

From: [Jewls Neale](#)
To: [Legal Affairs and Community Safety Committee](#)
Subject: FW: ACCC Response (Reference: REF1735201) [SEC=UNCLASSIFIED]
Date: Tuesday, 6 October 2015 1:27:15 PM
Attachments: [image001.png](#)
[Dear ACCC.docx](#)

Hi,

I saw this on a Jeep forum about hoping this can be included although I am from Victoria.

I have been fighting Chrysler for over a year now and it is becoming emotionally and physically exhausting. I am struggling to understand why we have laws that have no substance and the only option is to "gamble" in vcat with more of my own money to ensure a company trading in our country follows the law.

I just want a car that works, right now my car is back at the dealer because it is still presenting issues.

Jewls Neale [REDACTED]

From: Infocentre Public Mailbox [mailto:info.centre@accc.gov.au]
Sent: Wednesday, 26 August 2015 8:54 AM
To: Jewls Neale
Subject: ACCC Response (Reference: REF1735201) [SEC=UNCLASSIFIED]

Dear Mr Neale

Thank you for your email to the Australian Competition and Consumer Commission (ACCC) about your Chrysler. Your reference number for this matter is [REDACTED].

You should report this matter to the [Department of Infrastructure and Regional Development](#) (DIRD). We have referred you to DIRD because they monitor compliance with the Australian Design Rules (ADRs). The ADRs are national standards for vehicle safety, anti-theft and emissions.

Please see our website for more information [about the ACCC](#).

I hope the above information is helpful.

Yours sincerely

[REDACTED]

Australian Competition and Consumer Commission
23 Marcus Clarke Street Canberra 2601 | www.accc.gov.au
T: 1300 302502

| @accgovau | [ACCCConsumerRights](#)



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Dear ACCC,

I purchased my car - registration [REDACTED] from [REDACTED] in April 2014 as a second car as my work provided a company car. Within the first 8 weeks I reported an issue with the automatic high beams switching on and off periodically followed shortly by another issue when coming to a stop the car would jolt forward slightly.

I was advised to contact my local [REDACTED] Chrysler dealer who informed me it was a simple software fix and not to worry just bring it in when service is due. I received a recall notice during July and was told I had to wait 3 weeks as they were completely booked, the faults were "repaired" 31.07.14 and the computer re-flashed to fix issues. I again noticed the same issue with the jolting when coming to stop had become worse over the next few weeks which I reported and was advised there was new software being developed and I would have to wait, it was identified by the dealer as a transmission problem.

The car was returned to the dealer again 30.01.15 to have a full service 5000klms early as I was eager to have my car back to normal. After this service the car was returned to the dealer again as the transmission was getting worse which they said I would have to wait for approval from Chrysler to undergo testing.

A technician on site had told me it was a valve issue which was overruled as software again. This made sense to me as Chrysler had recently recalled 5000 cars in the US for the same reason but this was not agreed upon.

I returned my car back to the dealer for the test to be done which required the vehicle to be linked to a laptop and driven over 50klms. After arriving at the dealer and waiting to be seen I was informed they had run this test on another Chrysler with a similar fault and it did not work. I was told it is simply software and I would have to wait.

I continued to contact the dealer for updates but was told nothing had been approved and they were still waiting for further instruction. Finally I made a complaint to Chrysler head office 27.05.15 and was informed it had been identified as a faulty valve body and approved 6 weeks earlier. Chrysler contacted the dealer and advised it can now be repaired.

I spoke to Mornington Chrysler and was told they would let me know when the part arrived in stock. I was booked for repair on the 23.06.15; the car was "repaired" and ready for pick up 25.06.15 but I was unable to take more time off work and had to collect it 26.06.15. I called [REDACTED] to follow up with the sales team. I was advised there is no after sales service available and to discuss any issues with the service department.

On leaving the dealer 26.06.15 I drove towards the freeway and noticed a whining noise but assumed as it was cold it may be the issue. Once I went to pull out onto the freeway the car pushed hard forward and lost all power then slammed back and accelerated quickly. The car then jerked forward and back as it took off down the freeway creating a traffic hazard.

I immediately called the dealer and explained what had happened and they informed me this was normal as the computer has to learn the new valve after change over. I continued to work and the problem was getting worse. The dealer advised to try over the weekend and if no better then bring it back in on Monday 29.06.15.

After work I drove the car home and realized the safety feature "hill hold" had stopped working on top of the other issues. I was stopped on a gradient at the traffic lights and went to take my foot off the brake then accelerate when the car began rolling back down the hill.

29.06.15 took the car back to Chrysler and was informed that they had not put enough transmission fluid back in and that was causing the new problems. I waited 45 minutes and had my car given back again with a new transmission smell in the interior.

01.07.15 I called the dealer again as the car now has a loud whining noise from the engine, dash rattle has started and the radio no longer works properly as there is electrical interference. The heated seats are no longer working every time and I have to shut the car off and restart to activate them. Sitting idling waiting for the car to warm up there is now a knocking noise from the engine.

03.07.15 engine now sounding higher pitched and raspy with a constant whining.

06.07.15 dropped into Chrysler again followed by another complaint to head office to be told a case manager will return my call. The service manager is now taking my car home to see if he can identify problem. 07.07.15 picked my car up after work and drove home. Problem appears to be fixed. The computer was re-flashed and fluid checked etc.

08.07.15 driving home from work doing 60klms on [REDACTED] Road [REDACTED] when it felt like I drove over a small speed bump in the road. The car then started shunting forwards every few seconds. 09.07.15 Called Chrysler head office again and complained, they finally had someone return my call to advise there is nothing they can do. It is up to the service center or dealer.

I have even tried trading it in which is the ultimate irony, due to its mechanical issues I won't receive the full amount and thus my car is essentially worthless.

My car is far from acceptable quality, is of a high enough expectation of quality and does not deliver, does not do what it is expected to.

The car no longer matches the promotional material or advertised lifestyle, is not fit for the purpose and if current knowledge was known at the time of purchasing I would not have chosen this product. The list goes on, to be honest I wanted a replacement vehicle initially but the service is such a let down. I expect certain levels of care when buying what is perceived as a luxury product. This is not being provided.

I feel like a fool for purchasing this car and most importantly I have lost time, countless hours and days, being dropped off, picked up, missing work and appointments.

I have missed opportunities and had my freedom taken from me, this is what a car is supposed to offer, it isn't just a pile of metal and electronics, it is the ability to explore and function within society. Cars a little of who we are as individuals particularly when buying something like a Chrysler 300.

Update –

So the car has been back to the dealer, a new dealer now [REDACTED] which is considered one of the flagship stores in Melbourne. The dealer received the car 09.09.15 and no loan car was available, I received a phone call later that day saying it had been looked over and appears to have insufficient fluid in the transmission causing it to falter. They couldn't access this however as the bolts were rounded off and not technically under warranty. I would have to pay for this.

The service manager is taking my car home, its nice for him to have a car. I get my car back after leaving it with ¾ tank of fuel and get it back with 400klms on the clock and empty.

I finally picked up the car 16.09.15 and no charge; they replaced the bolts and fluid. The car was running poorly but the old "software needs to reset" was used so I have driven it to work etc. until today. It is worse than before and is jolting forward and not selecting gears properly – considerably worse when it is cold.

06.10.15 back to the dealer for more work and no result, they are still saying it could be software however the mention of other cars needing valve body replacements from the dealer makes me think there should be a recall.