

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Sep 27 18:19:11 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Unsatisfied

Comments:

I just wanted to let you know that I had heard from friends to never buy a jeep because they didn't last. Well I decided to try one for myself and I now concur and will tell any one who asks to NEVER buy a jeep. My jeep wrangler had an issue with the airbag light last March. It was still under warranty so they fixed it. Well now it is no longer under warranty and the same problem has happened again. I was told that you only guarantee your parts for 12 months. First of all that just sad that you don't even trust your own parts for more than a year. I've also had trouble with the transmission. I've had the door seals replaced and the doors still leak like a sieve. Now I find out that the steering shaft is messed up. All this with less than 60000 miles. My subaru had over 100000 before I had transmission trouble. Anyway I just wanted to say how very unhappy I am with your product and how I will let everyone know that.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Sep 27 19:28:27 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 JEEP WRANGLER X 4X4 RHD SPORT UTILITY.

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: [REDACTED]
? The Chrysler Case Management Telephone number is: 1 877 759 5427
? My Direct Extension is: 4718479

I will contact you within one Business day by telephone to review your Case with you.
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
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7484383V66107L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Unsatisfied

Comments:

I just wanted to let you know that I had heard from friends to never buy a jeep because they didn't last. Well I decided to try one for myself and I now concur and will tell any one who asks to NEVER buy a jeep. My jeep wrangler had an issue with the airbag light last March. It was still under warranty so they fixed it. Well now it is no longer under warranty and the same problem has happened again. I was told that you only guarantee your

parts for 12 months. First of all that just sad that you don't even trust your own parts for more than a year. I've also had trouble with the transmission. I've had the door seals replaced and the doors still leak like a sieve. Now I find out that the steering shaft is messed up. All this with less than 60000 miles. My subaru had over 100000 before I had transmission trouble. Anyway I just wanted to say how very unhappy I am with your product and how I will let everyone know that.

VIN:

8L

Mileage:

59800

Servicing Dealer:

Hendersonville, NC

Title:

Miss

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Etowah

State:

NC

Zip:

Email:

Home Phone:

Document Recieved from Customer

Car Number: [REDACTED]

Date Received: 2011-10-18 21:19:50.904117

Files Not Recieved: 0

Please see attached receipt of payment for diagnosis of airbag issue, as requested. Thank you again for your attention to this matter!



ROSENTHAL JEEP CHRYSLER

3400 Columbia Pike
ARLINGTON, VA 22204
(703) 553-6500



all/m

*1800 5145-6855
Stapwood*

| | | | | |
|----------------------------|------------------------------------------------------------|----------------------------------|---------------------------------|------------------------|
| CUSTOMER NO. [REDACTED] | ADVISOR HARRY STEIN | TAG NO. 0005 | INVOICE DATE 10/03/11 | INVOICE NO. [REDACTED] |
| [REDACTED] | LABOR RATE 435AM | MILEAGE 69,952 | COLOR BLACK | STOCK NO. [REDACTED] |
| WASHINGTON, DC [REDACTED] | YEAR/MAKE/MODEL 07/JEEP/WRANGLER/4DR 4WD UNLIM X | DELIVERY DATE 01/08/07 | DELIVERY MILES | PRODUCTION DATE |
| | VEHICLE I.D. NO. 1 J 4 G A 3 9 1 3 7 L | SELLING DEALER NO. | | |
| | P.T. E. NO. | R.C. NO. | RECALL DATE 10/03/11 | |
| RESIDENCE PHONE [REDACTED] | BUSINESS PHONE [REDACTED] | COMMENTS | MO: 69952 | |

| | | | | |
|-----------------------------|---------------------------------------------------------------|-------------|---------------|--------|
| LABOR & PARTS | BODY ELECTRICAL | HOURS: 1.00 | TECH(S): 9091 | 117.00 |
| J# 1 09JEZ | AIR BAG LIGHT IS ON SHORTED | | | |
| | DIAGNOSED AND ADVISED CUSTOMER OF NEEDED CLOCKSPRING \$460.00 | | | |
| JOB # 1 TOTAL LABOR & PARTS | | | | 117.00 |
| J# 2 09JZBULB | BULBS | HOURS: | TECH(S): 9091 | 0.00 |
| | FOG LIGHTS INOP BURNED OUT BULBS | | | |
| | ADVISED CUSTOMER OF NEEDED FOG LIGHT BULBS \$75.00 | | | |
| JOB # 2 TOTAL LABOR & PARTS | | | | 0.00 |

IMPORTANT

THANK YOU FOR CHOOSING OUR SERVICE DEPARTMENT.

IT IS OUR GOAL TO MAKE SURE YOU ARE COMPLETELY SATISFIED WITH YOUR SERVICE VISIT.

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CALL OUR SERVICE MANAGER THANK YOU.

CSC

TOTALS

THANK YOU FOR THE OPPORTUNITY TO SERVE YOU.

WAS OUR STAFF COURTEOUS AND HELPFUL? () YES? () NO?

WAS OUR ESTIMATE OF COST ACCURATE? () YES? () NO?

WERE YOU KEPT INFORMED OF THE STATUS AND PROGRESS OF YOUR VEHICLE? () YES? () NO?

COMMENTS, SUGGESTIONS, COMPLIMENTS:

| | |
|-------------------------|---------------|
| TOTAL LABOR | 117.00 |
| 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 \$ | 117.00 |

LIMITED WARRANTY
PARTS AND LABOR WARRANTED
12 MONTHS OR 12,000 MILES,
WHICHEVER OCCURS FIRST.
THIS COPY MUST BE RETURNED
FOR ALL ADJUSTMENTS.

CUSTOMER SIGNATURE

+ fuel injection service
+ (B) front tire keeps losing pressure (spare has a nail)
+ Squaky ~~brake~~ brakes

SERVICE HOURS
M-F 7am - 7pm
Sat 8am - 4pm
Sun 10am - 4pm

Thank You!

ROSENTHAL CHEV-CHRYSLER
3496 COLUMBIA PIKE
ARLINGTON, VA 22204
(703) 928-8708

Merchant ID: 578100835641
Term ID: 004

Ref #: 007

Sale

XXXXXXXXXX [REDACTED]

VISA

Entry Method: Swiped

10/03/11

12:48:25

Inv #: [REDACTED]

Appr Code: 154975

Apprvd: Online

Batch#: 000534

Total: \$ 117.00

Customer Copy
THANK YOU!

RECEIVED DATE:

3/29/12

POSTED DATE:

3-26-12

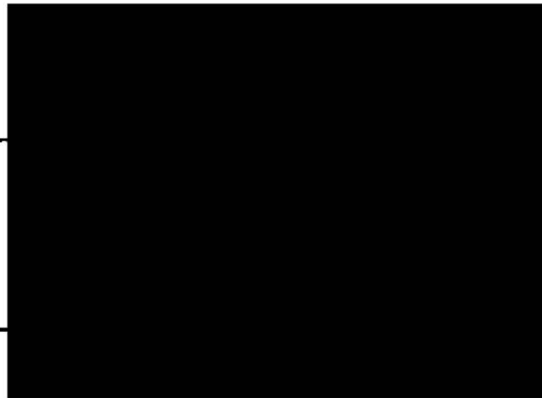
VIN (FIRST 9 DIGITS)

1J4F22419

VIN (LAST 8 DIGITS)

8L 

FIRST NAME:



LAST NAME :

CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

VIN:

3/14/12

1J4FZ24198

CASE #

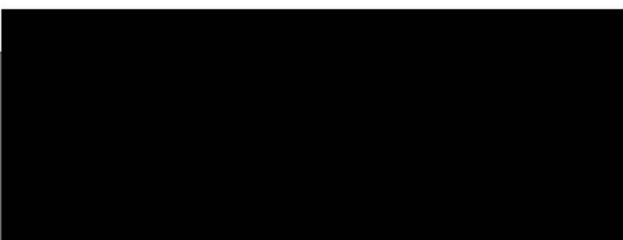
To Whom It May Concern,

As per my conversation with Amanda,
I'm requesting reimbursement of
repairs on my seat.

Thank you,

Pryor, OK

[REDACTED]
[REDACTED]
Auburn Hills, MI [REDACTED]



Prior, OK

RECEIVED
MAR 29 2012
By _____

Chrysler ()
PO Box
Auburn Hi

48321-8004

Document Recieved from Customer

Car Number: [REDACTED]

Date Received: 2011-11-10 18:00:13.854780

Files Not Recieved: 0



KEN CARYL MEDICAL OFFICE

Fax

To: Jeep Chrysler Custom Car Company:

Fax: 801-736-3929 Phone:

From: Phone:

Date: 11/7/11 Pages: 4

Re: Jeep Wrangler repairs

Attn: Dallan

80 DODGE BOUNTYVIEW
7980 W TUFTS AVE
LITTLETON CO 80123
303-932-8443

Term ID: 74533632 Ref #: 0021

Sale

XXXXXXXXXX
VISA Entry Method: Swiped

Total: \$ 544.77

10/31/11 17:56:10

Inv #: Appr Code: 083080

Batch#: 000244

Zip Code:

Customer Copy

WWW.AUTONATIONDIRECT.COM

Confidentiality Notice

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Invoice #

Tag #: T3506

Customer #:

Service Advisor: 6567 EDWARD HALLEY

GO CHRYSLER JEEP DODGE Southwest

7980 W. Tufts Ave., Littleton, CO 80123
(303) 269-7800
www.gocarsandtrucks.com

LITTLETON, CO
HOME: 720-922-5005 BUS: CELL:
EMAIL:

| | | | | | | | | | |
|----------|------------|---------------|---------------|---------|------------|-------------|-----------|---------------|---------------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | MILEAGE OUT | | | |
| | 08 | JEEP WRANGLER | 1J4GA391381 | | 72818 | 72818 | | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO. NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED | READY |
| 27OCT07 | | | 17:00 31OCT11 | | | CASH | 31OCT11 | 09:24 31OCT11 | 17:04 31OCT11 |

Service Department Hours
Monday - Friday
7:00am - 7:00pm
Saturday
8:00am - 5:00pm



Thank You For Your Business!

We Sell Tires!!



Free snow brush when next Service Performed.

| | LIST | NET | TOTAL |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------|------------------|
| A REPLACE CLOCK SPRING HAS CAIR NUMBER 21492547 CHECK DEFROST BUTTON NOT WORKING, GOES BACK TO DEFROST/ HEATER MODE 260 MISCELLANEOUS | | | |
| LABOR: 6581 CD hrs. 0.00 | | | 0.00 |
| PARTS: 0.00 | | | 0.00 |
| OTHER: 0.00 | | | 0.00 |
| TOTAL LINE A: | | | \$ 0.00 |
| <i>72818 0.90 Installed new clock spring, torqued steering wheel to spec and reset ECU. Ensured no DTC's were present to verify repair</i> | | | |
| ***** | | | |
| B C/S TEH CLOCK SPRING IS BAD MA001 C/S TEH CLOCK SPRING IS BAD | | | |
| LABOR: 6581 CD hrs. 1 | | | 107.96 |
| PARTS: 5156106AB CLKSPRING-STEER MOD | | | |
| OTHER: 0.00 | | | 0.00 |
| TOTAL LINE B: | 268.20 | 268.20 | \$ 376.16 |
| <i>72818 0.00</i> | | | |
| ***** | | | |
| C C/S THE DRFROST BUTTON WIL NOT STAY IN DEFROST, SPRINGS BACK TO DEFROST ANS HEATER MA001 C/S THE DRFROST BUTTON WIL NOT STAY IN DEFROST, SPRINGS BACK TO DEFROST ANS HEATER | | | |
| LABOR: 6581 CD hrs. 1 | | | 59.98 |
| PARTS: 55111840AE CONTROL-A/C AND | | | 60.63 |
| OTHER: 0.00 | | | 0.00 |
| TOTAL LINE C: | 60.63 | 60.63 | \$ 120.61 |
| <i>72818 0.50 Customer complaint of HVAC mode switch popping out of position. Removed HVAC control unit and noticed broken teeth on the backside of the control knob. Replaced HVAC control unit and problem was still there. Looked behind glove box where the mode door is located and noticed contents of glove box jammed in the mode door. removed articles and mode door control works as designed</i> | | | |

Guest Copy

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed \$49.99, in the Misc. Charges amount for shop supplies used in connection with this repair.

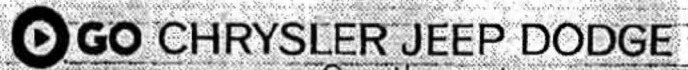
WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

| | |
|------------------------|--|
| LABOR AMOUNT | |
| PARTS AMOUNT | |
| GAS, OIL, LUBE | |
| SUBLET AMOUNT | |
| MISC. CHARGES | |
| TOTAL CHARGES | |
| ADJUSTMENTS | |
| SALES TAX | |
| PLEASE PAY THIS AMOUNT | |

THANK YOU!

Invoice # [REDACTED]



Southwest

Tag #: T3506

LITTLETON, CO [REDACTED]
HOME: 720-922-5005 BUS: [REDACTED]
EMAIL: [REDACTED]

Customer #: [REDACTED]
Service Advisor: 6567 EDWARD HALLEY

7980 W. Tufts Ave., Littleton, CO 80123
(303) 269-7800
www.gocarsandtrucks.com

| | | | | | | | | | |
|----------|------------|---------------|---------------|---------|------------|-------------|-----------|---------------|---------------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | MILEAGE OUT | | | |
| | 08 | JEEP WRANGLER | 1J4GA39138 | | 72818 | 72818 | | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED | READY |
| 27OCT07 | | | 17:00 31OCT11 | | | CASH | 31OCT11 | 09:24 31OCT11 | 17:04 31OCT11 |

OPTIONS: ENG:3.8 Liter

LIST NET TOTAL

Service Department Hours

Monday - Friday
7:00am - 7:00pm
Saturday
8:00am - 5:00pm



Thank You For Your Business!

We Sell Tires!!



Free snow brush when next Service Performed.

| | | | | | | | | | | |
|-------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------|------|--------|------|--------|------|---------------|---------------|
| ***** | | | | | | | | | | |
| D | CUSTOMER REQUESTS MULTI-POINT INSPECTION ON THIS VISIT MULTI-N MULTI-POINT INSPECTION NOT NEEDED THIS VISIT | | | | | | | | | |
| | LABOR: | 6581 | CD | hrs. | PARTS: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | \$ 0.00 |
| | | 72818 | 0.00 | | | 0.00 | | | | |
| ***** | | | | | | | | | | |
| E | THANK YOU FOR YOUR BUSINESS!!! DSGEN THANK YOU FOR YOUR BUSINESS!!! | | | | | | | | | |
| | LABOR: | 6581 | CD | hrs. | PARTS: | 0.00 | OTHER: | 0.00 | TOTAL LINE E: | \$ 0.00 |
| | | 72818 | 0.00 | | | 0.00 | | | | |
| ***** | | | | | | | | | | |
| F** | VERIFY J24 TOW BAR 400RC PERFORM RECALL | | | | | | | | | |
| | LABOR: | 6581 | WD | hrs. | PARTS: | 0.00 | OTHER: | 0.00 | TOTAL LINE F: | \$ 0.00 (N/C) |
| | | 72818 | 0.00 | | | 0.00 | | | | |
| | | <i>Recall does not apply to this vehicle</i> | | | | | | | | |
| ***** | | | | | | | | | | |
| G** | RECALL J30 DUE 400RC PERFORM RECALL | | | | | | | | | |
| | LABOR: | 6581 | CD | hrs. | PARTS: | 0.00 | OTHER: | 0.00 | TOTAL LINE G: | \$ 0.00 |
| | | 72818 | 0.00 | | | 0.00 | | | | |
| | | <i>Updated CCN with new software to add the transmission temp. warning feature to the vehicle to prevent trans fluid overheating per J24 recall</i> | | | | | | | | |
| ***** | | | | | | | | | | |

Guest Copy

| | | | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|------------------------------------------------|------------------------|--|
| ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED. | | | LABOR AMOUNT | |
| SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed \$49.99, in the Misc. Charges amount for shop supplies used in connection with this repair. | | | PARTS AMOUNT | |
| WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE. | | | GAS, OIL, LUBE | |
| By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due. | | | SUBLET AMOUNT | |
| DATE | CUSTOMER SIGNATURE | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE | MISC. CHARGES | |
| | | | TOTAL CHARGES | |
| | | | ADJUSTMENTS | |
| | | | SALES TAX | |
| | | | PLEASE PAY THIS AMOUNT | |

THANK YOU!

Invoice #: [REDACTED]

Tag #: T3506

GO CHRYSLER JEEP DODGE

Southwest

Customer #: [REDACTED]

7980 W. Tufts Ave., Littleton, CO 80123

(303) 269-7800

Service

www.gocarsandtrucks.com

Advisor: 6567 EDWARD HALLEY

LITTLETON HOME EMAIL BUS CELL

| | | | | | | | | | |
|----------|------------|---------------|---------------|---------|------------|-------------|-----------|---------------|---------------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN | MILEAGE OUT | | | |
| | 08 | JEEP WRANGLER | 1J4GA39138 | | 72818 | 72818 | | | |
| DEL DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE | R.O. OPENED | READY |
| 27OCT07 | | | 17:00 31OCT11 | | | CASH | 31OCT11 | 09:24 31OCT11 | 17:04 31OCT11 |

OPTIONS: ENG:3.8 Liter

LIST NET TOTAL

Service Department Hours
 Monday - Friday
 7:00am - 7:00pm
 Saturday
 8:00am - 5:00pm

H** RECALL K13 INNER FENDERS DUE
 400RC PERFORM RECALL

8581 WD hrs.
 1 CATCK134AB NUT KIT-LEFT FR TO

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE H: \$ 0.00
 72818 0.30 Trimmed front inner fender liners and installed new hardware per K 13 recall

IT IS NORMAL TO GENERATE MANY WASTE BYPRODUCTS THAT REQUIRE SPECIAL DISPOSAL AND ALSO NECESSARY TO UTILIZE MANY ITEMS THAT ARE SUPPLIED IN BULK. THESE ITEMS DO NOT LEND THEMSELVES TO BE BILLED INDIVIDUALLY. THESE ITEMS ARE ACCOUNTED FOR AS SHOP SUPPLY CHARGES ON YOUR INVOICE



Thank You For Your Business!

We Sell Tires!!



Free snow brush when next Service Performed.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

SHOP SUPPLY COSTS: We have included a charge equal to 12.5% of the total cost of labor, not to exceed \$49.99, in the Misc. Charges amount for shop supplies used in connection with this repair.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

| | |
|------------------------|--------|
| LABOR AMOUNT | 167.94 |
| PARTS AMOUNT | 328.83 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 20.99 |
| TOTAL CHARGES | 517.76 |
| ADJUSTMENTS | 0.00 |
| SALES TAX | 27.01 |
| PLEASE PAY THIS AMOUNT | 544.77 |

Guest Copy

THANK YOU!

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Nov 06 11:18:23 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

New recall on 2008 right hand drive jeep wranglers

Comments:

I took me 2008 right hand drive jeep wrangler to our local dealership on Thursday because the airbag light was on and the horn wasn't working and it needed a yearly va inspection sticker. They informed us that there was no recall on my jeep for that but I read online today that there is a recall for that. We paid over \$400 just to have that repaired. How can we get our money back since there is a recall for this problem?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Sun Nov 06 13:02:50 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center regarding your 2008 Jeep Wrangler.

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

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-877-IAM-JEEP (426-5337).

Thanks again for your email.

Sincerely,

Sam

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7526396V2570L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site
Brief Description:
New recall on 2008 right hand drive jeep wranglers
Comments:
I took me 2008 right hand drive jeep wrangler to our local dealership on Thursday because the airbag light was on and the horn wasn't working and it needed a yearly va inspection sticker. They informed us that there was no recall on my jeep for that but I read online today that there is a recall for that. We paid over \$400 just to have that repaired. How can we get our money back since there is a recall for this problem?

VIN:
8L [REDACTED]
Mileage:
75000
Servicing Dealer:
shelor automotive
Title:
Mr.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Christiansburg

State:

VA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Nov 07 07:19:50 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

AIR BAG LIGHT PROBLEM

Comments:

I have an air bag light on in my 2007 Jeep Wrangler X and i have been trying to get it fixed but the dealer wants to charge me to look at something that they already knew was wrong with the vehicle before i purchased it. What can i do to get this fixed i can not get rid of the vehicle with the light on.

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Nov 07 15:40:13 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler concerning diagnostic fees charged to you by your Dealer.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: 2 [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527603V98413L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

AIR BAG LIGHT PROBLEM

Comments:

I have an air bag light on in my 2007 Jeep Wrangler X and i have been trying

to get it fixed but the dealer wants to charge me to look at something that

they already knew was wrong with the vehicle before i purchased it. What can

i do to get this fixed i can not get rid of the vehicle with the light on.

VIN:

7L [REDACTED]

Mileage:

40610

Servicing Dealer:

WEST BROTHERS DODGE

Title:

First Name:

[REDACTED]

Middle Initial:

█

Last Name:

██████████

Address 1:

██████████████████

Address 2:

City:

FT. LEONARD WOOD

State:

MO

Zip:

██████████

Email:

████████████████████████████████████████

Work Phone:

██████████████████

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Nov 07 16:19:56 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7527603V98413L0KM)

I did not have a concern about paying fees to look at a vehicle I have a problem with being charged for something that was a problem before I had bought and the dealer knew that cause they told me and said not to worry about it. I do not want to pay for a prior problem that they knew about and sold it anyways knowing they should not have Sent via BlackBerry by AT&T

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

From: customerassist <customerassist@chrysler.com>
Date: Mon, 07 Nov 2011 15:40:34
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7527603V98413L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler concerning diagnostic fees charged to you by your Dealer.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527603V98413L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

AIR BAG LIGHT PROBLEM

Comments:

I have an air bag light on in my 2007 Jeep Wrangler X and i have been

trying
to get it fixed but the dealer wants to charge me to look at
something
that
they already knew was wrong with the vehicle before i purchased
it. What
can
i do to get this fixed i can not get rid of the vehicle with the
light
on.

VIN: 71 [REDACTED]
Mileage: 40610
Servicing Dealer: WEST BROTHERS DODGE
Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: FT. LEONARD WOOD
State: MO
Zip: [REDACTED]
Email: [REDACTED]
Work Phone: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Nov 07 17:29:57 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7527603V98413L0KM)
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center with your email response.

We have received your email regarding your recent service experience at West Brothers Chrysler.

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

Dealerships are not owned by Chrysler Group, they are independent businesses and are responsible for addressing workmanship concerns like the kind noted in your email.

We suggest contacting the dealership service manager and address your concerns further.

Information received from customers such as yourself enables better evaluation of dealers' service activities. Your complaint will be forwarded to the Business Center responsible for this dealer and retained in the dealer's permanent file.

Although we recommend that you return to your selling dealer for service, any authorized Chrysler Group LLC dealership can repair your vehicle. You are not limited to the dealership that sold you your vehicle.

Your feedback and opinion is very important to us. We hope this experience will not cause customers to misjudge our products.

Thanks again for your email.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527799V4997L0KM&

Original Message Follows:

I did not have a concern about paying fees to look at a vehicle I have a problem with being charged for something that was a problem before I had bought and the dealer knew that cause they told me and said not to worry about it.I do not want to pay for a prior problem that they knew about and sold it anyways knowing they should not have Sent via BlackBerry by AT&T

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

From: customerassist <customerassist@chrysler.com>
Date: Mon, 07 Nov 2011 15:40:34
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7527603V98413L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2007 Wrangler concerning diagnostic fees charged to you by your Dealer.

Sometimes it is necessary for the dealership's technicians to run one or more diagnostic tests. This is often the only way the dealer can properly diagnose and repair your vehicle.

When an adjustment or repair is not made most dealerships require the customer pay for any diagnostic charges since the dealership still must pay its staff for the time they spent inspecting the vehicle.

Thank you for giving us the opportunity to review this with you.

Sincerely,

Harry

Customer Service Representative
Jeep Customer Assistance Center

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

following information:

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7527603V98413L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

AIR BAG LIGHT PROBLEM

Comments:

I have an air bag light on in my 2007 Jeep Wrangler X and i have been trying

to get it fixed but the dealer wants to charge me to look at something

that

they already knew was wrong with the vehicle before i purchased it.What

can

i do to get this fixed i can not get rid of the vehicle with the light

on.

VIN: 7L128100
Mileage: 40610
Servicing Dealer: WEST BROTHERS DODGE
Title:

First Name: [REDACTED]

Middle Initial: [REDACTED]

Last Name: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: FT. LEONARD WOOD

State: MO

Zip: [REDACTED]

Email: [REDACTED]

Work Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Nov 16 18:53:53 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

AIR LIGHT IS ON

Comments:

Hi:

A few months ago,I contact customer service to reference Air Bag on my Jeep wrangler 08.Before I had the recall, I took my car to the dealership,I explain the service guy (Jim) that my car was shaking a lot ..they didn't know where is coming from..I saw one of the mechanic tearing the wheel a part ...I talk to my service guy "Jim" he told me they need to check the steering wheel ...and from now on my AIR BAG LIGH is on since then. they did something to my steering wheel! was working properly until he took it a part...I woulk like this issued get resolve .THANK YOU..

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Nov 17 11:31:01 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Yaimo:

Thank you for contacting the Jeep Customer Assistance Center.

Our records indicate that the following recall campaign(s) have not been performed by an authorized dealer:

| Recall # | Description |
|----------|---------------|
| J24 | MOPAR TOW BAR |

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

In regards to your email, please contact the dealer where you had the repairs completed and let them know of the issue with your vehicle.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7538846V47461L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

AIR LIGHT IS ON

Comments:

Hi: A few months ago, I contact customer service to reference Air Bag on my

Jeep wrangler 08. Before I had the recall, I took my car to the dealership, I

explain the service guy (Jim) that my car was shaking a lot ..they didn't

know where is coming from..I saw one of the mechanic tearing the wheel a

part ...I talk to my service guy "Jim" he told me they need to check the

steering wheel ...and from now on my AIR BAG LIGHT is on since then.
they
did something to my steering wheel! was working properly until he
took it a
part...I would like this issue get resolved .THANK YOU..

VIN: [REDACTED]
8L [REDACTED]
Mileage: 80000
Servicing Dealer: Jeep Chrysler
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2: [REDACTED]
City: Ocala
State: FL
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Thu Nov 17 12:50:09 EST 2011
Subject: Reply to Chrysler Group LLC (KMM7538846V47461L0KM)
Reply Comments:

REFERENCE NUMBER: [REDACTED]

That recall from what i understand is already
done....my problem is that the mechanic take the steering wheel a
part
...for no necessity reson...sincerely [REDACTED]..

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Nov 17 17:55:28 EST 2011
Subject: Re: Reply to Chrysler Group LLC (KMM7538846V47461L0KM)
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. As stated in the previous email please contact the dealership where you had the repairs completed and tell them of your issues.

Thanks again for your email.

Sincerely,

Colleen

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7539521V70528L0KM&

Original Message Follows:

Comments:

REFERENCE NUMBER: [REDACTED] That recall from what i understand is already

done....my problem is that the mechanic take the steering wheel a part

...for no necessity reson...sincerely [REDACTED].

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2011-12-08 16:24:23.505271

Files Not Recieved: 0

Burgos Group

Phone: (888) 256-7953
Fax: (866) 394-2321

Fax

To: Shari**From: Marlo Burgos****Fax: 801-736-3929****Pages: 3****Re: Chrysler Update Case#:2158****Date: November 22, 2011**

Sorry I missed your call. I was on the phone with the Service Manager at the dealership. Per your request, attached is the following:

- 1) a copy of my bill from the dealership
- 2) a copy of the NHTS determination.

You can also find it by following this link:

http://www-odi.nhtsa.dot.gov/cars/problems/defect/results.cfm?action_number=PE11019&SearchT

If you need additional information, please don't hesitate to call. If you can confirm receipt of this email, it would be greatly appreciated.

4700 Lincoln Road NE, Albuquerque, NM 87109



Defects - Search Results

1 Record(s) Displayed.

Report Date : November 22, 2011 at 05:30 PM
 NHTSA Action Number PE11019

NHTSA Action Number : PE11019

NHTSA Recall Campaign Number : 11V528000

Vehicle Make / Model:

- JEEP / WRANGLER
- JEEP / WRANGLER 2-DR 4X4
- JEEP / WRANGLER 2-DR 4X4 RHD
- JEEP / WRANGLER 4-DR 4X2
- JEEP / WRANGLER 4-DR 4X4
- JEEP / WRANGLER SAHARA
- JEEP / WRANGLER X RHD 4X4

Model Year(s):

- 2007-2008
- 2007-2008
- 2007-2008
- 2007-2008
- 2007-2008
- 2007
- 2007

Manufacturer : CHRYSLER GROUP LLC

Component(s) :

- AIR BAGS
- AIR BAGS: ROLL PROTECTION
- AIR BAGS:FRONTAL
- AIR BAGS:FRONTAL:DRIVER SIDE INFLATOR MODULE
- AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
- AIR BAGS:KNEE BOLSTER
- AIR BAGS:ON-OFF SWITCH ASSEMBLY
- AIR BAGS:SIDE/WINDOW

Date Investigation Opened : May 23, 2011

Date Investigation Closed : November 7, 2011

Summary:

In its July 29, 2011 response to ODI's May 27, 2011 information request letter, Chrysler provided 153 MY 2007-2008 owner reports, additional to the 25 ODI Vehicle Owner Questionnaires (VOQs), which related to the illumination of the air bag light (ABL) due to a faulty dockspring (CS) wiring circuit. The right hand drive (RHD) vehicles, which were first produced in MY 2008 and account for only 1% of vehicle production, accounted for 82 of these 181 reports (45%). The MY2007 left hand drive (LHD) vehicle accounted for 61 of the remaining 92 LHD reports and exhibited a higher complaint rate than the MY 2008 LHD vehicles. ODI did not identify any incidents of crashes/injuries attributable to the CS circuit failure. Since May 27, 2011, ODI has received another 32 consumer complaints bringing the total to 213 reports at this closing. In addition, and for comparative purposes, Chrysler provided another 42 owner reports it received on the MY2006 and MY2009-2010 Wrangler vehicles; these populations showed a lower incident rate than the subject vehicles, especially in comparison to the RHD subject vehicles. Chrysler's investigation showed that the higher rate of RHD Wrangler CS failures were due to a more severe duty cycle for these vehicles which are primarily used by US Postal workers/mail carriers delivering mail in rural regions. Chrysler concluded the unique vehicle usage, much of which occurs with the driver's window open and under dusty environmental conditions, is the cause of premature CS failure. Chrysler's analysis also indicated that the somewhat elevated MY2007 LHD rate, which showed a declining failure trend, was the result of start-up production/assembly issues that occurred with the introduction of a new design CS. The new design CS incorporated both dual airbag inflator circuitry and a steering wheel angle sensor (for the electronic stability control system). On November 1, 2011, Chrysler submitted a defect notice indicating it will conduct a recall of all MY 2008-2012 RHD Wrangler vehicles (11V528). The estimated 5,334 RHD Wrangler vehicles include the 2,297 MY 2008 RHD Wrangler vehicles, which were the subject of this investigation, plus an additional 3,037 MY 2009-2012 RHD Wrangler vehicles that Chrysler determined potentially have a similar CS concern as the MY 2008 RHD vehicles. Chrysler intends to replace the existing CS with a yet-to-be-produced improved CS assembly, or an improved steering housing assembly that is less susceptible to dusty environments. Owner notices are scheduled to begin in November 2011. Chrysler also intends to file a recall to file a consumer satisfaction campaign for MY2007 LHD Wrangler which will extend the CS warranty coverage to 10 years or 100,000 miles. Accordingly, the investigation is closed.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
 1.888.327.4238 TTY 1.800.424.9153



Jeep 877-426-5337
 Cox # [REDACTED]

CUSTOMER #: [REDACTED]



Larry H. Miller

INVOICE

Chrysler Jeep Dodge Ram ALBUQUERQUE

8528 Lomas Blvd NE, Albuquerque, NM 87110
 Service Direct 505-366-2950
 Service Fax 505-366-2958
 www.lhmbq.com

PAGE 1

CEDAR CREST, NM [REDACTED]
 HOME: [REDACTED] CONT [REDACTED]
 BUS: [REDACTED] CELL [REDACTED]

SERVICE ADVISOR: 715 JEFFREY SMITH

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|------------------------|------------------------|---------|------------------|---------|-----------|
| GREEN | 07 | JEEP WRANGLER | 1J4GA391971 [REDACTED] | | 99398 / 99399 | T8107 | |
| DEL. DATE | PROD. DATE | WARR. EXP | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
| 02JAN07 DE | | | 18:00 19NOV11 | | | CASH | 19NOV11 |
| R.O. OPENED | READY | OPTIONS: ENG:3.8 Liter | | | | | |
| 07:57 19NOV11 | 14:06 19NOV11 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-------------------------------------------------------------------------------------|--------|------|------|---------------------------------------------------|----------------------|--------|--------|
| A c/s air bag light is on e | | | | | | | |
| CAUSE: HAS CODE B1B06 (DRIVER AIRBAG SQUIB 2 CIRCUIT OPEN) | | | | | | | |
| 100 CUST STATES | | | | | | | |
| | | | | 130 CP | | 210.00 | 210.00 |
| | | | | 1 5156106AB CLKSPRING-STEERING COLUMN CONTROL MOD | 249.37 | 249.37 | 249.37 |
| PARTS: 249.37 LABOR: 210.00 OTHER: 0.00 | | | | | TOTAL LINE A: 459.37 | | |
| 99399 HAS CODE B1B06 (DRIVER AIRBAG SQUIB 2 CIRCUIT OPEN) TECH#130 | | | | | | | |
| FOLLOWED DIAG CHART FOR CODE B1B06. NEED TO REPLACE CLOCKSPRING. | | | | | | | |
| REMOVED DRIVERS SIDE AIR BAG, REMOVED STEERING WHEEL AND COVERS. | | | | | | | |
| INSTALLED NEW CLOCKSPRING. REINSTALLED STEERING WHEEL AND COVERS. | | | | | | | |
| REINSTALLED AIR BAG. CLEARED CODE. TEST DROVE VEHICLE. DID NOT RECODE AT THIS TIME. | | | | | | | |

B MULTI POINT INSPECTION

CAUSE: REQUESTED PERFORMED INSPECTION
 15 MULTI POINT INSPECTION (FREE)

Jeep DODGE



| | | | |
|--------------------------------------|-------------|-------------|--------------------|
| PARTS: 0.00 | LABOR: 0.00 | OTHER: 0.00 | TOTAL LINE B: 0.00 |
| 99399 REQUESTED PERFORMED INSPECTION | | | |

BST: 105.00 19NOV11 07:57 SA: 715

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 16.80

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 210.00 |
| PARTS AMOUNT | 249.37 |
| GAS, OIL, LUBE | 0.00 |
| SUBLET AMOUNT | 0.00 |
| MISC. CHARGES | 16.80 |
| TOTAL CHARGES | 476.17 |
| LESS INSURANCE | 0.00 |
| SALES TAX | 33.34 |
| PLEASE PAY THIS AMOUNT | 509.51 |

From: midwestautoplex@sbcglobal.net
To: customerassist@chrysler.com
Date: Mon Nov 21 13:09:12 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

U0171 airbag code diagnostic; What sensor is this referencing to?

Comments:

My airbag light is on and I need to know what sensor/part number it
applies
to: Lost Communication W/up‐front Right Satellite Acceleration
Sensor

Sender Information:

Title:
First Name: Midwest
Middle Initial:
Last Name: Autoplex

From: customerassist@chrysler.com
To: midwestautoplex@sbcglobal.net
Date: Mon Nov 21 17:06:05 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Mr:

Thank you for contacting the Jeep Customer Assistance Center.

Unfortunately, we are unable to provide technical assistance. You may contact your local dealership for further assistance, or you may refer to the vehicle's Service Manual.

Thanks again for your email.

Sincerely,

Katie

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7543044V13165L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

U0171 airbag code diagnostic; What sensor is this referencing to?

Comments:

My airbag light is on and I need to know what sensor/part number it applies

to: Lost Communication W/up?front Right Satellite Acceleration Sensor

VIN:

8L [REDACTED]

Mileage:

49000

Servicing Dealer:

Title:

First Name:

Midwest

Middle Initial:

Last Name:

Autoplex

Address 1:

6759 Arsenal st

Address 2:

City:

ST. LOUIS
State:
MO
Zip:
63139
Email:
midwestautoplex@sbcglobal.net
Work Phone:
314.749.5258

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Dec 28 19:54:42 EST 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

 Category: US Customer Service
Brief Description:

Recall L37

 Comments:

I just had my 2008 jeep repaired for the air bag light and clock
spring. I
see that there is a recall noted on the Internet for the problem. The
recall is L37 and the dealer couldn't find l37. It cost me almost
\$400.
The dealer was helpful but is this not a valid recall?

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Dec 29 12:45:28 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.

A review of our records indicates that your vehicle does not currently require service for any recall campaigns for the air bag light or clock spring. Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.

However, our records indicate that the following recall campaign has not been performed by an authorized dealer:

L05 TRANSMISSION COOLER LINES

We suggest that you contact your local authorized Chrysler, Dodge, Jeep® or Ram dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service to aid the process. Although not required, it is recommended to bring a copy of the recall notification with you to your dealer's service department when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER: [REDACTED]
REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7580832V80728L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

Recall L37

Comments:

I just had my 2008 jeep repaired for the air bag light and clock spring. I

see that there is a recall noted on the Internet for the problem. The

recall is L37 and the dealer couldn't find l37. It cost me almost \$400.

The dealer was helpful but is this not a valid recall?

VIN: 8I [REDACTED]
Mileage: 59000
Servicing Dealer: Secret city dodge jeep
Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

Address 1: [REDACTED]

Address 2:

City: Lafollette

State: TN

Zip: [REDACTED]

Email: [REDACTED]

Work Phone: [REDACTED]

From: replyform@chrysler.com
To: customerassist@chrysler.com
Date: Fri Jan 06 10:40:58 EST 2012
Subject: Reply to Chrysler Group LLC (KMM7580832V80728L0KM)
Reply Comments:

I just paid \$400 for a clock spring replacement for my Jeep Wrangler which there is a recall but not for my particular vehicle. I have a friend who also had to do the same and she is not in the recall. There is apparently something wrong with these vehicles and should be covered in the recall also. They are the same model and year as the recall vehicles.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Fri Jan 06 10:42:12 EST 2012
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7580832V80728L0KM)
Has the L 37 recall been issued yet?=20

[REDACTED] office
[REDACTED] ell

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

From: customerassist <customerassist@chrysler.com>
To: [REDACTED]
Sent: Thu, Dec 29, 2011 12:45 pm
Subject: Re: Chrysler Group LLC Customer Assistance
(KMM7580832V80728L0KM)

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center in regards=20

o your 2008 Jeep Wrangler.=20

A review of our records indicates that your vehicle does not currently=20

require service for any recall campaigns for the air bag light or clock=20

pring. Recalls generally occur on limited numbers of vehicles.=20

ustomers are notified by U.S. mail and also often through the print=20

nd/or broadcast media.

However, our records indicate that the following recall campaign has not

een performed by an authorized dealer:

L05 TRANSMISSION COOLER LINES=20

We suggest that you contact your local authorized Chrysler, Dodge,

Jeep=EF=

=BF=BD

r Ram dealer to make arrangements for an inspection and, if

necessary,=20

orrective action at no charge to you.

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

to=20

id the process. Although not required, it is recommended to bring a=20

opy of the recall notification with you to your dealer's service=20

epartment when you bring your vehicle in for this service.

If you wish to obtain further information, please contact the

Chrysler=20

roup Recall Assistance Center at 1-800-853-1403.

Thanks again for your email.=09=09=09

Sincerely,=20

Jennifer =20

Customer Service Representative=20

Jeep Customer Assistance Center

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

ollowing information:=20

REFERENCE NUMBER: [REDACTED]

MAIL CASE NUMBER: [REDACTED]

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

trk_ID=3DK=
MM7580832V80728L0KM&

Original Message Follows:

S Customer Service - Jeep Brand Site

Subject Description:=20

Recall L37

Comments:

just had my 2008 jeep repaired for the air bag light and clock spring.

see that there is a recall noted on the Internet for the problem. The recall is L37 and the dealer couldn't find L37. It cost me almost \$400.

The dealer was helpful but is this not a valid recall?

IN:

81 [REDACTED]

Vehicle:

59000

Servicing Dealer:

Secret city dodge jeep

Title:

=20

First Name:

Middle Initial:

=20

Last Name:

Address 1:

Address 2:

=20

City:

Lafollette

State:

TN

Zip:

Mail:

Work Phone:

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Jan 09 09:52:55 EST 2012
Subject: Re: Reply to Chrysler Group LLC (KMM7580832V80728L0KM)
Dear Rodney:

Thank you for contacting the Jeep Customer Assistance Center in regards to your 2008 Jeep Wrangler.

Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall for a customer satisfaction issue.

Thanks again for your email.

Sincerely,

Jennifer

Customer Service Representative
Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7591051V20775L0KM&

Original Message Follows:

Comments:

I just paid \$400 for a clock spring replacement for my Jeep Wrangler which

there is a recall but not for my particular vehicle. I have a friend who

also had to do the same and she is not in the recall. There is apparently

something wrong with these vehicles and should be covered in the recall

also. They are the same model and year as the recall vehicles.

Document Recieved from Customer

Car Number: [REDACTED]

Date Received: 2012-02-02 16:07:07.954125

Files Not Recieved: 0

i would like to be reimbursed for the entire amount of \$310.00 that i paid.

Herb Chambers
Chrysler Jeep Dodge Ram of Danvers

107 Andover Street, Rte. 114
Danvers, MA 01923
978-774-8840
www.herbchambers.com



Our Other Chrysler Jeep Dodge Ram Location:
Herb Chambers
Chrysler Jeep Dodge Ram of Millbury
2 Latti Farm Road, Rte. 20
Millbury, MA 01527
508-757-7444

| | | | | |
|------------------------|---------------------|----------------------------|---------------|-----------------------|
| CUSTOMER NO. | SERVICE ADVISOR | TAG NO. | INVOICE DATE | INVOICE NO. |
| [REDACTED] | 6732 RANDY GARDELLA | T9180 | 16 Jan 2012 | [REDACTED] |
| ADDRESS | HOURLY RATE | LICENSE NO. | COLOR | NO. STOCK / STOCK NO. |
| [REDACTED] | 0.00 | 464MH0 | | |
| DANVERS, MA [REDACTED] | YEAR/MAKE/MODEL | VEHICLE IDENTIFICATION NO. | DELIVERY DATE | IN SERVICE DATE |
| | 08 JEEP WRANGLER | 1J4FA24118L[REDACTED] | 01 Jan 2008 | |
| EMAIL ADDRESS | CELL PHONE | SALES PERSON | R.O. DATE | WAR EXP. |
| | | | 16 Jan 2012 | |
| TEL HOME | TEL BUSINESS EXT. | COMMENTS: ENG:3.8 LITER 2 | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|------|------|-------|--------|--------|--------|------|
| A | C/S AIR BAG LIGHT IS ON - CONTACTED CHRYSLER | | | | | | | |
| | 51 BODY ELECTRICAL | | | | | | | |
| | 6237 CP | | | 1.00 | | 110.00 | 110.00 | |
| PARTS: | | | | 0.00 | LABOR: | 110.00 | OTHER: | 0.00 |
| TECHNICIAN VERIFIED AIR BAG LIGHT ON, SCAN FOR CODES-DTC FOR DRIVERS AIR BAG SQUIB 1 CIRCUIT OPEN, B102. NEED TO REPLACE CLOCK SPRING ASSEMBLY. QUOTE \$610.00 | | | | | | | | |
| ***** | | | | | | | | |
| B | 16 POINT INSPECTION | | | | | | | |
| CAUSE: PERFORM 16 POINT INSPECTION | | | | | | | | |
| | 9016 16 POINT INSPECTION | | | | | 0.00 | 0.00 | |
| | 6697 CP | | | 0.00 | | | | |
| PARTS: | | | | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 |
| ***** | | | | | | | | |
| C | CUSTOMER STATE TRANSMIION LOOKS WET, POSSIBLE FLUID LEAK? ADVISE. | | | | | | | |
| 30 TECHNICIAN INSPECTED VEHICLE ON LIFT, NO LEAKS FROM TRANSMISSION, DID SEE SLIGHT STAIN FROM REAR DIFFERENTIAL AREA-NO LEAK, ALL FLUIDS FULL | | | | | | | | |
| | 6697 CP | | | 0.00 | | 0.00 | 0.00 | |
| PARTS: | | | | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 |
| ***** | | | | | | | | |

HERB CHAMBERS OJD
107 ANDOVER ST
DANVERS, MA 01923
978-774-8840

Sale
Merchant ID: 2205823202
Term ID: 10019432
01-16-12
Batch: 000159 Inv #: 000112
24-97-00
Inv #: 000112

Entry Method: \$
XXXXXXXXXXXX1014
Sec. #: 0013 Acct Code: 532070
Ref #: 000368

Total: \$ 110.00

APPROVED

Customer, Drive
THANK YOU!

JAN 16 2012
BY: AX [Signature]

| DESCRIPTION | TOTALS |
|-------------------------|-----------|
| LABOR AMOUNT | \$ 110.00 |
| PARTS | \$ 0.00 |
| GAS, OIL, LUBE | \$ 0.00 |
| SUNSET REPAIRS | \$ 0.00 |
| UNRECORDED CHARGES | \$ 0.00 |
| TOTAL CHARGES | \$ 110.00 |
| LESS DISCOUNT/INSURANCE | \$ 0.00 |
| SALES TAX | \$ 0.00 |
| PLEASE PAY THIS AMOUNT | \$ 110.00 |

THANK YOU FOR CHOOSING
HERB CHAMBERS CHRYSLER JEEP DODGE RAM OF DANVERS

Customer Signature _____

Environmental Compliance
Federal and state laws require that all hazardous waste (oil, solvents, anti-freeze, etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for environmental compliance reflect our conformity to federal and state law in addition to our concern for the preservation of the environment.

CUSTOMER COPY

January 23, 2012

Mr. Terrance F. Greene
Pennsylvania Bureau of Consumer Protection
Room 100, Samter Building
101 Penn Ave.
Scranton, PA 18503

Re: [REDACTED]
BCP-12-05-000457
Our File No.: [REDACTED]

Dear Mr. Greene:

Thank you for your letter dated January 6, 2012.

We contacted Ms. [REDACTED] on January 10, 2012 to discuss her concern. We referred her to a local dealership for an inspection of her airbag. The dealership replaced the clockspring sensor on January 17, 2012 under warranty.

At this time, we consider the matter closed. Thank you for allowing us to contact our customer and get involved with their concern.

Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/ss

January 23, 2012
Reprinted February 22, 2012

Mr. Terrance F. Greene
Pennsylvania Bureau of Consumer Protection
Room 100, Samter Building
101 Penn Ave.
Scranton, PA 18503

Re: [REDACTED]
BCP-12-05-000457
Our File No.: [REDACTED]

Dear Mr. Greene:

Thank you for your letter dated January 6, 2012.

We contacted Ms. [REDACTED] on January 10, 2012 to discuss her concern. We referred her to a local dealership for an inspection of her airbag. The dealership replaced the clockspring sensor on January 17, 2012 under warranty.

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Sincerely,

M. Gentry
Special Investigations
(248) 944-7084

MG/ss



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

1/6

BUREAU OF CONSUMER PROTECTION
Room 100 Samter Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
January 6, 2012

Chrysler Corporation
800 Chrysler Drive
Auburn Hills, MI 48326

Re: [REDACTED]
BCP-12-05-000457

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within twenty-one (21) days from the above date.

Very truly yours,

Terrance F. Greene
Agent

kr
Enclosure
21

RECEIVED
JAN 10 2012
SPECIAL INVESTIGATIONS

Reviello, Kathleen

From: consumers@attorneygeneral.gov
Sent: Thursday, January 05, 2012 3:09 PM
To: BCP Admin
Subject: BCP Online Complaint Form submission for: [REDACTED]

=====
Bureau of Consumer Protection - Online Complaint Form submission
=====

Your age group:..... 45-59
Name:..... [REDACTED]
Address:..... 586 Leiser Road
City:..... New Columbia
County:..... Union
State:..... PA
Zip:..... [REDACTED]
Home telephone number:..... [REDACTED]
Daytime telephone number:..... [REDACTED]
Email:..... [REDACTED]

Business Complaint is Against:... Chrysler Corp
Indiv. whom you complained:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Company telephone number:.....
Product or Service purchased:... 2008 Jeep Wrangler
Date of purchase:..... 5/6/2008
Purchase price:.....

Other Agencies you contacted:.... NTSHA
What action was taken:..... recall
Have you retained an Attorney?... No

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happend, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

In March, 2011, I contacted the NHTSA about the airbag light on my Jeep being on, which meant that the airbag was not functioning. This seemed to be only prevalient in right hand drive vehicles. I am a rural mail carrier, and I drive this vehicle at least 60 miles daily. A recall was made on certain RHD Jeep Wranglers on 11/1/11 by Chrysler. (L37) The clockspring mechanism is defective. I was puzzled as to why I had not received my recall. On 1/5/12, I contacted Chrysler Corp. concerning this. I was informed by the customer recall rep, Jason, that the recall was VIN sensitive, and that my vehicle was not included in the recall! I was also informed that I was not able to challange or refute this. I contacted NHTSA after this conversation, and was directed to make a complaint to this office. The complaint # is [REDACTED] The NHTSA Campaign ID is 11V528000, and the action # is PE11019.

What would you like the business to do to settle your complaint?

I would like to have my vehicle added to the recall list

**Office of Attorney General
Commonwealth of Pennsylvania
Bureau of Consumer Protection
Room 100, Samter Building
101 Penn Avenue
Scranton, PA 18503-2025**

Hasler

FIRST-CLASS MAIL

01/06/2012

US POSTAGE

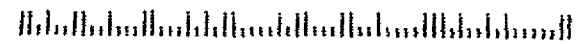
\$00.44⁰



ZIP 18503
011D11612246

4-4-4

4832642781 0009



STATE OF MICHIGAN
DEPARTMENT OF ATTORNEY GENERAL



BILL SCHUETTE
ATTORNEY GENERAL

21735729

P.O. Box 30213
LANSING, MICHIGAN 48909

2/17

February 15, 2012

Refer to AG No.: [REDACTED]

Chrysler Customer Service Center
1000 Chrysler Dr.
Auburn Hills, MI 48326

RECEIVED

FEB 22 2012

SPECIAL INVESTIGATIONS

Dear Sir/Madam:

Re: [REDACTED]

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

We receive a large number of complaints, and we do not make judgments about their validity until there is an opportunity for a response. Your answer is, therefore, important to our determination of whether further action is warranted. It will expedite the processing of this complaint if you could e-mail your response to cp_email13@michigan.gov putting the AG No. in the subject line. We hope this will be our only request. If you fail to respond, we will determine what additional appropriate action is warranted under the Michigan Consumer Protection Act and other consumer laws.

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

Sincerely,

BILL SCHUETTE
ATTORNEY GENERAL

Consumer Protection Division
(517) 373-1140
(877) 765-8388 - Toll Free in Michigan
(517) 241-3771 - Fax

slk



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Room 100 Santer Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
February 1, 2012

Dept. of Attorney General
Consumer Protection Division

FEB 07 2012

[REDACTED]
New Columbia, PA [REDACTED]

RECEIVED

Re: Chrysler Corporation
[REDACTED]

Dear Ms. [REDACTED]

The Bureau of Consumer Protection has attempted to contact the out-of-state business against which you filed a complaint, but we have not received a response. Therefore, by copy of this letter, we are forwarding your complaint to Michigan Office of Attorney General and requesting its assistance in attempting to address this matter. Please direct any further inquiries about this matter to:

Michigan Office of Attorney General
Consumer Protection Division
P.O. Box 30213
Lansing, MI 48909

If you would like more information on this referral, please feel free to contact our office. A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

Terrance F. Greene
Agent

kr
23A

Reviello, Kathleen

From: consumers@attorneygeneral.gov
Sent: Thursday, January 05, 2012 3:09 PM
To: BCP Admin
Subject: BCP Online Complaint Form submission for: [REDACTED]

=====
Bureau of Consumer Protection - Online Complaint Form submission
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Your age group:..... 45-59

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Home telephone number:..... [REDACTED]
Daytime telephone number:..... [REDACTED]
Email:..... [REDACTED]

Business Complaint is Against:... Chrysler Corp
Indiv. whom you complained:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Company telephone number:.....
Product or Service purchased:... 2008 Jeep Wrangler
Date of purchase:..... 5/6/2008
Purchase price:.....

Other Agencies you contacted:... NTSHA
What action was taken:..... recall
Have you retained an Attorney?... No

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happened, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

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What would you like the business to do to settle your complaint?

I would like to have my vehicle added to the recall list

Greene, Terry

From: Consumers
Sent: Wednesday, January 11, 2012 3:19 PM
To: Greene, Terry
Subject: FW: Consumer Topics : Automobile

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

From: info@attorneygeneral.gov [mailto:info@attorneygeneral.gov]
Sent: Tuesday, January 10, 2012 11:27 AM
To: Consumers
Subject: Consumer Topics : Automobile

From: [REDACTED]
Email: [REDACTED]
Consumer Topics : Automobile

This is in regard to file # [REDACTED] I spoke with Christine at Chrysler Corp. Customer Service this morning, and Chrysler still insists that my vehicle still will not be included with the recall L37. I was advised to contact the dealership where it was purchased, and have it diagnosed. (At \$70.00 per hour) She was not able to tell me if the clock spring, if determined to be defective, would be then included in the recall. Or if the diagnostic charges would be waived. I feel that Chrysler Corp. should re-evaluate their recall list. I also feel like I'm being punished for reporting this problem to the NHTSA. Thank you.



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Room 100 Samter Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
January 6, 2012

[REDACTED]
New Columbia, PA [REDACTED]

Re: Chrysler Corporation
[REDACTED]

Dear Ms. [REDACTED]

Your complaint has been received by the Bureau of Consumer Protection and I have reviewed it. Please refer to your File Number [REDACTED] when corresponding with this office, to help us keep accurate and up-to-date records.

The Bureau will attempt to resolve your complaint within a reasonable length of time based upon the information you have presented to us. We will keep you advised of significant developments as your case progresses.

If your complaint has been settled or you have new information that would have a bearing on your complaint, please inform us. We encourage you to submit such information in writing.

On behalf of the Office of Attorney General, thank you for bringing this matter to our attention. We hope to be of assistance in resolving your complaint.

Very truly yours,

Terrance F. Greene
Agent

kr
20A



23A

COMMONWEALTH
OFFICE OF ATTORNEY GENERAL

Bureau of
CONSUMER PROTECTION
Room 100 Santer Building
101 Penn Avenue
Scranton, PA 18503
570-963-4913
January 6, 2012

Chrysler Corporation
800 Chrysler Drive
Auburn Hills, MI 48326

Re: [Redacted]
[Redacted]

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

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We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within twenty-one (21) days from the above date.

Very truly yours,

Terrance F. Greene
Agent

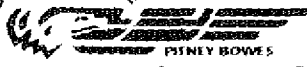
kr
Enclosure
21

BILL SCHUETTE
ATTORNEY GENERAL
Lansing, Michigan 48913

*** 2/17/12 LANSING MICH 48913***

PRESORTED
FIRST CLASS



UNITED STATES POSTAGE

PITNEY BOWES
02 1M \$ 00.35⁰
0004278100 FEB 17 2012
MAILED FROM ZIP CODE 48912

Chrysler Customer Service Center
1000 Chrysler Dr.
Auburn Hills, MI 48326

A-0X55B 48326

