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I went to drive to my moms on Sunday to fix the issue.....I stopped at the Walmart in Burlington to get some brake-clean, etc. and I went back out to my car and it wouldn't start. Not even try to start. I had to have it towed....so Daimler Chrysler towed it to the nearest 5-star dealer - (supposedly, closer to Milwaukee) which was Tasch Motors in Elkhorn.....not really closer to Milwaukee. Anyways this was Sunday night.....

MONDAY MORNING: I work 4am at Target....I go on break at 8am which is when I planned on calling. They called at 7:30 leaving some dumbass message about how they need to know whats wrong with the car and they can't work on it until they know. So I called back at 8am.

heres the convo:

Me: Hi. This is Edward Heinzelman - I'm calling about my car that was towed in last night.

Service Guy: What car?

Me: The yellow srt4 that was towed in yesterday....I mean neon.

Service guy: Who are you?

Me: Edward H - I got a call from you guys about my car.

Service: I didn't call you

Me: Well - someone did - so I'm calling back.

Well - I explained the story and the guy asked when I noticed the car wouldn't start. Obviously, I noticed it when the car wouldn't start. Anyways - they started to work on it.

MONDAY AFTERNOON: I get a call back saying that the teeth on the starter and flywheel are chewed up and need to be replaced. I told them I have an extra flywheel and would bring it in after work. (12:30) So - straight after work I went there and walked in with the flywheel in my hand.

Here's that convo:

Me: I'm Edward Heinzelman and heres the flywheel for my car.

Him: What?

Me: I said I'd bring in a flywheel for the car you're replacing the starter and flywheel on....here is the flywheel.

Him: You need another flywheel?

Me: No - I said I had one so here it is.

Him: What car?

Me: \*pointing like a dumbass\* uh...That yellow car there.

Him: Just put it over on the counter and the tech will come get it.

Me: WHEN is the car going to be done?

Him: I don't know - the trans isn't even out yet. I'll call when its done.

Needless to say I was pissed and slammed the door. Then I did a weak little burnout in my 93 suby...lol.

I was a little nervous about my flywheel so I called when I got home.

Me: I was just in there and dropped off a flywheel for my car - I just wanted to make sure that the tech got it.

Him: Well....yeah - you gave it to me.

Me: Well - I just didn't feel comfortable about the customer service I received.

Him: We had no idea you were the owner of the vehicle.

I just about lost it here.

Me: How could you not know? I said my name when I came in, my name is on every piece of paperwork you have, I said I was coming in with my flywheel, and who else would come in with a flywheel?

Him: I'm sorry for the inconvenience sir.

I hung up.

I got a call the next day saying that my car was done and I could pick it up. I get a ride from my roommate and I was gonna make a big scene but decided that I just wanted to get my car and get the hell out of there. SO - I got my keys and got into the car.....I started it and went to put it in reverse and it wouldn't go. It wouldn't go into 2nd, 4th, or reverse. (1st, 3rd, and 5th were fine) They took a look at it and like 20 minutes later he comes back and says that its fixed. I ask what they did...he says nothing and it'll never come back. I'm thinking wow this is weird but whatever. I drive the car home.....and I get to Milwaukee and 2nd, 4th, and reverse aren't working. I can hold it in the gear but as soon as I let go it would pop out. f\*ck.

I call the guy back and here's what happened:

Me: The car is doing that shifting thing again.

Him: Well - we had nothing to do with that.

Me: You must've done something.

Him: No - we didn't touch the shifter linkage at all. You must have been having this problem before.

Me: No - I can't say I've ever driven (read raced) my car while holding it in gear. The car was fine when I took it in - it just wouldn't start. So something happened when you replaced the starter.

Him: We replaced the flywheel too sir.

Me: Yeah - even more reason for something to go wrong.

Him: Well - I suggest you take the car back to the dealership that warrantied your transmission.

I hung up.

WEDNESDAY AFTERNOON: I was pissed....I found that I could mess with the shifter cables and I could get it to work fine for a little while. But I took it to Dodge City for them to work on so I could get proof that Tasch was a bunch of morons. They said they'd take a look at it. Sweet. (I told the service advisor, Jeff Windpassinger, the whole story so he knew what was going on)

THURSDAY AFTERNOON: I call to see how the car is.....he says its almost done - they were just buttoning everything up. So - I get a ride over there from my mom. He then proceeds to tell me that they routed the throttle cable between the 2 shifter cables preventing me from being able to shift it into the "rear" gears. (Oh.....I also told Tasch to fix the oil leak that I had from the turbo return line while they were at it...they couldn't find a leak.) Dodge City found the leak but couldn't tell exactly where the source was - I told them not to worry about it....I'll fix it myself. Jeff called the dealer and told them the whole story and was trying to get my money reimbursed. They argued for a good 15-20 minutes. He comes back to me and says that obviously Tasch seems to have a different philosophy about fixing cars. Dodge City would've brought my car right back and fixed it for free. Tasch refused to work on it anymore. My mom was pissed and got the chrysler customer service number. I called and gave them my story....they called Dodge City and Tasch and got there stories. He put a file together and forwarded it to the district manager to investigate. I should be getting a call next week.