed Payne dealership rebooted computer and said it would not do it again.

This morning, AGAIN. It turned off on me at a red light, luckily. This is

not right. I know im not the first to complain about this. I am not a happy

Chrysler owner right now. This is a very dangerous issue. Why is this

happening? Im waiting for a wrecker to pick up my car to take to
dealer
AGAIN.

VIN: 0BN [REDACTED]
Mileage: 6995
Servicing Dealer: Ed Payne Weslaco TX
Title: Mrs.
First Name: [REDACTED]
Middle [REDACTED]
Last Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City: La joya
State: TX
Zip: [REDACTED]
Email: [REDACTED]
Home Ph: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 02 15:23:38 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7522777V61368L0KM)
Hi my vin # is 1c3bc1fg0br [REDACTED]
Sent on the Sprint® Now Network from my BlackBerry®

-----Original Message-----

From: customerassist <customerassist@chrysler.com>
Date: Wed, 2 Nov 2011 15:16:57
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7522777V61368L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. Your email is important to us.

I am sorry to learn of the issues you have experienced with your vehicle and appreciate the time taken to bring them to our attention.

To further assist you with your inquiry, could you please supply your Vehicle Identification Number (VIN).

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We will be more than happy to further review this matter with you once the above information is provided.

Thanks again for your email, [REDACTED]

Sincerely,

Jeff

Customer Service Representative
Chrysler Customer Assistance Center

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following information:

REFERENCE NUMBER: 21521524

EMAIL CASE NUMBER: 2639174

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7522777V61368L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Stalling Issues

Comments:

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happy

Chrysler owner right now. This is a very dangerous issue. Why is this

happening? Im waiting for a wrecker to pick up my car to take to dealer

AGAIN.

VIN:

0BN [REDACTED]

Mileage:

6995

Servicing Dealer:

Ed Payne Weslaco TX

Title:

Mrs.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2: [REDACTED]

City:

La joya

State:

TX

Zip:

Email: [REDACTED]

Home Ph [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Nov 02 16:10:49 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7522777V61368L0KM)
Dear [REDACTED]

Thank you for your response.

Our records show that you have contacted us by telephone and we are in the process of addressing your concern. We have updated your file to reflect the latest information you provided in the email message. It will be provided to your Case Manager for their attention and review.

Thanks again for your email, Yuridia.

Sincerely,

Jeff

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: 2639174

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7522900V64649L0KM&

Original Message Follows:

Hi my vin # is 1c3bc1fg0br [REDACTED]
Sent on the Sprint® Now Network from my BlackBerry®

-----Original Message-----

From: customerassist <customerassist@chrysler.com>
Date: Wed, 2 Nov 2011 15:16:57
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7522777V61368L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center. Your email is important to us.

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Jeff

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
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Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

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Comments:

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car's engine is going dead while driving. This is insane! The 1st time

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This morning, AGAIN. It turned off on me at a red light, luckily.

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Chrysler owner right now. This is a very dangerous issue. Why is this

happening? Im waiting for a wrecker to pick up my car to take to dealer

AGAIN.

VIN:

0BN [REDACTED]

Mileage:

6995

Servicing Dealer:

Ed Payne Weslaco TX

Title:

Mrs.

First Name:

Middle

Last Name

Address

Address 2.

City:

La joya

State:

TX

Zip:

Email:

Home Ph

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) CAR STALLS WHILE IDLE INK 10 TIMES
ONLY 2,600 MILES. STALLED 10 TIMES.

11-4
RECEIVED
NOV -7 2011

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make CHRYSLER 200 Model CHRYSLER 200 Year 2011
VIN 1LEL3B1R1C11F181B1N1 [REDACTED] Date of Delivery 08/27/11
Name and City/State of selling dealer or leasing company (if applicable) DAYTON ANDREWS INC 2388
GULF TO BAY BLVD CLEARWATER, FL 33765 PHONE 727 799 4539
Name and City/State of authorized service agent(s) attempting previous repairs DAYTON ANDREWS DODGE
2301 34th STREET NORTH ST. PETERSBURG FL 33713 PHONE 727-321-0500

Consumer
Address



Home phone
Work phone
Signature
Date Mailed



11/4/11

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

DISCLOSURE NOTICE FOR FLORIDA

Your state "Lemon Law" requires Chrysler Group LLC to inform you that if this vehicle does not conform to its applicable warranties and Chrysler Group LLC or its dealers have not repaired the vehicle after a reasonable number of attempts or the vehicle has been out of service for a specified number of days, you may be entitled under the provisions of your state "Lemon Law" to a replacement or repurchase of the vehicle. In order to seek remedies under your state "Lemon Law", you must first:

Notify Chrysler Group LLC at the address below, **BY REGISTERED OR EXPRESS MAIL**, of the problem with your vehicle.

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

Please use the Motor Vehicle Defect form found in Florida's Lemon Law Rights booklet. Do not use the form in this booklet for notification.

St. Petersburg, FL



21

YOUR RIGHTS UNDER
HAWAII'S "LEMON LAW"

If you have serious and/or continuing
warranty repair problems with your
new motor vehicle...

A vehicle may qualify as a "lemon" when one or more substantial (serious safety or nonconforming) defects have been examined or repaired at least once or the motor vehicle has been out-of-service at least thirty (30) cumulative days for repair during the Lemon Law rights period (i.e., whichever comes first—the expiration of the manufacturer's express warranty period, 24,000 miles or two (2) years after the original delivery of the motor vehicle.)

In addition, at least one of the following must apply:

- The "nonconforming defect" has been examined or repaired three or more times and the defect continues to exist: or
- A "life-threatening safety defect" has been examined or repaired at least once and the defect continues to exist: or
- The vehicle has been out-of-service because of repair of one or more defects for thirty (30) or more cumulative business days

AND

You must give the *manufacturer written notice* of the defect and an opportunity to repair. The manufacturer's address is as follows:

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

If your vehicle qualifies as a "Lemon," the manufacturer may be required to repurchase or replace it.

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the **same** substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) CAR STALLS WHILE IDLING 10 TIMES
ONLY 2100 MILES STALLED 10 TIMES

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

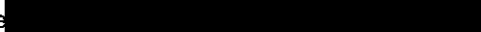
Vehicle Make CHRYSLER 200 Model CHRYSLER 200 Year 2011

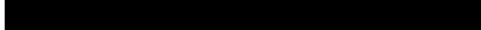
VIN 1LC131B111F18181N151418121315 Date of Delivery 08/27/2011

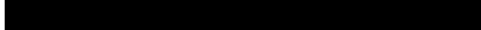
Name and City/State of selling dealer or leasing company (if applicable) DAYTON ANDREWS DODGE INC
2388 GOLF TO BAY BLVD CLEARWATER FL 33765 PHONE 727 799 4539

Name and City/State of authorized service agent(s) attempting previous repairs DAYTON ANDREWS DODGE
2301 34th STREET NORTH ST PETERSBURG FL 33713 PHONE 727 321 0500

Consumer 
Address  St. Petersburg, FL  ★

Home phone 

Work phone 

Signature 

Date Mailed 11/4/11

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(1/98)

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

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ONLY 2,600 MILES STALLED 10 TIMES


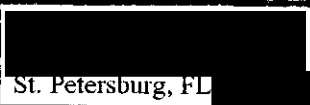

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

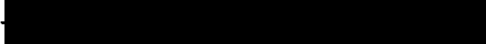
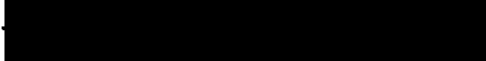

Vehicle Make CHRYSLER 200 Model CHRYSLER 200 Year 2011

VIN 11C131B1C11F1G1B1N151418121315 Date of Delivery 08/27/11

Name and City/State of selling dealer or leasing company (if applicable) DAYTON ANDREWS INC. II
2300 GULF TO BAY BLVD. CLEARWATER FL, 33765 PHONE 727 475 3838

Name and City/State of authorized service agent(s) attempting previous repairs: DAYTON ANDREWS DOBE
2301 34th STREET NORTH ST. PETERSBURG FL 33713 PHONE 727 321 0500

Consumer Address   
St. Petersburg, FL

Home phone 
Work phone 
Signature 

Date Mailed 11/4/11

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail.

CUSTOMER #: BN548235

338813

Dayton Andrews
DODGE



INVOICE

**2301 34th Street North
St. Petersburg, FL 33713
727-321-0500**

PAGE 2

MV - 06117

www.daytonandrewsdodge.com

ST PETE, FL

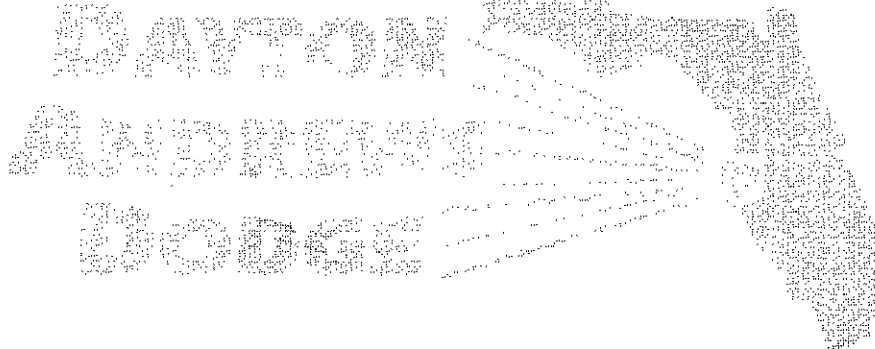
HOME [REDACTED] ONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 195 LARRY ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	11	CHRYSLER 200	1C3BC1FG8BN [REDACTED]		2708/2745	T4296	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27AUG11 DD			12:00 03NOV11		0.00	CASH	03NOV11
R.O. OPENED	READY	OPTIONS: DLR:OD ENG:3.6_Liter					
02NOV11	03NOV11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			WSC40				(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00



FIVE STAR



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.
All parts used in this repair are new unless otherwise specified.

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
BASE PAY	
S AMOUNT	0.00

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

NO CLAIMS WITHOUT THIS INVOICE
SHOP SALES
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK

CUSTOMER COPY

CUSTOMER #: BN548235

338813

Dayton Andrews
DODGE
2301 34th Street North
St. Petersburg, FL 33713
727-321-0500



INVOICE

PAGE 1

MV - 06117

www.daytonandrewsdodge.com

ST PETE, FL

HOME: [REDACTED] MONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 195 LARRY ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	11	CHRYSLER 200	1C3BC1FG8BN [REDACTED]		2708/2745	T4296	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27AUG11 DD			12:00 03NOV11		0.00	CASH	03NOV11
R.O. OPENED	READY	OPTIONS: DLR:OD ENG:3.6_Liter					
02NOV11	03NOV11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OWNER STATES CAR WILL STALL WHEN SITTING AT A LIGHT,BUT RESTARTS							
CAUSE: F							
85410000 DIAGNOSTIC TIME							
375 W40							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

2745 ROADTESTED VEHICLE WITH CUSTOMER AND SEWVERAL TIMES DURING THE COURSE OF THE DAY UNDER VARIOUS CONDITIONS INCLUDING HOT AND COLD DRIVING FOR A TOTAL OF 37.3 MILES VEHICLE OPERATING AS DESIGNED NO PROBLEM FOUND

B VEHICLE INSPECTION NOT REQUIRED AT THIS TIME							
DVI VEHICLE INSPECTION NOT REQUIRED AT THIS TIME							
375 CD							0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00							TOTAL LINE B: 0.00

C** RENTAL CAR							
CAUSE: F							
RENT RENTAL CAR							
375WSC40							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							



SUBL ENTERPRISE		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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.		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. All parts used in this repair are new unless otherwise specified.	LABOR AMOUNT	
			PARTS AMOUNT	
			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

NO CLAIMS WITHOUT THIS INVOICE CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK

SHOP SALES

CUSTOMER COPY

DAYTON ANDREWS, INC.

2388 GULF-TO-BAY BOULEVARD
CLEARWATER, FLORIDA 33785
PHONE (727) 799-4539

CUSTOMER #: 2916926

87092

INVOICE*

CHRYSLER

DEALER CODE

66-62621

STATE OF FLORIDA

REGISTRATION NUMBER

MV-01638

PAGE 1

Jeep

SERVICE ADVISOR: 1060 RICHARD M GOBBELS

ST PETE, FL
HOME: [REDACTED] MONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	11	CHRYSLER 200	1C3BC1FG8BN [REDACTED]		2627/2628	T704

DEL DATE	PROD DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
27AUG11 DD			WAIT 31OCT11			CASH	31OCT11

R/O OPENED	READY	OPTIONS:
07:58 31OCT11	09:19 31OCT11	STK:2824 DLR:62621 ENG:ERB V6 VVT Engine TRN:LG2 6-Speed Automatic 62TE Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE STALLED COUPLE TIMES WHEN SITTING AT STOP LIGHT, RESTART WITH NOT PROBLEM - CHECK AND ADVISE

CAUSE:
18 DRIVEABILITY

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

....2627 TESTED FOUND NO DTC'S, NO ENGINE LIGHT ON, NO APPLICIBLE TSB'S, NO SOFTWARE UPDATES AVAILBLE, COULD NOT DUPLICATE CUSTOMER CONCERNS AT THIS TIME.

Thank You for doing business with us.
Please remember we are always available for any questions or concerns you may have.
Call [REDACTED] for your next appointment.

SERVICE & PARTS GUARANTEE		DESCRIPTION	TOTALS
<p>LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. 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 products or services sold under the terms of this estimate. Parts and service are guaranteed for 12 months or 12,000 miles, whichever comes first from date of work performed. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.</p> <p>All parts are NEW or REMANUFACTURED unless otherwise indicated. U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced Warranty</p> <p>SHOP SALES</p> <p>CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FROM DATE OF WORK.</p>	<p>All warranties on the products sold hereby are those of the manufacturer. As between this seller and buyer, the product is to be sold "AS IS" and the entire risk as to the quality and performance of the product is with the buyer. The seller 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 said products. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty.</p>	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	
	DISCOUNT	0.00	
	SALES TAX	0.00	
	PLEASE PAY THIS AMOUNT	0.00	
	<p>X CUSTOMER SIGNATURE</p>		

CUSTOMER #: BN548235

337221

Dayton Andrews
DODGE



INVOICE

2301 34th Street North
St. Petersburg, FL 33713
727-321-0500

PAGE 1

MV - 06117

www.daytonandrewsdodge.com

ST PETE, FL

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 195 LARRY ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	11	CHRYSLER 200	1C3BC1FG8BN [REDACTED]		1668/1668	T4127	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27AUG11 DD			12:00 07OCT11		0.00	CASH	07OCT11
R.O. OPENED		READY	OPTIONS: DLR:OD ENG:3.6 Liter				
07OCT11		07OCT11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

OWNER STATES AT LIGHT SHUTS OFF NO ENG LIGHT, BUT STARTS WRIGHT BACK UP, 3 TIMES IN A WEEK

CAUSE: F

181906M5 Module, Powertrain Control (PCM) -
Reprogram Module, Powertrain Control (PCM)
Reprogram (C) (C)
375 W40 (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1668 0.20 COULD NOT DUPLICATE A CONCERN AT THIS TIME UPDATED
CALIBRATION IN PCM TO LATEST AVAILABLE DUE TO STORED CODE P054C AND TSB
18-037-11 FOR STORED CODE 18-19-06-M5 .20

B VEHICLE INSPECTION NOT REQUIRED AT THIS TIME

DVI VEHICLE INSPECTION NOT REQUIRED AT THIS TIME

375 ID (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C** RENTAL CAR

CAUSE: F

RENT RENTAL CAR

375 ID (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
All parts used in this repair are new unless otherwise specified.

CUSTOMER SIGNATURE

NO CLAIMS WITHOUT THIS INVOICE
SHOP SALES
CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK

CUSTOMER COPY

CUSTOMER #: BN548235

337221

Dayton Andrews
DODGE



INVOICE

**2301 34th Street North
St. Petersburg, FL 33713
727-321-0500**

ST PETE, FL
HOME: CONT:N/A
BUS: CELL:

PAGE 2

MV - 06117

www.daytonandrewsdodge.com

SERVICE ADVISOR: 195 LARRY ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
WHITE	11	CHRYSLER 200	1C3BC1FG8BN		1668/1668	T4127	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27AUG11 DD			12:00 07OCT11		0.00	CASH	07OCT11
R.O. OPENED		READY	OPTIONS: DLR:OD ENG:3.6 Liter				
07OCT11		07OCT11					

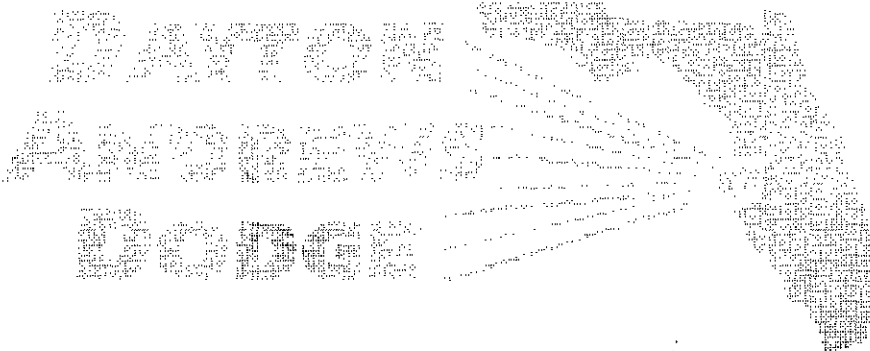
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

SUBL ENTERPRISE

WSC40

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------



FIVE STAR



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. All parts used in this repair are new unless otherwise specified.

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)

NO CLAIMS WITHOUT THIS INVOICE
SHOP SALES

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 12 MONTHS OR 12,000 MILES FROM DATE OF WORK

CUSTOMER COPY

RETAIL INSTALLMENT SALE CONTRACT SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) PINELLAS, FL Buyer's Birth Month: DECEMBER	Co-Buyer Name and Address (Including County and Zip Code) N.A. Co-Buyer's Birth Month:	Seller-Creditor (Name and Address) Deal #38215 Stk #2824 DAYTON ANDREWS INC 2388 GULF TO BAY BLVD CLEARWATER, FL 33765 Phone: 7277994539
---	---	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis at the Base Rate of ~~4.99%~~ per year. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Weight (lbs.)	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2011	CHRYSEE 200		1C3BC1FG8BN	<input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

FEDERAL TRUTH-IN-LENDING DISCLOSURES				
ANNUAL PERCENTAGE RATE	FINANCE CHARGE	Amount Financed	Total of Payments	Total Sale Price
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 cost of your purchase on credit, including your down payment of
4.99 %	\$ 4644.91	\$ 29143.97	\$ 33788.88	\$ 5156.00 is
				\$ 38944.88

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	469.29	Monthly beginning 09/28/2011
Or As Follows: N.A.		
N.A.		
N.A.		

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of each installment.

Prepayment. If you pay off all your debt early, you may have to pay a penalty.

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

Additional Information: See this contract for more information including information about nonpayment, default, prepayment penalties, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including \$ <u>1870.72</u> sales tax)	\$ <u>31810.47</u> (1)
2 Total Downpayment =	
Trade-In <u>N.A.</u>	
(Year) (Make) (Model)	
Trade-In <u>N.A.</u>	
(VIN)	
Gross Trade-In Allowance	\$ <u>0.00</u>
Less Pay Off Made By Seller	\$ <u>0.00</u>
Equals Net Trade In	\$ <u>0.00</u>
+ Cash	\$ <u>3656.00</u>
+ Other <u>Consumer Rebate(s)</u>	\$ <u>1500.00</u>
(If total downpayment is negative, enter "0" and see 4J below)	\$ <u>5156.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>26654.47</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf	
(Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.	
Life	\$ <u>N.A.</u>
Disability	\$ <u>N.A.</u>
B Vendor's Single Interest Insurance Paid to Insurance Company	\$ <u>N.A.</u>
C Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N.A.</u>
D Optional Gap Contract	\$ <u>595.00</u>
E Official Fees Paid to Government Agencies	\$ <u>N.A.</u>
F Government Documentary Stamp Taxes	\$ <u>102.20</u>
G Government Taxes Not Included in Cash Price	\$ <u>84.76</u>
H Government License and/or Registration Fees	\$ <u>98.60</u>
BATTERY FEE/TIRE FEE/MVWEA FEE	
I Government Certificate of Title Fees	\$ <u>N.A.</u>

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below. Your choice of insurance providers will not affect our decision to sell you the vehicle or extend credit to you.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

Credit Life: Buyer Co-Buyer Both

Term N.A.

Credit Disability (Buyer Only)

Term N.A.

Premium:

Credit Life \$ N.A.

Credit Disability \$ N.A.

Insurance Company Name _____

N.A.

Home Office Address _____

N.A.

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments.

If the box above is checked to indicate that you want credit life insurance, please read and sign the following acknowledgments:

1. You understand that you have the option of assigning any other policy or policies you own or may procure for the purpose of covering this extension of credit and that the policy need not be purchased from us in order to obtain the extension of credit.

N.A. _____ Date _____

Buyer

N.A. _____ Date _____

Co-Buyer

2. You understand that the credit life coverage may be deferred if, at the time of application, you are unable to engage in employment or unable to perform normal activities of a person of like age and sex. (You need not sign this acknowledgment if the proposed credit life insurance policy does not contain this restriction.)

N.A. _____ Date _____

Buyer

N.A. _____ Date _____

Co-Buyer

3. You understand that the benefits under the policy will terminate when you reach a certain age and affirm that your age is accurately represented on the application or policy.

N.A. _____ Date _____

Buyer

N.A. _____ Date _____

Co-Buyer

J Other Charges (Seller must identify who is paid and describe purpose)

to <u>N.A.</u>	for <u>Prior Credit or Lease Balance</u>	\$ <u>N.A.</u>
to <u>CHRYSLER</u>	for <u>SERVICE PLAN</u>	\$ <u>1210.00</u>
to <u>N.A.</u>	for <u>N.A.</u>	\$ <u>N.A.</u>
to <u>N.A.</u>	for <u>ROAD HAZARD FEE</u>	\$ <u>399.00</u>
to <u>N.A.</u>	for <u>N.A.</u>	\$ <u>N.A.</u>
to <u>N.A.</u>	for <u>N.A.</u>	\$ <u>N.A.</u>
to <u>N.A.</u>	for <u>N.A.</u>	\$ <u>N.A.</u>
Total Other Charges and Amounts Paid to Others on Your Behalf		\$ <u>2489.50</u> (4)
5 Loan Processing Fee Paid to Seller (Prepaid Finance Charge)		\$ <u>N.A.</u> (5)
6 Amount Financed (3 plus 4)		\$ <u>29143.97</u> (6)

Other Optional Insurance

N.A. Type of Insurance N.A. Term

Premium \$ N.A.

Ins. Co. Name & Address N.A.

N.A. Type of Insurance N.A. Term

Premium \$ N.A.

Ins. Co. Name & Address N.A.

N.A. Type of Insurance N.A. Term

Premium \$ N.A.

Ins. Co. Name & Address N.A.

N.A. Type of Insurance N.A. Term

Premium \$ N.A.

Ins. Co. Name & Address N.A.

N.A. Type of Insurance N.A. Term

Premium \$ N.A.

Ins. Co. Name & Address N.A.

OPTION: You pay no finance charge if the Amount Financed, item 6, is paid in full on or before N.A., Year N.A.. SELLER'S INITIALS _____

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term 72 Mos. **AVID GAP** Name of Gap Contract _____

I want to buy a gap contract _____

Buyer Signs X _____

VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ N.A. and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

You authorize us to purchase Vendor's or Lender's Single Interest Insurance.

Buyer Signs X N.A. Co-Buyer Signs X N.A. Date: _____

Returned Check Charge: If any check or order of payment you give us is dishonored, you will pay a charge if we make demand that you do so. The charge will be \$25 if the check amount is \$50 or less; \$30 if the check is over \$50 but not more than \$300; \$40 if the check amount is over \$300, or such amount as permitted by law.

Florida documentary stamp tax required by law in the amount of \$ 102.20 has been paid or will be paid directly to the Department of Revenue.

Certificate of Registration No. _____

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N.A. Buyer Signature _____ Date _____

X N.A. Co-Buyer Signature _____ Date _____

LIABILITY INSURANCE COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS IS NOT INCLUDED IN THIS CONTRACT.

SELLER'S RIGHT TO CANCEL - If Buyer and Co-buyer sign here, the provisions of the Seller's Right to Cancel section on the back, which gives the Seller the right to cancel within 30 days, will apply. N.A.

X Buyer Signs _____ X Co-Buyer Signs _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relative to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding.

Buyer Signs X _____ X _____

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

NOTICE TO THE BUYER: a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X _____ Date 08/27/11 Co-Buyer Signs X N.A. Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Address N.A.

Seller signs DAYTON ANDREWS INC Date 08/27/11 By X _____ Title _____

Seller assigns its interest in this contract to Southwest Bank (Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse Assigned without recourse Assigned with limited recourse

DAYTON ANDREWS INC

Seller _____ By _____ Title _____

CHRYSLER GROUP LLC
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI 48321-8004

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the **same** substantial defect or condition.

Description of continuing defect(s) or condition(s) The transmission shifts real hard & klunks
has a slip in it also shifts radically at different times keep telling
me this is normal. Test Drive another one and it doesn't do this

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Dodge Dodge Model Avenger/Mainstreet Year 2011
VIN 1B3B1D11F03B1N511510515 Date of Delivery 3-2011

Name and City/State of selling dealer or leasing company (if applicable) Titusville Jeep, Chrysler + Dodge
5600 S US Highway 1 Titusville FL 32780

Name and City/State of authorized service agent(s) attempting previous repairs SAME as above

Consumer Melinda Pollock
Address 3319 Brevard Rd
Mims, FL 32759

Home phone (321) 567-4155
Work phone (321) 383-9520
Signature Melinda Pollock
Date Mailed 12/05/11

DEC - 8 2011

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.

Pink—Attorney General's copy, send by regular mail.

(2/06)

PLEASE PRESS FIRMLY

PLEASE PRESS FIRMLY

POSTAGE REQUIRED.



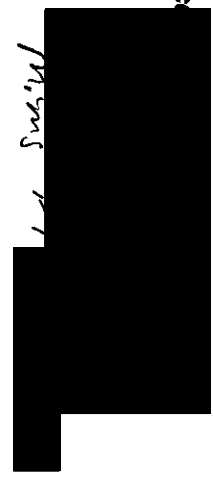
UNITED STATES POSTAL SERVICE

Flat Rate
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For Domestic and International Use

Visit us at usps.com

From/Expéditeur:



7011 0470 0000 7252 2202

INTERNATIONAL RESTRICTIONS APPLY:

4-POUND WEIGHT LIMIT ON INTERNATIONAL APPLIES

Customs forms are required. Consult the International Mail Manual (IMM) at pe.usps.gov or ask a retail associate for details.



For Domestic and International Use

From



USPS packaging products have been awarded Cradle to Cradle CertificationSM for their ecologically-intelligent

Label 228, January 2008

TO Chrysler Group LLC
Customer Center
P.O. Box 21-8004
Auburn Hills MI
48321-8004



Recycled Paper



1006

48321



U.S. POSTAGE
PAID
MICHIGAN
32754
DEC 30, 11
AMOUNT
\$10.10
00086856-11



EP14F

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the **same** substantial defect or condition.

1/18

Description of continuing defect(s) or condition(s) The car continues to shut off on me while at a complete stop. I then have to put it in park and restart it. Leading up to the incident while driving it acts like it doesn't want to go or starts to give a

(NOTE: this is not a complete description; the manufacturer should ascertain all repair information.) When coming to a complete stop.

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chrysler Model 200 Series Limited Year 2011
VIN 1C13B1C12F610BN151181311 Date of Delivery 05/17/11

Name and City/State of selling dealer or leasing company (if applicable) Atlantic Dodge-Chrysler-Jeep
2330-40 U.S #1 South St. Augustine, FL 32086 (904) 797-1737

Name and City/State of authorized service agent(s) attempting previous repairs Atlantic Dodge-Chrysler-Jeep
2330-40 U.S #1 South St. Augustine, FL 32086 (904) 797-1737

Consumer Address [Redacted] Home phone [Redacted]
Address ES St. Augustine FL [Redacted] Work phone [Redacted]
Signature [Redacted] Date Mailed 1/18/12

JAN 20 2012

White—manufacturer's copy, send by registered (return receipt requested) or express mail. Yellow—consumer's copy, keep for your records.
Pink—Attorney General's copy, send by regular mail.

PLEASE PRESS FIRMLY

PLEASE

Priority Mail



02 1A
00045280 79
JAN 18 2012
MAILED FROM ZIP CODE 32086

\$ 05.450



UNITED STATES POSTAL SERVICE

Flat Rate
Mailing Envelope

For Domestic and International Use

Visit us at usps.com



Any amount of mailable material may be enclosed, as long as the envelope is not modified, and the contents are entirely confined within the envelope with the adhesive provided as the means of closure.

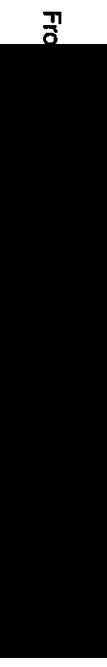
From/Expédite



UNITED STATES POSTAL SERVICE

PRIORITY MAIL

For Domestic and International Use



From

Customs form International or ask a retail

INTERNATIONAL
4-POUND MAX
INTERNATIONAL
United States Postal Service®
DELIVERY CONFIRMATION™

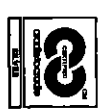


0311 2550 0003 5479 9145

St. Augustine FL.
TO Chrysler Group LLC
Customer Center
PO BOX 21-8DDY
Auburn Hills, MI 48321-8DDY

Label 228, January 2008

Country of Destination/Pays de destination:



USPS packaging products have been awarded Cradle to Cradle Certification™ for their ecologically-intelligent design. For more information go to mbdc.com/usps. Cradle to Cradle Certified™ is a certification mark of MBDC.

Please recycle.



EP14F

123456 789012 345678 901234 567890 123456 789012 345678 901234

THE LAW OFFICE OF DARIN SIEFKES, PLLC

1523 West Koenig Lane, Austin, Texas 78756

(512) 206-4242 Phone

(512) 206-4243 Facsimile

February 2, 2012

2/2

Chrysler Group LLC
Chrysler Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

By Certified Mail, Return Receipt Requested

Attn: Legal Department

Our Client: [REDACTED]
Our Case No.: 12-00108
Vehicle: 2011 Chrysler 200
Date of Delivery: 3/2/2011
VIN: 1C3BC1FG7BN [REDACTED]

RECEIVED

FEB - 6 2012

SPECIAL INVESTIGATION

Dear Sir or Madam:

Please be advised that this office represents the above-named individuals with respect to a claim against Chrysler under the Texas Deceptive Trade Practices Act and the Magnusson-Moss Warranty Act, concerning the above-referenced vehicle. Accordingly, please direct all future contacts and correspondence to this office. This letter also serves as a "Notice to Cure" under Texas law.

As an attorney-client relationship exists, you are instructed not to discuss the settlement of this case with my client, nor make any offers to my client. All such communications must be directed to this office. Should my client request warranty repair work during the pendency of this claim or lawsuit, you are to provide said work. Your refusal to do so will constitute a further breach of warranty. Your communications with my client are to be limited solely to providing warranty work requested by my client. In addition, you are hereby notified of our attorney's lien.

The vehicle my client purchased contains a number of defects that, after numerous attempts to repair, have not been corrected. These defects include, but are not limited to:

- a) Engine issues
- b) Any and all additional complaints actually made, whether or not contained on your service records, company's invoices, or otherwise.

What is particularly dangerous about this vehicle is that the dealer has yet to attempt a fix even after three visits. We have included a photo showing the vehicle after one of its "incidents." Therefore, we must demand a final repair from the manufacturer.

The aforementioned defects (repair invoices demonstrating the same enclosed herein) constitute a substantial impairment of the use, value and safety of the subject vehicle. Due to the inordinate amount of repairs and/or days out of service within the applicable warranty period, my client has lost all confidence in the vehicle and believes the vehicle to be unsafe as well as unfit to operate. Accordingly, please be advised that my client is hereby revoking acceptance of the subject vehicle. My client has directed this office to demand the return of all funds paid toward this vehicle, the cancellation of the contract, and compensation for damages.

If you wish to resolve this matter amicably, please feel free to contact this office within fourteen (14) days of receipt of this communication. If the matter has not been resolved within that time, my client will avail themselves of all the available remedies under law and equity.

Very truly yours,

A handwritten signature in black ink, appearing to read "Darin P. Siefkes". The signature is fluid and cursive, with a large initial "D" and "S".

Darin P. Siefkes
Attorney at Law

Enc.

**LEGAL PHOTOS RETAINED IN DOCUMENT
RETENTION**

CUSTOMER #: 1075818

221749



INVOICE

KATY, TEXAS
Come By, Let's Be Friends!

SERVICE DEPARTMENT
21777 KATY FWY @ MASON RD · KATY, TEXAS 77450
PHONE: (281) 675-8500 · FAX: (281) 675-8501
www.allensamuels.com

PAGE 1

KATY, TX

HOME: [REDACTED] MONT: N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 8195 STANTON HENAMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRILLIANT	11	CHRYSLER 200	1C3BC1FG7BN [REDACTED]		9266/9275	T5400	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAR11 DD			20:00 08NOV11		0.00	CASH	09NOV11
R/O OPENED	READY	OPTIONS: STK:BN504694 ENG:ERB					
18:20 08NOV11	16:07 09NOV11						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

1 C/S VEHICLE DIES/STALLS WHEN VEHICLE COMES TO A COMPLETE STOP WHILE

IN DRIVE NUMEROUS TIMES

DTC NO CODES STORED/ ACTIVE

1530 CP

0.00 0.00

9275 NO DTCS CHECK AND TEST DRIVE OK AT THIS TIME

WE SINCERELY APPRECIATE YOUR BUSINESS. SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE VISIT, PLEASE BRING IT TO OUR ATTENTION IMMEDIATELY. WE WANT YOU TO BE COMPLETELY SATISFIED WITH EVERY PART OF YOUR VISIT. WE LOOK FORWARD TO SEEING YOU AGAIN. THANK YOU FOR PUTTING YOUR TRUST IN US.

FRANKLIN

NOTICE PURSUANT TO SEC. 570.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with Business & Commerce Code, §9.609, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

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.

Power of Attorney

I authorize you to act as power of attorney to sign insurance checks to pay for damages to above vehicle.

I have authorized some maintenance and/or repairs to be performed with non mopar parts.

My Advisor has explained my repairs and made me aware of my maintenance needs.

Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SHOP SUPPLIES/DISPOSAL FEES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. RATHER, EXPERIENCE HAS SHOWN THAT THE USE OF A STANDARD CHARGE, WHICH IS LESS THAN OUR AVERAGE COST FOR SUPPLIES, MATERIALS, AND DISPOSAL FEES INCURRED ON EACH REPAIR ORDER, IS MORE EFFICIENT. THE AMOUNT OF THIS STANDARD CHARGE HAS BEEN SET AT 10% OF THE TOTAL LABOR CHARGE, UP TO A MAXIMUM OF \$35.00. THE STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS MOST NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, SOLDER, WIRE, SEALERS, ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE ITEMIZED.

CUSTOMER #: 1075818

223249



* INVOICE *

KATY TX
HOME
BUS: CONT: N/A
CELL:

PAGE 1

KATY, TEXAS
SERVICE DEPARTMENT
1777 KATY FWY @ MASON RD - KATY, TEXAS 77450
PHONE: (281) 675-8500 - FAX: (281) 675-8501
www.allensamuels.com

SERVICE ADVISOR: 1772 JACKIE MORTIMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRILLIANT	11	CHRYSLER 200	1C3BC1FG7BN		10208/10208	T1180	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAR11 DU			17:00 30NOV11		0.00	CASH	06DEC11

R.O. OPENED READY OPTIONS: STK:BN504694 ENG:ERB

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A AFTER CAR REACHES OPERATING TEMP ---WHEN CAR IS STOPPED AT RED LIGHT
---IT WILL DIE ---IT DOES IT INTERMITTENTLY

0049 PLEASE SEE TECHNICIAN NARRATIVE FOR COMPLETE
EXPLANATION OF REPAIR/MAINTENANCE

1530 CP 0.00 0.00

10208 NO DTC CONTACTED CHRYSLER TECHNICAL ASSISTANCE REGARDING
OWNER'S COMPLAINT. Owner states that vehicle dies when coming to a stop
after driving for a while. Looked at vehicle on 11/8/11 (9,275 miles),
and kept overnight. Vehicle had NO DTC's and we were unable to
reproduce owner's concern. Looked for TSB's, etc., none found. Vehicle
has returned for same concern today at 10,208 miles. Same result as
first visit. NO DTC's, no TSB's, unable to reproduce. Customer insists
that vehicle dies repeatedly during operation. --- Bill, suggest you
review star cases S1108000062 & S1108000052 see if they help you in any
way. --- Dealer States Thank you for the quick response. We have
already reviewed both of those STAR cases prior to opening the
technical assistance ticket. Neither one of them apply. --- We have
been through all of the diagnostics, searched all of the bulletins and
STAR cases, and have gotten nowhere nearer to a resolution. Tomorrow,
we will hook up recorder again, and continue to test drive vehicle. ---
UNABLE TO REPRODUCE OWNER'S CONCERN.

B CAR WILL RESTART OKAY ---

SLA SEE LINE A
1530 CP 0.00 0.00

C RRT 11-069--MIL P0128--OR LONG CRANK TIME
S12 NO UPDATE REQUIRED.

1530 CP 0.00 0.00
10208 PCM UP TO DATE

D RRT 11-028---ENGINE CRANK TIME LIMITED/ TIP START
S12 NOT REQUIRED FOR THIS VEHICLE

1530 CP 0.00 0.00

**NOTICE PURSUANT TO SEC. 576.001,
TEXAS PROPERTY CODE**
I am the person or agent acting on behalf of the person who is obligated to pay for the repair of the motor
vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in
accordance with Business & Commerce Code, §9.006, if payment for the repair of the motor vehicle by
a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds,
no funds, or because the issuer or drawer of the order or the credit card holder has no account or the
account upon which it is drawn or the credit card account has been closed.
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.
Power of Attorney
I authorize you to act as power of attorney to sign insurance checks to pay for damages to above vehicle.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
* SHOP SUPPLIES/DISPOSAL FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. RATHER, EXPERIENCE HAS SHOWN THAT THE
USE OF A STANDARD CHARGE, WHICH IS LESS THAN OUR AVERAGE COST FOR SUPPLIES, MATERIALS, AND DISPOSAL FEES INCURRED ON EACH REPAIR JOB, IS MORE EFFICIENT. THE AMOUNT OF THE STANDARD CHARGE HAS BEEN SET AT 10% OF THE
TOTAL LABOR CHARGE UP TO A MAXIMUM OF \$30.00. THE STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS MOST NUTS, BOLT, WASHERS, TAPE, PMS AEROSOL, SHELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, SOLDER, PASTE, SEALERS,
ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE. UNLESS OTHERWISE ITEMIZED.

CUSTOMER COPY

CUSTOMER #: 1075818

227356



INVOICE

KATY, TEXAS
Come By, Let's Be Friends!

SERVICE DEPARTMENT

21777 KATY FWY @ MASON RD - KATY, TEXAS 77450
PHONE: (281) 675-8500 · FAX: (281) 675 8501
www.allensamuels.com

KATY, TX

PAGE 1

HOME

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 1772 JACKIE MORTIMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BRILLIANT	11	CHRYSLER 200	1C3BC1FG7BN		12257/12262	T6500
DEL DATE	PROB. DATE	WARR. EXP.	PROMISED	FOA	PAYMENT	INV. DATE
02MAR11 DD			15:00 24JAN12		0.00	CASH 30JAN12
R.O. OPENED	READY	OPTIONS: STK:BN504694 ENG:ERB				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A WHEN START CAR COLD ---DRIVE ON FREEWAY FOR 4.4 MILES ---EXIT AND CAME TO FIRST STOP LIGHT ---ENGINE DIED ---
S12 ENGINE PERFORMANCE

1530 CP

0.00 0.00

12262 NO DTCS TESTED VEHICLE FOR DYING CONCERN. COULD NOT REPRODUCE OWNER'S COMPLAINT. - OWNER PROVIDED A WRITTEN EXPLANATION FOR WHAT EXACTLY OCCURS WHEN VEHICLE DIES OUT. WE ATTEMPTED TO REPRODUCE OWNER'S CONCERN, BUT VEHICLE DID NOT DIE. PERFORMED DIAGNOSTICS AND NO DIAGNOSTIC TROUBLE CODES WERE PRESENT. LOOKED FOR MODULE UPDATES, NONE AVAILABLE. LOOKED FOR RELATED CASES WITHIN CHRYSLER TECHNIAL NETWORK, NONE FOUND. REVIEWED PREVIOUS TECHNICAL ASSISTANCE CASE, BUT AGAIN FOUND NO INFORMATION. THERE ARE NO TECHNICAL SERVICE BULLETINS ON VEHICLE FOR THIS CONCERN. 1530

B AC AND HEATER WAS NOT BEING USED - THIS WAS FIRST TIME STOP AFTER STARTING CAR --

A PLEASE SEE LINE A FOR COMPLETE DESCRIPTION

1530 CP

0.00 0.00

12262 SEE LINE A

C RRT 11-069--MIL P0128--LONG CRANK

0049 PLEASE SEE TECHNICIAN NARRATIVE FOR COMPLETE EXPLANATION OF REPAIR/MAINTENANCE

1530 CP

0.00 0.00

12257 ALL MOUDLE UP TO DATE

D RRT 11-013--3.6 EXHAUST VIBRATION -2200-2500 RPM

C PLEASE SEE LINE C FOR COMPLETE DESCRIPTION

1530 CP

0.00 0.00

12257 SEE LINE C

E PERFORM MULTI POINT INSPECTION

MPI PERFORM MULTI POINT INSPECTION

1530 CM

0.00 0.00

NOTICE PURSUANT TO SEC. 170.001,
TEXAS PROPERTY CODE

I am the owner or agent acting on behalf of the person who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that this vehicle is subject to repossession in accordance with Business & Commerce Code, 19.603, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account; or the account upon which it is drawn or the credit card account has been closed.

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.

Power of Attorney

I authorize you to act as power of attorney to sign insurance checks to pay for damages to above vehicle.

I have authorized some maintenance and/or repairs to be performed with non moper parts.

My Advisor has explained my repairs and made me aware of my maintenance needs.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
*SHOP SUPPLIES/DISPOSAL *FEES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. RATHER, EXPERIENCE HAS SHOWN THAT THE USE OF A STANDARD CHARGE, WHICH IS LESS THAN OUR AVERAGE COST FOR SUPPLIES, MATERIALS, AND DISPOSAL FEES INCURRED ON EACH REPAIR ORDER, IS MORE EFFICIENT. THE AMOUNT OF THIS STANDARD CHARGE HAS BEEN SET AT 10% OF THE TOTAL LABOR CHARGE, UP TO A MAXIMUM OF \$35.00. THE STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS MOST NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, CLEANERS, TOWELS, SOLDER, WIRE, SEALERS, ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE ITEMIZED.

CUSTOMER COPY

CUSTOMER #: 1075818

227356

Your Friend in the Car Business
Allen Samuels
CHRYSLER DODGE JEEP RAM

INVOICE

KATY, TEXAS
Come By, Let's Be Friends!

SERVICE DEPARTMENT
21777 KATY FWY @ MASON RD - KATY, TEXAS 77450
PHONE: (281) 675-8500 · FAX: (281) 675-8501
www.allensamuels.com

PAGE 2

KATY, TX
HOME: [REDACTED] ONT: N/A
BUS: [REDACTED] ELL:

SERVICE ADVISOR: 1772 JACKIE MORTIMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRILLIANT	11	CHRYSLER 200	1C3BC1FG7BN [REDACTED]		12257/12262	T6500	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
02MAR11 DD			15:00 24JAN12		0.00	CASH	30JAN12
R.O. OPENED	READY	OPTIONS: STK:BN504694 ENG:ERB					
08:15 24JAN12	14:53 30JAN12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

WE SINCERELY APPRECIATE YOUR BUSINESS. SHOULD YOU HAVE ANY QUESTIONS OR CONCERNS REGARDING YOUR SERVICE VISIT, PLEASE BRING IT TO OUR ATTENTION IMMEDIATELY. WE WANT YOU TO BE COMPLETELY SATISFIED WITH EVERY PART OF YOUR VISIT. WE LOOK FORWARD TO SEEING YOU AGAIN. THANK YOU FOR PUTTING YOUR TRUST IN US.



SERVICE DEPARTMENT

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My Advisor has explained my repairs and made me aware of my maintenance needs.

Initials

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
*SHOP SUPPLIES/DISPOSAL FEES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

*SHOP SUPPLIES/DISPOSAL FEES: WE HAVE DETERMINED THAT IT IS NOT PRACTICAL TO ITEMIZE IN DETAIL THE VARIOUS MISCELLANEOUS SUPPLIES, MATERIALS AND COSTS INCURRED ON EACH REPAIR JOB. HOWEVER, EXPERIENCE HAS SHOWN THAT THE USE OF A STANDARD CHARGE, WHICH IS LESS THAN OUR AVERAGE COST FOR SUPPLIES, MATERIALS, AND DISPOSAL FEES INCURRED ON EACH REPAIR CHECK, IS MORE APPROPRIATE. THE AMOUNT OF THIS STANDARD CHARGE HAS BEEN SET AT 10% OF THE TOTAL LABOR CHARGE, UP TO A MAXIMUM OF \$35.00. THE STANDARD CHARGE COVERS THE COST OF SUCH ITEMS AS MOST NUTS, BOLTS, WASHERS, TAPE, PING, KENDRICK, GEL-LAC, SOLVENT, PAOS, CLEANERS, TOWELS, SOLDER, WIRE, SEALERS, ETC. AND HAZARDOUS WASTE DISPOSAL FEES INCURRED IN THE REPAIR OF YOUR VEHICLE, UNLESS OTHERWISE ITEMIZED.

CUSTOMER COPY

THE LAW OFFICE OF
DARIN SIEFKES
1523 W. Koenig Lane
Austin, TX 78756

www.dsAustinlaw.com

CERTIFIED MAIL™

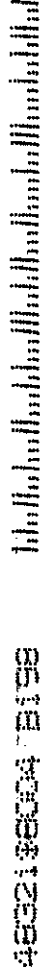


7010 0290 0001 2978 1337



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0001032692 FEB 02 2012
MAILED FROM ZIP CODE 78756

Chrysler Group LLC
Chrysler Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Feb 09 10:38:18 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

mechanical failureat

Comments:

Only 1960 miles and the engine blew up due to piston came off connecting rod. Towed to dealer (BCP) ,Smyrna, DE and was advised that the automobile would possibly be replaced due to mechanical failure at only 1960 miles.I was well satisfied with this arrangement except when negotiating for replacement vehicle, I was issued a request for approximately \$3000.00 to pay for replacement vehicle.After refusing this offer, I was told that the dealership would extend the bumper to bumper warranty for a total of five years, with no cost to me, When I agreed to accept this, I am then presented with a bill of \$445.00 dollars. I am of the opinion that my automobile should have been replaced at no charge to me. Your reply is anticipated.

[REDACTED]
Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Feb 09 12:29:46 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2012 200.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you on Fri. Feb. 10, 12 at the phone number you provided in your email.

My name is Lorrie and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: 21863217
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718150

If you need immediate assistance, please call the Customer Care Center at [AGENT- PLEASE USE ONE OF THE FOLLOWING BRAND SPECIFIC PHONE NUMBERS: 1-800-CHRYSLER (247-9753), 1-800-4A-DODGE (423-6343), 1-877-IAM-JEEP (426-5337), 1-866-RAM-INFO (726-4636)]. Before calling, please have the following information handy.

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

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Lorrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21863217
EMAIL CASE NUMBER: 2671119
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7628630V8586L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

mechanical failureat

Comments:

Only 1960 miles and the engine blew up due to piston came off connecting

rod. Towed to dealer (BCP) ,Smyrna, DE and was advised that the

automobile

would possibly be replaced due to mechanical failure at only 1960 miles.I

was well satisfied with this arrangement except when negotiating for replacement vehicle, I was issued a request for approximately \$3000.00 to

pay for replacement vehicle.After refusing this offer, I was told that the

dealership would extend the bumper to bumper warranty for a total of five

years, with no cost to me, When I agreed to accept this, I am then presented with a bill of \$445.00 dollars. I am of the opinion that my

automobile should have been replaced at no charge to me. Your reply is

anticipated. [REDACTED]

VIN:

CN [REDACTED]

Mileage:

1960

Servicing Dealer:

Complimentary oil change

Title:

Mr.-Mrs.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address [REDACTED]

Address 2:

City:

Dover

State:

DE

Zip:

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Feb 14 17:21:25 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

Did you receive official notification/contract, which will extend the warranty(bumper to bumper) from BCP in Smyrna? I do wish to speak with you concerning the replacement of the vehicle due to the body and engine numbers do not match the factory issued data. Also, in the event I wish to trade this vehicle for another vehicle, the CARFAX will indicate engine replacement and consequently I will be offered a lower bid. The question you should ask yourself is that if you were in the market for a used automobile and you were advised that this automobile had an engine replacement at 1960 miles, I believe that you would think very hard about purchasing a vehicle that had an engine replaced that early and with those low miles. Is it possible for you to schedule a meeting ,with Joe the owner of BCP, and myself in order to establish my views on an exchange of vehicles? If I am dissatisfied and prevent one potential prospective buyer from purchasing a vehicle from BCP, he will lose more than the monetary amount he is requesting from me to exchange vehicles!!

Warner Xchlaupitz
----- Original Message -----
From: "customerassistre" <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Thursday, February 09, 2012 12:29 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in regards to your 2012 200.

Due to the nature of your concern, I would like to discuss this matter with you in more detail. Therefore, I will attempt to call you on Fri. Feb. 10, 12 at the phone number you provided in your email.

My name is Lorrie and I will be your Case Manager. I look forward to assisting you; as such, here is some information that will be helpful for you to have when I contact you:

*Your case number is: 21863217
*The Chrysler Case Management telephone number is 877-759-5427
*My direct extension: 4718150

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1-800-CHRYSLER (247-9753), 1-800-4A-DODGE (423-6343), 1-877-IAM-JEEP (426-5337), 1-866-RAM-INFO (726-4636)]. Before calling, please have

the
following information handy.

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- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Current vehicle mileage
- ? Further explanation of the problem

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Lorrie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the

following information:

REFERENCE NUMBER: 21863217

EMAIL CASE NUMBER: 2671119

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7628630V8586L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7628630V8586L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

mechanical failure at

Comments:

Only 1960 miles and the engine blew up due to piston came off
connecting

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would possibly be replaced due to mechanical failure at only 1960
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\$3000.00

to

pay for replacement vehicle.After refusing this offer, I was told
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five

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presented with a bill of \$445.00 dollars. I am of the opinion that
my

automobile should have been replaced at no charge to me. Your reply
is

anticipated. [REDACTED]

VIN:

CN [REDACTED]

Mileage:

1960

Servicing Dealer:

Complimentary oil change

Title:

Mr.-Mrs.

First Name:

Middle

Last Name

Address

Address

City:

Dover

State:

DE

Zip:

Email:

Home Ph

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Feb 15 10:42:14 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center once again.

I have received your most recent email and posted it into your case file for further review.

In regards to the Service Contract, I do now see this information attached to your vehicle/customer profile. You can view this on the Chrysler website at http://www.chrysler.com/en/service_contracts/ On the left lower side of the screen you will see an area entitled My Current Plan in which you can enter your VIN number and last name etc. and this will bring up your specific contract information.

In regards to your outstanding concerns regarding a replacement vehicle. I will contact the General Manager at BRANDYWINE-SMYRNA INC and advise him of your desire to have a meeting and request that he contact you for further discussion. As discussed in our previous telephone conversation, my ability to intercede in regards to sales issues with a dealer is limited to facilitating discussion between the customer and the dealer. We do not have the ability to intercede with the terms of retail transactions between the dealer and the customer.

Thanks again for your email.

Sincerely,

Lorrie

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: 2671119
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7635611V20534L0KM&

Original Message Follows:

Did you receive official notification/contract, which will extend the warranty(bumper to bumper) from BCP in Smyrna? I do wish to speak with you concerning the replacement of the vehicle due to the body and engine numbers do not match the factory issued data. Also, in the event I wish to trade this vehicle for another vehicle, the CARFAX will indicate engine replacement and consequently I will be offered a lower bid. The question you should ask yourself is that if you were in the market for a used automobile and you were advised that this automobile had an engine replacement at 1960 miles, I believe that you would think very hard

about
purchasing a vehicle that had an engine replaced that early and with
those
low miles. Is it possible for you to schedule a meeting ,with Joe
the owner
of BCP, and myself in order to establish my views on an exchange of
vehicles? If I am dissatisfied and prevent one potential prospective
buyer
from purchasing a vehicle from BCP, he will lose more than the
monetary
amount he is requesting from me to exchange vehicles!!

----- Original Message -----

From: "customerassistre" <customerassistre@chrysler.com>

To: [REDACTED]

Sent: Thursday, February 09, 2012 12:29 PM

Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center in
regards to your 2012 200.

Due to the nature of your concern, I would like to discuss this
matter
with you in more detail. Therefore, I will attempt to call you on
Fri.
Feb. 10, 12 at the phone number you provided in your email.

My name is Lorrie and I will be your Case Manager. I look forward to
assisting you; as such, here is some information that will be helpful
for you to have when I contact you:

*Your case number is: 21863217

*The Chrysler Case Management telephone number is 877-759-5427

*My direct extension: 4718150

If you need immediate assistance, please call the Customer Care
Center

at [AGENT- PLEASE USE ONE OF THE FOLLOWING BRAND SPECIFIC PHONE
NUMBERS:

1-800-CHRYSLER (247-9753), 1-800-4A-DODGE (423-6343), 1-877-IAM-JEEP
(426-5337), 1-866-RAM-INFO (726-4636)]. Before calling, please have
the

following information handy.

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

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Lorrie

Customer Service Representative

Chrysler Customer Assistance Center

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following information:

REFERENCE NUMBER: 21863217

EMAIL CASE NUMBER: 2671119

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?
trk_ID=KMM7628630V8586L0KM&](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7628630V8586L0KM&)

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

mechanical failure at

Comments:

Only 1960 miles and the engine blew up due to piston came off connecting

rod. Towed to dealer (BCP) ,Smyrna, DE and was advised that the automobile

would possibly be replaced due to mechanical failure at only 1960 miles. I

was well satisfied with this arrangement except when negotiating for replacement vehicle, I was issued a request for approximately \$3000.00

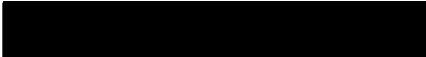
to

pay for replacement vehicle. After refusing this offer, I was told that the

dealership would extend the bumper to bumper warranty for a total of five

years, with no cost to me, When I agreed to accept this, I am then presented with a bill of \$445.00 dollars. I am of the opinion that my

automobile should have been replaced at no charge to me. Your reply is

anticipated. 

VIN:

CN 

Mileage:

1960


Servicing Dealer:

Complimentary oil change

Title:

Mr.-Mrs.

First Name:

Middle 

Last Name

Address

Address

City:

Dover

State: DE

Zip:

Email:

Home P

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Mar 04 20:04:11 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)
LORRIE, ATTACHED IS A COPY OF THE LETTER i SENT TO uburn.

----- Original Message -----

From: [REDACTED]
To: "customerassistre" <customerassistre@chrysler.com>
Sent: Tuesday, February 14, 2012 5:20 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

> Did you receive official notification/contract, which will extend
> the
> warranty(bumper to bumper) from BCP in Smyrna? I do wish to speak
> with
> you concerning the replacement of the vehicle due to the body and
> engine
> numbers do not match the factory issued data. Also, in the event I
> wish
> to trade this vehicle for another vehicle, the CARFAX will indicate
> engine
> replacement and consequently I will be offered a lower bid. The
> question
> you should ask yourself is that if you were in the market for a
> used
> automobile and you were advised that this automobile had an engine
> replacement at 1960 miles, I believe that you would think very hard
> about
> purchasing a vehicle that had an engine replaced that early and
> with those
> low miles. Is it possible for you to schedule a meeting ,with Joe
> the
> owner of BCP, and myself in order to establish my views on an
> exchange of
> vehicles? If I am dissatisfied and prevent one potential
> prospective buyer
> from purchasing a vehicle from BCP, he will lose more that the
> monetary
> amount he is requesting from me to exchange vehicles!!

>

>

> ----- Original Message -----

> From: "customerassistre" <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Thursday, February 09, 2012 12:29 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

>

>

> Dear [REDACTED]

>

> Thank you for contacting the Chrysler Customer Assistance Center in
> regards to your 2012 200.

>

> Due to the nature of your concern, I would like to discuss this
> matter

> with you in more detail. Therefore, I will attempt to call you on
> Fri.

> Feb. 10, 12 at the phone number you provided in your email.

>

> My name is Lorrie and I will be your Case Manager. I look forward

to
> assisting you; as such, here is some information that will be helpful
> for you to have when I contact you:
>
> *Your case number is: 21863217
> *The Chrysler Case Management telephone number is 877-759-5427
> *My direct extension: 4718150
>
> If you need immediate assistance, please call the Customer Care Center
> at [AGENT- PLEASE USE ONE OF THE FOLLOWING BRAND SPECIFIC PHONE NUMBERS:
> 1-800-CHRYSLER (247-9753), 1-800-4A-DODGE (423-6343), 1-877-IAM-JEEP
> (426-5337), 1-866-RAM-INFO (726-4636)]. Before calling, please have the
> following information handy.
>
> ? Vehicle owner name
> ? Vehicle owner address
> ? Day and evening phone numbers
> ? Vehicle Identification Number (VIN)
> ? Current vehicle mileage
> ? Further explanation of the problem
>
> Thanks for contacting us. I look forward to talking to you soon.
>
>
> Sincerely,
>
> Lorrie
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
> For any future communications related to this email, please refer to the
> following information:
> REFERENCE NUMBER: 21863217
> EMAIL CASE NUMBER: 2671119
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7628630V8586LOKM&
>
>
>
>
> Original Message Follows:
> -----
> Recall Information - Chrysler Brand Site
> Brief Description:
> mechanical failureat
> Comments:
> Only 1960 miles and the engine blew up due to piston came off connecting
> rod. Towed to dealer (BCP) ,Smyrna, DE and was advised that the
> automobile
> would possibly be replaced due to mechanical failure at only 1960
> miles.I
> was well satisfied with this arrangement except when negotiating for
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> dealership would extend the bumper to bumper warranty for a total
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> five
> years, with no cost to me, When I agreed to accept this, I am then
> presented with a bill of \$445.00 dollars. I am of the opinion that
> my
> automobile should have been replaced at no charge to me. Your reply
> is
> anticipated. [REDACTED]
>
>
>
> VIN: [REDACTED]
> CN [REDACTED]
> Mileage: [REDACTED]
> 1960
> Servicing Dealer:
> Complimentary oil change
> Title:
> Mr.-Mrs.
> First Name: [REDACTED]
> Middle [REDACTED]
> Last Name [REDACTED]
> Address [REDACTED]
> Address 2: [REDACTED]
>
> City:
> Dover
> State:
> DE
> Zip: [REDACTED]
> Email [REDACTED]
>
> Home Phone [REDACTED]
>
>

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Mar 04 20:07:47 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)
Lorrie, copy of letter sent to Auburn
----- Original Message -----

From: [REDACTED]
To: "customerassistre" <customerassistre@chrysler.com>
Sent: Tuesday, February 14, 2012 5:20 PM
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

> Did you receive official notification/contract, which will extend
> the
> warranty(bumper to bumper) from BCP in Smyrna? I do wish to speak
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> you concerning the replacement of the vehicle due to the body and
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>
> [REDACTED]
> ----- Original Message -----
> From: "customerassistre" <customerassistre@chrysler.com>
> To: [REDACTED]
> Sent: Thursday, February 09, 2012 12:29 PM
> Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7628630V8586L0KM)

>
>
> Dear [REDACTED]
>
> Thank you for contacting the Chrysler Customer Assistance Center in
> regards to your 2012 200.
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> Due to the nature of your concern, I would like to discuss this
> matter
> with you in more detail. Therefore, I will attempt to call you on
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> Feb. 10, 12 at the phone number you provided in your email.
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> My name is Lorrie and I will be your Case Manager. I look forward

to
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> ? Vehicle owner address
> ? Day and evening phone numbers
> ? Vehicle Identification Number (VIN)
> ? Current vehicle mileage
> ? Further explanation of the problem
>
> Thanks for contacting us. I look forward to talking to you soon.
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>
> Sincerely,
>
> Lorrie
>
> Customer Service Representative
> Chrysler Customer Assistance Center
>
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> following information:
> REFERENCE NUMBER: 21863217
> EMAIL CASE NUMBER: 2671119
> REPLY LINK:
> http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7628630V8586LOKM&
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> anticipated. [REDACTED]
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>
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> VIN: [REDACTED]
> CN [REDACTED]
> Mileage: [REDACTED]
> 1960
> Servicing Dealer:
> Complimentary oil change
> Title:
> Mr.-Mrs.
> First Name: [REDACTED]
> Middle [REDACTED]
> Last Name [REDACTED]
> Address [REDACTED]
> Address 2: [REDACTED]
>
> City:
> Dover
> State:
> DE
> Zip: [REDACTED]
> Email [REDACTED]
>
> Home Phone [REDACTED]
>
>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Feb 13 21:12:57 EST 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Stalling and surging problem

Comments:

We have recently purchased a 2011 Chrysler 200. Since we have had the car, my wife, who is the primary driver, has noticed on occasion the car will stall for know reason. Then when I was with her in the car we were stopped at a light and the car suddenly surged forward luckily she had her foot on the brake. We have had the car back to the dealer who actually contacted Detroit and reset software and TPS sensor. They have bent over backwards to try and help us! My wife is at the point where she is afraid to drive the car and we don't know where to turn next. Thank you [REDACTED]

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Feb 14 11:04:18 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center, your emails are important to us!

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

In the meantime I would like to discuss this issue with you by phone. Therefore, I will attempt to call you soon at the phone number you provided in your email.

Thanks for contacting us. I look forward to talking to you soon.

Sincerely,

Lynn

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21877817

EMAIL CASE NUMBER: 2672765

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7634243V35458L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Stalling and surging problem

Comments:

We have recently purchased a 2011 Chrysler 200. Since we have had the car,

my wife, who is the primary driver, has noticed on occasion the car will

stall for know reason. Then when I was with her in the car we were stopped

at a light and the car suddenly surged forward luckily she had her foot on

the brake. We have had the car back to the dealer who actually contacted

Detroit and reset software and TPS sensor. They have bent over backwards to

try and help us! My wife is at the point where she is afraid to drive the

car and we don't know where to turn next. Thank you [REDACTED]

VIN:

BN [REDACTED]

Mileage:

7045

Servicing Dealer:

Anderson Chrysler

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Lake Havasu City

State:

AZ

Zip:

Email:

Home Ph

Krohn & Moss, Ltd.

(Arizona, California, Florida, Georgia, Illinois, Indiana, Kansas, Kentucky, Minnesota, Missouri, Ohio, Texas, Wisconsin)

Main Office

10 N. Dearborn St., 3rd Floor

Chicago, IL 60602

www.krohnandmoss.com

RECEIVED

MAR 28 2012

RECEIVED

MAR 28 2012

SPECIAL INVESTIGATIONS

SPECIAL INVESTIGATIONS

Writer Licensed to Practice

Only in:

Missouri

Kansas

Illinois

Writer's Direct Number

(312) 578-9428 Ext. 281

Writer's Direct Facsimile

(866) 309-9458

Writer's Direct E-Mail

amxwell@consumerlawcenter.com

www.krohnandmoss.com

March 26, 2012

Chrysler Group LLC
Attn: Legal Department
P.O. Box 218004
Auburn Hills, MI 48321

RE: [REDACTED] v. Chrysler Group LLC

Vehicle: 2011 Dodge Avenger

VIN: 1B3BD1FGXBN [REDACTED]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the State Lemon Law and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our client requires payment of our attorneys' fees. If you settle directly with our client and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. These defects and non-conformities include, but are not limited to:

1. Defective body and trim as evidenced by squeak/rattle noise from floor boards and steering wheel area;
2. Defective engine as evidenced by vehicle not starting and vehicle stalling;
3. Defective electrical system as evidenced by battery not charging; and
4. Any additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle, and you are hereby notified of the need for repair. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. Smith, 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, "That's all," and revoke, notwithstanding the repeated good faith efforts to fix the car. Rester v. Morrow, 491 So.2d 204.

My client's repair history clearly shows there was a breach of both written and implied warranties:

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. Kure v. Chevrolet Motor Division, 581 P.2d 603.

Therefore, you are hereby notified that my client is revoking acceptance of this vehicle. My client has directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my clients have a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Until you pay this amount, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages. Moreover, my clients need return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

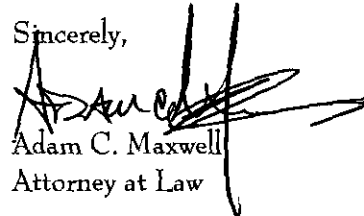
If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

March 26, 2012

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the State Lemon Law and the Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my office. If the matter has not been resolved within fourteen (14) days from the date of this letter, a lawsuit will be filed.

Sincerely,

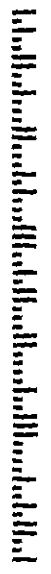
A handwritten signature in black ink, appearing to read "Adam C. Maxwell", with a long horizontal flourish extending to the right.

Adam C. Maxwell
Attorney at Law

ACM/tm

cc: 

Krohn & Moss, Ltd.
10 N Dearborn Street Floor 3rd
Chicago IL 60602-4276



Chrysler Group LLC
Attention: Legal Department
P.O. Box 218004
Auburn Hills MI 48321-8004

30383

062S0000704567
\$0.450
US POSTAGE
FIRST CLASS
FROM 60602
MAR 26 2012
Stamp(s)
10071

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

The vehicle has been out of service at least 15 days to repair one or more substantial defects.

3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) Engine shuts off for no reason while vehicle is in drive. Has occurred on six different occasions.

(NOTE: this is not a complete list; the manufacturer should ascertain all repair information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make Chrysler Model 200 Year 2011

VIN 1C3B1C2F67BM Date of Delivery March 5, 2011

Name and City/State of selling dealer or leasing company (if applicable) Daytona Dodge Chrysler Jeep
Daytona Beach, FL

Name and City/State of authorized service agent(s) attempting previous repairs: Jacksonville Chrysler Jeep
Dodge Ram Jacksonville, FL

Consumer Address Jacksonville, FL

Home ph _____
Work ph _____
Signature _____
Date Mailed 2/21/2012

FEB 23 2012
By _____

U.S. POSTAGE
PAID
JACKSONVILLE, FL
32216
FEB 21 12
AMOUNT
\$21.30
00095425-14



1007



When used internationally
affix customs declarations
(PS Form 2976, or 2976A).

Print postmark to usps.com/postageonline

PLEASE PRESS FIRMLY

Flat Rate
Mailing E
For Domestic an
Visit us at usps.

ipe
ional Use

PLEASE PRESS FIRMLY



UNITED STATES POSTAL SERVICE

Please Mailmark 1 when Mailed.



EI 055631372 US

ORIGIN (POSTAL SERVICE USE ONLY)		Day of Delivery		Postage	
PO ZIP Code	32255	1st	2nd Del Day	\$ 18	23
Date Accepted	2 21 12	Scheduled Date of Delivery	Month	Day	Year
Mo.	Day	Year	Month	Day	Year
Time Accepted	2:37 PM	Scheduled Time of Delivery	AM	PM	
Flat Rate	or Weight	Int'l Alpha Country Code	3 PM	3rd Day	Insurance Fee
lbs.	2.3				\$ 18.25
					Total P's Fee & Tax
					\$ 18.25
					Acceptance Fee
					Initials

EXPRESS MAIL
UNITED STATES POSTAL SERVICE®
Mailing Label
Label 11-B, March 2004

Post Office To Addressee

DELIVERY (POSTAL USE ONLY)		Employee Signature
Delivery Attempt	Time	
Mo.	Day	
Delivery Attempt	Time	
Mo.	Day	
Delivery Date	Time	
Mo.	Day	

CUSTOMER USE ONLY
PAYMENT BY ACCOUNT
Express Mail Corporate Acct. No.
Federal Agency Acct. No. or
Postal Service Acct. No.
 NO DELIVERY
Weekend
Holiday
Mailed Signature
TO: (PLEASE PRINT) PHONE ()
Chrysler Group LLC
Customer Center
PO Box 21-804
Auburn Hills, MI 48321-8004

ZIP + 4 (U.S. ADDRESSES ONLY. DO NOT USE FOR FOREIGN POSTAL CODES.)
FOR INTERNATIONAL DESTINATIONS, WRITE COUNTRY NAME BELOW.



USPS packaging products have been awarded Cradle to Cradle Certification™ for their ecologically-intelligent design. For more information go to mbdc.com/usps. Cradle to Cradle Certified™ is a certification mark of MBDC.

Please recycle.



EPI3F

PRESS HARD, YOU ARE MAKING 3 COPIES.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 14 17:52:19 EDT 2012
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Stauling while Driving
Comments:

I have a 20110 and two 2011 Dodge avengers the 2010 was purchased during that year and that car started stauling a coupe months after purchased. My mother took it back several times. The tech coudn't find anything wrong. May and June of 2011 purchased two more avengers the very same thing is going on. I was driving and stopped at a stop light and it turn off on me . I went straight to the dealer and they couldnt find anything wrong. I have taken it back 7 times since June of 2011 and to no avail nothing has been found wrong. I almost got into an accident because of the stauling in the mist of trying to go forward.

Please help /i have three cars that is doing the very samething with three drivers. I am ready to take further action. I am very disappoointed with the treatment of the car.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Mar 14 18:48:48 EDT 2012
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2011 DODGE AVENGER MAINSTREET 4-DOOR SEDAN.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention.

My name is Alex and I have been assigned as your Case Manager and look forward to assisting you. Here is some information that will be helpful for you to have:

? Your Case number is: 21997348
? The Chrysler Case Management Telephone number is: 1 877 759 5427
? My Direct Extension is: 4718479

I will contact you by telephone to review your Case with you on Friday March 16 2012.
If you are in need of assistance prior to my call, you may contact 1 800 992 1997.

Thanks again for your email.

Sincerely,

Alex

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 21997348
EMAIL CASE NUMBER: 2683191
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7668220V65328L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Stauling while Driving

Comments:

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that year and that car started stauling a coupe months after purchased. My

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mist of trying to go forward. Please help /i have three cars that is doing the very something with three drivers. I am ready to take further

action. I am very disappointed with the treatment of the car.

VIN:

BN

Mileage:

7000

Servicing Dealer:

Pembroke pines, fl

Title:

Ms.

First Name:

Middle

Last Na

Address

Address 2:

City:

Miramar

State:

FL

Zip:

Email:

Work Ph

11/23/11 11:23 AM

Dependable Auto Shippers

We Ship Any Vehicle Anywhere

22005995

Date: 4/23/2012
Invoice#: 59136
For: Vehicle Shipment
Load#: 59136
P.O.#:
Acct#: 70000216

Remit Payment to:
Department # 41152
P.O. Box 650823
Dallas, TX. 75265
Phone 469.587.5054 Fax 214.275.8181

Bill To:
[Redacted]
[Redacted], FL - [Redacted]
ATTN: (407) 905 - 3200

Origin:
Jacksonville C J D
11101 Nursery Fields Dr.
Jacksonville, FL - 32256

Chrysler Boy Back Unit

DESCRIPTION	AMOUNT
1C3BC2FG7BN [Redacted] - 44911248 - 2011 Chrysler 200	\$ 191.10
TOTAL	\$ 191.10

COPY

Make all checks payable to Dependable Auto Shippers.
If you have any questions concerning this invoice, contact MELISSA RILEY | PHONE: 469.587.5054 | FAX: 214.446.8972

THANK YOU FOR YOUR BUSINESS!

4/23 Rmailed Katie / Andrea / Judy

FINAL REPAIR OPPORTUNITY NOTICE

This constitutes my notice as a consumer, pursuant to the Georgia Lemon Law, O.C.G.A. Section 10-1-784(a)(2), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities (defects) listed below in the new motor vehicle described below, and that you as the manufacturer have an opportunity for a final repair attempt.

8/27

- Defect # 1 Engine intermittently shuts down at stop or lights.
Defect # 2
Defect # 3
Defect # 4
Defect # 5

MAR 30 2012

Vehicle Make Chrysler Model 200 Year 2011

Vehicle identification number (VIN) 1C131B1C171E1G121B1N

Name/address of selling/leasing dealer Carmax, 1975 Beaver Run Road, Norcross, GA 30071

Date of delivery June 13, 2011 Odometer reading on delivery date 17

Date registered in GA if bought/leased in another state 6.13.11 Current odometer reading

Name/address of facility/facilities where repairs were made and date/s of repairs

Palmer Dodge/Chrysler - Roswell GA 10.19.2011
Troncalli Chrysler - Cumming GA 12.14.11 / 3.19.11
818 Atlanta Hwy - 30040

I am requesting that you make a final attempt to correct the defect/s reported above. My contact information is:

Consumer name, Street address, City/State/Zip Ballground, GA, Consumer signature M. Colton, Home phone, Cell phone, Work phone, Today's date 3.27.11

Instructions to consumer: On this form you should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by overnight mail delivery or certified mail, return receipt requested, to the manufacturer at the address provided in your owner's manual.

Background, GA

RETURN RECEIPT
REQUESTED

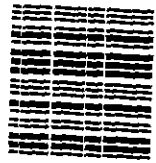
CERTIFIED MAIL™



7011 0470 0001 9947 8062



1000

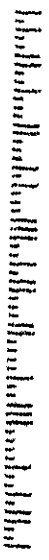


48321

U.S. POSTAGE
PAID
CUMMING, GA
30049
MAR 27 12
AMOUNT
\$5.75
00053434-18

Chrysler Group Customer Center
PO BOX 21 - 8004
Auburn, Hills, MI 48321 - 8004

48321800404



RECEIVED DATE:

3/29/12

POSTED DATE :

3-26-12

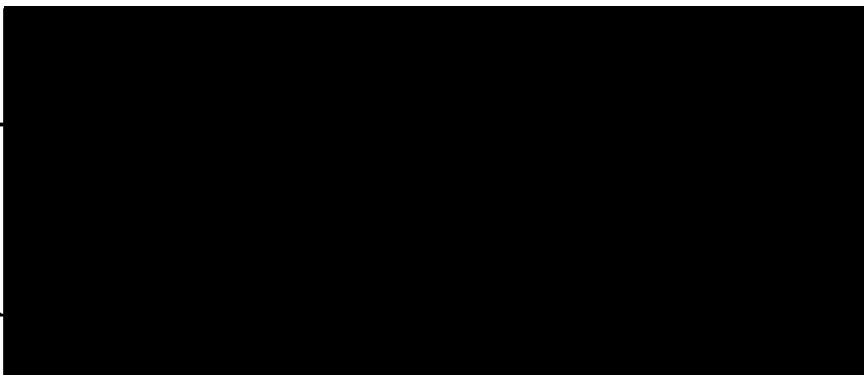
VIN (FIRST 9 DIGITS)

1C3BC2FG8

VIN (LAST 8 DIGITS)

BN 

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

March 21, 2012

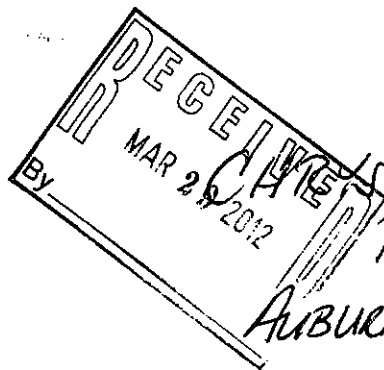
To whom it may concern

VIN# 1C3BC2FG8BN [REDACTED]

I am writing to you to express my dissatisfaction **again** with the new vehicle 200 model I have recently purchased. On our recent visit to the service dept. Our car was brought in for a new problem occasionally the car would shut off while sitting at a red light idling in gear. We search for answer but the technician told my wife if the check engine light is not on there would be no way to diagnose the problem, without even checking the computer diagnostics log. My wife and I fear that the car will shut off while driving. You make it very hard to continue being a Chrysler supporter. It is sad to say after all these years of being a loyal customer I would not recommend Chrysler products anymore. I would like to see a rebate or incentive to get out of this vehicle and in to something else there **must** be a way to resolve this without using the lemon law procedure

Sincerely,

[REDACTED]



CHRYSLER GROUP CUSTOMER CARE
P.O. BOX 21-8004
AUBURN HILLS, MI. 48321-8004



UNITED STATES POSTAGE
PITNEY BOWES
02 1P \$000.45⁰
0002871701 MAR 26 2012
MAILED FROM ZIP CODE 11211

48321+8004

