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International Phone

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March 28, 2005

Dodge Customer Assistance Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

VIN 1B4GP54R2 VB

Dear Sir/Ma'am,

I own a 1997 Dodge Grand Caravan LE. I work at Headquarters

In June 2002, at 59,800 miles, the transmission failed. A new transmission was installed courtesy of the Army and Air Force Exchange Service (AAFES) Overseas Military Sales Corporation warranty. Of course, it took from June until October to get them to agree to a warranty replacement and to get the work completed. At the time of the replacement, the van had been driven 64,387 miles.

In January 2005, at 86,324 miles, the *service engine soon* light came on. I took the van to RCC Stuttgart GmbH, an authorized Chrysler and Jeep service center, where I have always had my van service done. The computer showed error code 38, and after researching the problem and testing the transmission, they diagnosed a defective part involving the torque converter. This usually necessitates replacement of the transmission, they told me. They said there was an outside chance that replacing the transmission fluid and filter might resolve the problem. I was charged for 5 hours of service work, oil, filter, and miscellaneous parts, for a cost of €400.57, or \$536.25.

Of course, this did not solve anything, and error code 38 reappeared after about 60 miles of driving. In addition, the transmission is now slipping at various speeds, and RCC Stuttgart personnel tell me that the only solution is to replace the transmission. The cost of the transmission is €1993.66, and miscellaneous parts and labor would bring the total to an estimated cost of €2500.00, or about \$3375.00 total.

Two transmissions in 86,000 miles would seem unreasonable to most people! The second one with less than 22,000 miles on it is unbelievable! At least, this was my thinking until I did a little research on the Internet. It seems that I am one of thousands who have had similar problems with Dodge Caravan transmissions over a period of many years. Had I known this in 1997, I would never have bought this van, which otherwise has been a very satisfactory vehicle.

My question to you is whether Chrysler is going to stand by its product and help me with this replacement problem. Please let me know as soon as possible so I can arrange for the repairs to be completed. Looking forward to hearing from you, I remain

Sincerely,

SE:  
The Council of Better Business Bureaus  
4200 Wilson Blvd, Suite 800  
Arlington, VA 22203-1838

Consumer Reports  
101 Truman Avenue  
Yonkers, NY 10703-1057

National Highway Traffic Safety  
Administration Headquarters  
400 Seventh Street, SW  
Washington, DC 20590

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AAFES  
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