

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Tuesday, December 14, 2004 2:34 PM
To: [REDACTED]
Subject: a lemon?

Dear Consumer

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivog <<http://www.nhtsa.dot.gov/ivog>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

We sympathize with you concerning the problems you reported. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or your State's Office of the Attorney General for assistance.

[REDACTED]
From: [REDACTED]

Comments:

2 days ago I bought a used 2001 Grand Caravan Sport with only 24000 miles on it. During test drive I detected a noise which I questioned. The dealer replaced the pads/shoes. The next test drive I still detected a noise coming from the braking system. When addressed they looked into it and turned the rotors/drums. The noise was almost eliminated. I still detect somewhat of a noise but they told me that because the pads were new they would make a noise until they got "settled". I've driven it for one day and the noise continues, seeming to get worse. Last night I went on line looking for recalls on this vehicle thinking that perhaps it hadn't been serviced. What I found was so upsetting. It seems that this particular vehicle has major problems with the braking system extremely early in the vehicles life. Many people have reported problems with this to no avail. It seems that the rotors wear out just around 20,000 miles and even when fixed, wear out again and again.

I haven't registered this vehicle yet since I just picked it up yesterday. Finding out it has a major problem like this scares me. I have children I'm driving around and it seems to me that the brakes wearing out every 20,000 miles or so is a HUGE safety issue! Not to mention I can't afford to have them replace every year or so.

Can you please help me with this matter? What to do, how to get Chrysler to admit being responsible and correcting the problem? Am I stuck with this car or can I return it to the used car dealer recognizing that it is a lemon...others documented complaints as proof of this? This problem won't exist in my particular vehicle for at least a year because the rotors and drums were just turned so I'm afraid that I'll be stuck with a lemon in a year or so and won't have any recourse. What can I do?

Please advise.

Sincerely,

[REDACTED]
From NHTSA Web Site.