



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

2003 NOV -5

FOR AGENCY USE ONLY 100078

Date Received
PM 11:47
15-SEP-2003

Repository

Reference No.
10030961

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City SIMPSONVILLE State SC Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]
Evening Telephone Number [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of your name or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 10/12/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2C4GP94LX1R406253
Make: CHRYSLER Model: TOWN AND COUNTRY Model Year: 2001
Date Purchased: 1/2001 Dealer's Name and Telephone Number: [Redacted]
Original Owner: Dealer's City: ANDERSON State: SC Zip Code: 29610 Engine No: Cylinders: 6 Fuel Type: GAS
Transmission Type: Auto Antilock Brakes Cruise Control Powertrain: Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 15-SEP-2003 Failure Mileage: 88000 42,573 Failure Speed: 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: N

Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure, i.e. parts repaired or replaced (and if old part is available).

WHILE DRIVING AT 65MPH AND WITH NO WARNING AUTOMATIC TRANSMISSION FAILED. DEALER STATED SORRY VEHICLE WAS ONLY COVERED UP TO 30000 MILES. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-570) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Date: 10/13/03

Daimler Chrysler
1000 Chrysler Drive
Auburn Hills, MI 48376

Dear Dieter Zetsche,

I have been a Chrysler minivan owner since 1988. I purchased my first minivan from Big O Dodge in Greenville, SC in 1988. It was a standard Grand Caravan that I drove for 6 years and put approximately 102,000 miles on it with no problems other than routine maintenance. In 1994, I stepped up in value some by purchasing a 1994 Grand Caravan SE Sport with quad seats from Benson Chrysler in Greer, SC. This van was driven for 104,000 miles with no problems as well other than routine maintenance. In 2001, I decided to step up again in value and Chrysler quality by purchasing a 2001 EX Town & Country from Piedmont Chrysler in Anderson, SC.

I purchased all of these vehicles new from each dealership. I never purchased any extended warranty contracts because of the reliable success with the 1988 minivan. The 1994 minivan was flawless as well. The 2001 van has no extended warranty service contract because of the history of quality performance from the other two minivans. This is where my mistake was made. I did not know the quality of the minivan has deteriorated with the 2001 models.

I would like to give you the history of events I have experienced with the 2001 EX Town & Country minivan. Since I have purchased the van we have had a recall for #B05- reprogram PCM. We have had to replace the driver side and passenger side electric window motors, tailgate automatic close/open latch, and the A/C compressor. This was all covered under the warranty (Thank Goodness). I never experienced anything like this with the other two vans.

Then on September 13th, 2003 while traveling at 65 mph on Interstate 26 from Columbia, S.C. to Simpsonville, S.C., the van lurched, made a couple of loud screeches, and the transmission went out. My wife was driving and was scared to death. Lucky for her, this occurred about 500 yards from an exit ramp and she was able to put on her emergency flashers and coast to the exit ramp. This was at exit 74, Newberry, S.C. I had the van towed from there to Brockman Chrysler in Greenville, S.C. where all the other work had been done to the vehicle. I paid \$100.00 to have the vehicle towed to Brockman Chrysler. On Monday morning, September 15th, 2003, I went to see the Service Mgr Mark Brockman to let him know what had happened and where the vehicle was sitting. I told him that the van should be covered for this incident, even if it was out of warranty, it was only out by 6,000 miles. This is not the way a transmission fails normally and that alone had to make it be a faulty transmission. I also explained that I had been a long time buyer of Chrysler minivans. He stated he would get his District Rep, Mark Nations, to come in and look at the van and see what he could do. I told him I would like to talk with him and give him the history. I then took out my owner's manual and called the 1-800 number to

let the customer service group know of my situation. I talked with Lisa Hornung, file # 11655874, and she said she would talk to Mark and get back with me on the options that day. I did not hear from her or Mark that day and called the same 1-800 number on 9/16/03 and talked to Bill O'Donnell who said he would update my file #11655874 and call me back. Bill did call me back that day to tell me the file was closed out with Mark Brockman and Mark Nations and there was nothing else he could do. I called Mark Brockman and was told I would get a credit toward replacing the transmission of \$1000.00. I told Mark Brockman how disappointed I was and asked why did I not get a chance to talk with Mark Nations. He was polite but told me Mark Nations did all he could do for me. I then asked for a fax for a total cost and received \$2857.00 - \$1000.00 credit with my portion after taxes added being \$1972.00. Also, with that I received 12 month /12,000 mile warranty. I gave the go ahead to replace because I did not want to pay again to have it towed somewhere else and really did not know the cost for a transmission since I never have had to replace one. Later that day I called other reputable transmission services who quoted \$1350.00 and gave the same 12 month / 12,000 mile warranty. I called Mark Brockman stating I did not think that I was getting much help from Chrysler on this situation. Finally, on September 22nd, 2003, I received my minivan back from Brockman Chrysler. Mark Brockman knew I was still upset that I had not been given a chance to speak my case with Mark Nations and he said he was able to make an additional adjustment to my final bill from his quote lowering my bill to \$1640.00 (see attached). Mark Brockman did all he could do and I appreciate his efforts but I am still not satisfied with Chrysler's treatment of my situation as a valued repeat customer for 15 years.

Since 1988 I have invested approximately \$74,626 dollars in your company for 3 minivans. Now I can add an additional \$1640.00 to that investment for a faulty transmission replacement at 42,513 miles not 48,513 miles listed on the invoice. The recording error on the odometer reading of 48,513 miles was not seen by me until writing this letter. I currently have 43,091 miles on the odometer.

Chrysler has slogans, plaques, advertising, etc., promoting their 5-Star Quality Service Award rating. The award stands for Customer Satisfaction, Technical Proficiency, Equipment, Leadership, and Facilities. I feel that this vehicle is failing on 3 of those attributes in less than 3 years and only 43,091 miles. I do thank you for sending me a reminder for extended warranty coverage on 10/5/03. I wish you had let me know that I really needed it for vehicles made in 2001. Also, today, October 13th, 2003, the power front seat adjustment motor quit working in the up and down position.

I am sure that you consider this letter sour grapes but I really do want you to know that I am very dissatisfied with the outcome on the transmission situation with my minivan. Knowing that I have invested \$76,226 dollars over 15 years loyalty to your products and then receiving only \$1000.00 dollars back for my loyalty over the years made me take time to write this letter. I hope you will reconsider this situation that occurred with my minivan, along with all the other inconveniences I have had to encounter with this vehicle and make another adjustment to my expenses. I would appreciate written correspondence acknowledging my letter.

Sincerely,

Simpsonville, S.C.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**