

August 3, 2005

2005 AUG 12 AM 3:07

Extrn, Pa. [REDACTED]

10133426

Dear Sir/Madame,

We are the owners of a 1997 Dodge Caravan that was purchased used in March 2005. In the past three years we have replaced the transmission three times. Each time was inconvenient of course but the last time almost caused my 5 year old son and I to be hit from behind. My wife is afraid to drive this vehicle. We don't know when it will happen again and since we have experienced this 3 times we are sure it is only a matter of time before it will happen again. We are writing today because of our frustration.

We feel anxious about driving this vehicle. We are concerned for our safety because as you will read in our complaint to the Attorney General prior to the failure of the third transmission we heard a noise that made us suspect a problem again with the transmission. We did take the van to our local Chrysler dealer who checked out the car and they said that their computer sensors detected no problem in the transmission. It was just two weeks later that while driving on a side road at only 35 mph and without warning the van just would not go. We were not able to move over to the side of the road and we were put in a very dangerous situation. Upon inspection by the Chrysler dealer we were informed that we had another transmission failure. They removed the transmission pan and found metal contamination and broken metal parts. They said that their sensors could not detect a failing mechanical metal part. They said that a metal mechanical part failed, but since they were not allowed to take the transmission totally apart, they could not determine which part failed. They are told to send the transmission to Daimler/Chrysler, so that it can be rebuilt with the same defective part(s). It seems that if Daimler/Chrysler examined the transmissions that were returned and looked to find the root cause (the first part that failed) and had the proper replacement part manufactured, the problems would go away. However, if they did it would result in a recall. A very bad word to car manufacturers. All three transmissions have failed the same way, and will continue to fail. This could only be caused by a defective part failing. We have driven all of our other cars over 100,000 miles without a single transmission problem.

After the third transmission failed we decided to submit a formal complaint to the Pennsylvania Attorney General. They contacted Daimler/Chrysler on our behalf but were informed nothing would be done about the situation until it happens again. Perhaps we expected too much from Daimler/Chrysler.

The reason for this letter is to ask if there is any protection to the consumer for repeated repairs on the same major part. I am sure by now you are aware that numerous other

*Heather*  
9/15/05

people have experienced similar problems. Have you received any information from Daimler/Chrysler that could explain this extremely high failure rate?

Enclosed please find a copy of our complaint to the Pennsylvania Attorney General, copies of our bill and receipts of work done on our vehicle, the response from Daimler/Chrysler and copies of some of the complaints we found listed on the internet. We appreciate your time in reviewing this complaint. We look forward to a response as soon as possible.

Sincerely,



PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL



CONSUMER COMPLAINT FORM

TOM CORBETT  
ATTORNEY GENERAL

www.attorneygeneral.gov

Bureau of Consumer Protection  
21 S. 12th Street, 2nd Floor  
Philadelphia, PA 19107  
(215) 560-2414

Office Use Only: Investigator: \_\_\_\_\_ Code 1: \_\_\_\_\_ Code 2: \_\_\_\_\_  
Complaint #: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
CITY: Exton STATE: Pa ZIP CODE: \_\_\_\_\_ COUNTY: Chester  
HOME PHONE NUMBER: \_\_\_\_\_ BEST NUMBER TO CALL DURING THE DAY: \_\_\_\_\_

NAME OF BUSINESS COMPLAINT IS AGAINST: Dodge / Chrysler

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_ COUNTY: \_\_\_\_\_  
PHONE: \_\_\_\_\_

PRODUCT(S) OR SERVICE(S) PURCHASED	DATE OF PURCHASE	PURCHASED PRICE
<u>1997 Dodge Caravan Sport</u>	<u>MARCH 2000</u>	<u>10,500.00</u>

To what other agencies have you complained? \_\_\_\_\_  
What action was taken? \_\_\_\_\_

Have you retained an attorney?  Yes  No  
If yes, please provide your attorney's name, address and telephone number

Have you filed a court action?  Yes  No  
If yes, please state WHEN, WHERE and WHAT decision was made?

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief. Be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business representative made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

*Please find all requested information attached.*

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

DATE

*6-13-05*

Office of Attorney General  
Commonwealth of Pennsylvania  
21 South 12<sup>th</sup> Street, 3rd floor  
Philadelphia, PA 19107-3603

June 12, 2005

Dear Sir / Madame,

My name is [REDACTED] I am writing to complain about several events with my 1997 Dodge Caravan.

In March or April of 2000 we bought a used 1997 Dodge Caravan Sport for \$10,500. It had approximately 48,000 miles on it. It was purchased at Videon.

In March of 2003, while driving on Route 100 Exton, Pa. I started to notice a problem with the van. I got as far as a Target store and pulled over and the car would no longer move. It would not go into reverse or drive. The vehicle was towed to Town Motors in Exton. It was discovered that it was the transmission. We paid \$2528.05 and were told that the transmission had a 3 year or 36,000 mile warranty.

In February 2004 while in a mall parking lot I started the van to leave and heard a loud noise. The car would not move in drive or reverse. At the same time my husband's truck was in the garage being repaired. The van was towed again to Town Motors. Again it was the transmission and again we were being inconvenienced. When we went to pick up the van I asked the service advisor if this new transmission now had a 3 year 36,000 mile warranty he said No, the warranty was good from the date the first one was put in, which was March 03.

On May 7<sup>th</sup> 2005, while driving the van my husband and I heard a loud noise. Once again it sounded like the transmission. The car was still drive able. We took it the next business day which was May9th to Town Motors. We explained that it sounded like the transmission again. They had the car for the day and said the transmission was fine. Then, On May 31<sup>st</sup>, while driving on Whitford Hills Road again a noise as if something had dropped out of the van. We were on a winding road. The car could not be moved off the road, it would not go into reverse or drive. We were almost hit from behind because of our location on this winding side road. My husband left me and my 5 year old son in the car so he could direct traffic. Cars could not see our vehicle stuck and one had to slam on the breaks to avoid hitting us. I called 911 for police assistance. Again, we called for a tow truck and were towed to Town Motors. Once again it was the transmission.

When our second transmission was done (only 11 months after the first one) we did some investigating. We discovered that numerous people have had similar problems. Why isn't anything being done to protect people who drive this company's vehicle? We apparently don't have any claim to the lemon law because we did not purchase the van new. This last time the van broke down we could have been killed. A company as large as Dodge/ Chrysler should be held accountable for their products. Certainly, the way that my family is using this vehicle is not the reason for the transmission failing. It is used to go to work and errands. So many people should not be driving a vehicle that they fear will break down.

When we asked the service manager what is failing in the transmission he said that they do not take them apart at their location, they just replace them and send the bad ones back to Chrysler.

The above information sums up the series of events that have brought me to this action. I am very frustrated and frightened. I am fearful to drive this vehicle and worry about when this transmission will fail again. I feel that I have been very fortunate so far that my family or I have not been hurt. At this time I am not able to replace this vehicle and don't know where else to turn. Honestly, I would not feel comfortable selling this vehicle to anyone because of all the problems we are having.

**What would I like to see the business do to settle this complaint?**

**I think that Dodge/Chrysler should buy back my van at the original price I paid, so that I can purchase a safer and more reliable vehicle. I also feel very strongly that Dodge/ Chrysler owes anyone of their customers who are experiencing this kind of a problem a more compassionate resolution.**

**Thank you in advance for your help in this matter. I look forward to speaking with someone from the Bureau of Consumer Protection shortly.**

**Sincerely,**

**Exton, PA**

Office of Attorney General  
Consumer Mediation Unit  
218. 12<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Philadelphia, Pa 19107

7-26-05

[REDACTED]  
Exton, Pa [REDACTED]

Ref: Daimler Chrysler, B-005343-2005

Dear Mr. Medina,

Thank you for the response to my complaint. I appreciate your efforts in helping me to resolve this matter.

I thought it might be important for you to be made aware of another problem I experienced with my vehicle.

On the morning of June 5<sup>th</sup>, 2005 I again had to call Town Motors of Exton. When I put my van in reverse it was fine but as I changed gears to move into drive the car would not move. The paperwork from Town Motors is incorrect in stating that the problem was while moving in reverse. I was able to get the van back into my driveway but was afraid to drive it. I first called Town Motors and they towed the van to their garage. I next called your office but was told that I had to wait until I heard from you in writing to add anything to my complaint. Town Motors kept my vehicle overnight and told me that they could not find anything wrong with it. They topped off the fluids and said that maybe there was just an air bubble in the fluid. I am worried that it is just a matter of time until the transmission will fail again.

I did call Vison Dodge (610-356-8300) where the car was bought to discuss my situation. They advised me to call Chrysler. I did contact a man named Ahmed at Daimler/Chrysler (1-800-992-1997) reference # 13704097. He told me there was no information that he could give me. He advised me to contact Town Motors to get the answer to my question which is, what is happening to make all these transmissions fail? I did speak to the service manager at Town Motors asking why is this happening. I was only told that they do not know why the transmission would fail. I feel that I have exhausted my resources. I am hopeful that your office can help me to resolve this. I will wait to hear a response from your office. Again I thank you for your help in this matter.

Sincerely,  
  
[REDACTED]



Mark P. Wittholz,  
Customer Relations Manager  
6085 Marshalee Drive, Suite 200  
Elkridge, MD 21075-5626  
Fax: 410-567-1871



# Fax

To: Nicole R. Savage  
Bureau of Consumer Protection  
Office of the Attorney General  
Philadelphia Office

From: Mark P. Wittholz

Fax	[Redacted]	Pages: 2
Phone	[Redacted]	Date: 7/18/2005
Ref	[Redacted]	CC:

- Urgent   
  For Review   
  Please Comment   
  Please Reply   
  Please Recycle

• Comments

Mrs. [Redacted] requested a refund of the purchase price on her used 1997 Dodge Caravan due to the three transmission replacements that have been performed. Mrs. [Redacted] paid for the first transmission while the last two have been covered by the part warranty. This warranty is good until March 22, 2006 or 120,025 miles which ever occurs first. DaimlerChrysler will continue to honor the warranty until it expires. If Mrs. [Redacted] continues to experience any concerns after the expiration of this part warranty, she may call the DaimlerChrysler Customer Assistance Center for review. Mrs. [Redacted] request for a refund of the purchase price of this used 1997 Dodge Caravan is declined.

*Mark P. Wittholz*

TOM CORSETT  
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA  
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION

Philadelphia Regional Office  
21 South 12th Street, Second Floor  
Philadelphia, PA 19107  
(215) 560-2414

July 11, 2005

Daimler Chrysler  
Daimler Chrysler Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

13704097

RECEIVED  
JUL 14 2005

SPECIAL INVESTIGATIONS

Ref: Jacqueline Forgione, B-005343-2005

Dear Sir:

Enclosed is a copy of a complaint filed with this office by a consumer indicating dissatisfaction. We recognize that there are two sides to every transaction; please send us your side of the story so that we might aid in bringing this matter to a mutually satisfactory conclusion.

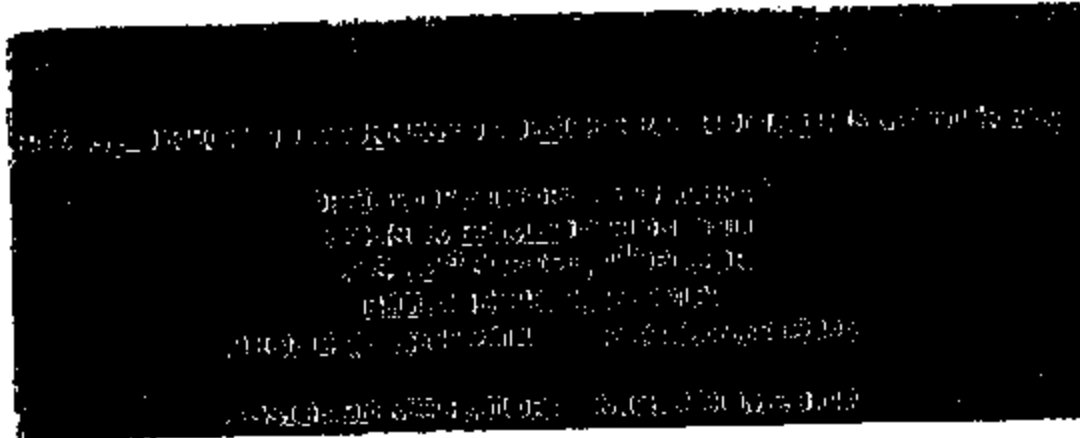
A justified complaint is sometimes caused by a mistake or misunderstanding that the firm is eager to know about and correct. When a complaint is not justified, the Bureau can often explain the circumstances to the consumer. In either case, the result will usually preserve "good will" for your business.

We request that you provide a prompt written reply in order that this complaint may be amicably resolved. Please respond within fifteen (15) days from the above date.

Very truly yours,

Nicole R. Savage  
Consumer Protection Agent

sz  
Enc.  
21



# Dodge Caravan transmission

This page will receive all complaints you have against Dodge Caravan transmission related problems. This page is dedicated to all Dodge Caravan owners that have problems with the transmission of their vehical. This site is a place where you can read horror stories, and also put your own. If I have had such page I would have probably won my cause against Chrysler. Any major problems with brand new Caravan is welcome also.  
Vos commentaires en francais sont aussi les bienvenus.



My Caravan 92 was 2 years old and had 75,000 km (47,000 miles) when it first broke down and it cost me \$1700 (can) to fix it. Chrysler never wanted to pay the bill because my warranty expired at 60,000 km (37,500 miles). Even I mentioned to them that I did not originally take the 120,000 km/7 years guaranty because my sales representative recommended me to take the 60,000 km/3 years bumper to bumper. I had also mentioned to the Service advisor Mr. Theriault at PIE IX Dodge Chrysler that my transmission was making a funny noise sometimes when I was making a stop at a street corner. He said "Do not worry this is how the transmission works." and I believed him, shame on me.

I called "L'association de la protection des consommateurs", they told me they knew that Chrysler had problems with the transmission of their vans, but my mileage had past the limit of the warranty. I found out after that many peoples had these similar problems.

13 months later my transmission broke down again with 102,000 km and the work estimate was \$2000.

25,000 km later it was going into neutral by itself. I had to stop the car and re-start the engine and it was running for a while after that and it cost me another \$1500.

Eventually I will have a car that I can trust.

Because I am so close to the 70,000 mile limit to my new warranty I will take out a 2 year warranty thru AMWAY. At the end of that time this van will be sold. This is my first mini-van. Think I'll get another but it will be a different brand and I'll definitely check the web before buying. Thanks to everyone who took the time to write to this web page, and thanks to gregoire for putting this web page up.

Pat Shirk  
pshirk@juno.com  
pshirk@aol.com

## Your stories

Audrey



Subject: caravan transmissions

Date: Sat, 27 Jun 1998 14:06:40 -0400 (EDT) From: Sail\_Away@webtv.net

thanks for your page... very informative. My cousins transmission in his 1991 caravan with a 3.3 liter engine went out. Just stopped dead at a traffic light. What I want to know is between 1987 and 1996 how many different models of transmissions were made and what were there model numbers? And out of these is there such a thing as a good or reliable one?

Thanks



Subject: The 604 Blues

Date: Fri, 12 Jun 1998 21:51:53 +0000

From: "Robt. Frederickson" aivprob@pipeline.com

Organization: Downstream Digital Productions

From: Robt. Frederickson

My 1994 Dodge Caravan AWD has a history of multiple transmission problems (the rebuilt unit has been rebuilt twice). One week after the last rebuild, I started to experience "shudder" problems when starting up in the morning. After spending another two days in the shop, the transmission guy claimed that he had put in an additive called "shudder guard" (or facimile) and this had solved my problem.

Anyone ever heard of this??

Also...regarding loading. Anyone had transmission problems possibly as a result of carrying loads near or at the 1200 lb cargo limit?



Subject: 94 Dodge Caravan

Date: Fri, 22 May 1998 07:02:09 -0500

From: "Jeff and Stacy Gose"

To:

I have a 94 Dodge Caravan with 91,000 miles which I purchased new. The transmission went out on my wife and a group of children she was taking to a birthday party. It happened on a curve and could have been a dangerous situation. I have had no problems with the transmission until now. I've serviced the transmission and have never subjected it to any hard driving conditions such as pulling. I spoke with my dealer and the Dodge Customer line and told them both that I thought it was a design flaw with the transmission. They told me they couldn't do anything because of the mileage. I then submitted a written request to Dodge detailing why I think they should pay for the repair.

I contacted several reputable transmission repair shops in the area. They all informed me the Chrysler minivan automatic overdrive transmission (they called it a 604) was their most common transmission to overhaul. They also all said Dodge had made several updates to the transmission which are part of the overhaul kit. This to me is proof that the transmission has a design flaw.

Some may think I'm wasting my time writing Dodge but I'm determined to make them do the right thing. With so many people out there with the same problem there has to be a recall or a class action law suit coming.

**Subject:** 1996 Grand Caravan Horror Story

**Date:** Sat, 31 Jan 1998 13:21:24 -0600

**From:** John Libby

**Organization:** Upstanding Systems

**1996 Grand Caravan**

Six days after we purchased our Caravan, we experience severe jerking upon acceleration. Took the car in and they could not find anything wrong, but changed a solenoid pack. As soon as it was returned, the problem returned. Service department would not take the car and wanted us to use a co-pilot (which they did not have available). They said it wasn't a major hazard. After several days wait for a co-pilot to be available, I called and demanded them to take my car. They did, added 200 miles to my car, and when we finally picked up the car, a new transmission had been installed. Apparently the non-major hazard caused the car to break down and the car had to be towed. We only found out what happened because it was listed on the work log receipt we were given. They did not even indicate 200 miles were put on the car. We had the car for 6 usable days and it was out of service for 21.

At the one year anniversary, our battery died. We've decided never to buy another Dodge.



**Subject:** 92 Caravan Problems

**Date:** Wed, 28 Jan 1998 10:32:35 -0600

**From:** "Randy E. Yaworski"

I have a 92 AWD Grand Caravan LE with 180,000 km. The transmission was ok until one day when all hell broke loose. My transfer case decided to self destruct. This happened while travelling 60 mph on an icy road. My wheels literally locked and I skidded onto the shoulder. Luckily for me, (and my family) that this happened on a straight portion of the road. If we had been on a icy curve, who knows? I may not be writing this message today. Chrysler definitely has to answer for this major Safety hazard. Their product could have killed me, and my family. The van sits at a Chrysler dealership right now, and they can find no reason for this failure. It sounds like Chrysler is manufacturing their products with inferior components that will one day take someones life. I got lucky, I lived!



**Subject:** 89 Voyager with second transmission problem

**Date:** Sun, 26 Jan 1997 20:29:14 -0500 (EST)

**From:** DeniKeane@aol.com

I was wondering if you might put me in touch with those with multiple transmission problems. We are experiencing our second (our first was replaced 2 years, 20K miles ago) failure and are disgusted that we will most likely foot the bill. Does the replacement transmission come with an additional warranty? It seems as though it should. Any suggestions?

D.Keane



**Subject:** 1993 Grand Caravan Transmission Problems

**Date:** Sat, 08 Feb 1997 13:47:45 +0000

**From:** Bill Mitchell

**Organization:** home

I have had three caravans and was contemplating a fourth until this last problem. I have lived with bad AC compressors, power steering pump and steering racks, unscrupulous dealers, peeling paint, failing fuel pumps, leaking engine seals, radiator fan motor but now a bad transmission/torque converter is

enough to put me over the limit of what I will accept as just everyday maintenance. As much as the vehicle is a pleasure to drive, I will not be buying another one. All these problems are on 3 vans with a total of 225,000 mostly highway miles. As my own comparison, I have had 3 Toyotas in the same time frame (a Tercel, Corolla, Celica) with a total of 420,000 miles. The combined problems were a couple of AC compressors, a fuel pump, a radiator. I don't get it and I guess Chrysler doesn't either.

Subject: plymouth voyager transmission failure

Date: Thu, 12 Dec 96 06:39:49 UT

From: "frank stone"

Sorry we do not have a Dodge but we all know they are the same car. Our story involves a 1990 minivan with 90000 miles. My wife took the van in for an oil change before we left for a Thanksgiving vacation trip. The Chevron oilstop convinced her to have the trans fluid drained and replaced. They also added a "transmission sealer" to boost the the additive package of the residual ATF fluid they could not remove. Within 20 miles the trans began to slip out of gear and finally would not shift out of low gear. their second reason for this additive was to recondition the seal material. I drove the car back that night and had them remove the new fluid and sealer and replace it... It was to late! our trans has now been replaced with a rebuilt one and my mechanic informed me never to add anything but ATF to a new transmission. It seems these new computerized transmissions are very sensitive to any additive. On Friday company reps from Chevron Oilstop and I will watch my mechanic teardown my old transmission to see what really caused our \$2000 oil change. I will followup with the results. The name of this sealer is Transmission Sealer and Conditioner from hardland Manufacturing co. Inc. 105 Brook Court, Bolingbrook Illinois 60440 1-800-378-7891.



Date: Wed, 11 Dec 96 13:09:58 -0800

From: matt shawyer

In 1994 we spent considerable time researching vans and, based upon our findings, we purchased a new Chrysler Grand Caravan. At the time we chose the 36/36 warranty instead of the 12/70 based upon the salesman's recommendation. We were very pleased with the van until mid 1995 when we began to notice a "shutter". At that time we thought it was the road, however, it became more frequent regardless of where we were driving. The shuttering became more pronounced nad with increasing frequency and we began to suspect the wheel alignment/balance. In November 1996 we took the van to be serviced (not at a Chrysler dealership) and have the alignment checked. The serviceman informed us that he had had many customers with Chrysler vans complaining of the same problems that wer were experiencing. He had heard that there may be a recall in effect for the transmission. We called the dealership and were told that there were no recalls concerning the transmission. We have friends who also purchased a 1994 Plymouth Grand Voyager about 3 months before we did. At 25,000 miles they noticed the "shutter" as well and at 40,000 miles they began to have episodes while driving when the van would seem to go into neutral, or get stuck in second gear. They have been attempting to resolve this matter, with no cooperation on the part of local Chrysler dealerships to date. Within the past two months we have begun to experience the same problem with regard to the van getting "stuck" in second gear or in neutral while driving. As you can imagine, this is cause for considerable concern and is a serious safety issue. The van can essentially "stall" while passing or merging at which time you have to try to get to the side of the road, turn off the key and restart it, obviously, posing a very hazardous situation.

Now, 2 days ago (12/09/96) we noticed a "thumping sound while accelerating, so I have even more symptoms. I have an appointment to have the transmission looked at on 12/16/96 and have contacted Chrysler customer service, they will not discuss anything until I have had the van in for servicing. I think that Chrysler should shoulder the cost of completely repairing my transmission, and provide a loaner car while the car is being fixed. Am I being unreasonable in my expectations? Who do I talk to at

Chrysler. (or anywhere else) to get them to take care of this matter? Not only is this for me, it is for the friends that I mentioned earlier. HELP!  
Peter.Shawyer.fax/voicemail #: 510/454-1561



**Subject: Dodge Caravan Transmission Problem**

**Date: Wed, 11 Dec 1996 09:43:04 -0600**

**From: Kenneth\_Lai@ATK.COM (Kenneth Lai)**

The transmission in my 1992 Dodge Grand Caravan quit while on a busy highway. The cost for rebuilding the transmission was US\$1900.31. The Caravan has a 3.3 litre engine and registered 93247 miles when the transmission died. The engine now has a ticking noise which increases in frequency during acceleration. This is my second Chrysler minivan. I don't know if I will have a third.



Just a quick note on my 1996 Dodge Grand Caravan. Yes, Caravans is meant to be plural. My first Grand Caravan was ready to go to its third transmission, it leaked water everytime it rained, the windshield wipers had a mind of their own and went on and off at will, one of the sliding doors stunk and the list goes on. After getting through the non-value adding wall that Chrysler has set up with the dealer and its 1-800 Customer Service organization, I was able to convince Chrysler to replace the van, hence, I am now on my second one. This one has been excellent (so far). It is quiet, rock solid, handles well (for a van) and I have had no mechanical problems. My only disappointment is that instead of taking the first van back and trying to learn how to avoid future problems, the dealer just turned around and sold it to someone else.

**Bob, rmm.com**



I've had my Caravan about 7 weeks. I've owned it for eight but at least a week has been spent in the shop. The gas gauge doesn't work so they swapped it. Then they swapped the sensors. Then they said it worked: It didn't! Now the dealership has replaced the tank. He says it's an engineering defect. He said the plastic tank is flexible and it flexes, causing an inaccurate reading. That doesn't make sense to me. It reads empty when half full, not the other way around. I got home after buying the vehicle and noticed the entire body was scratched. The dealer claims this is from the machines they use to buff it at factory, so now a factory rep is going to examine it. The front speakers cut in and out intermittently and they say it's the radio. Funny, I was playing a tape. I'm disgusted by the vehicle and the dealership's handling of it. I hope others have better luck than I have.

**Fate, aol.com**



**From: GreggNita@aol.com**

**To: gregoire@aei.ca**

<http://www.aei.ca/~gregoire/claude.html>

7/31/2005

Hil

We have a 1992 Caravan with 80,000 miles. We just purchased it. It makes a funny sound when the vehicle is "under load" and we turn to the left. So far the dealer has been cooperative but the mechanics are stumped. We have had the front right and left bearings replaced. The front left and right half-shafts replaced and the differential bearings replaced. The mechanic that took the trans. apart is stumped, especially since it only makes the noise when you are stepping on it. The sound seems to come from somewhere in the right front end. Has anyone else had this problem and were they able to have it fixed? Any ideas would be helpful.  
Thanks! The McConnells



From: Dave Mosher

To: gregoire@aei.ca

I just stumbled across your site. Man, I wish I had seen this 6 months ago!

I had a 1993 Grand Caravan ES whose transmission gave me a "funny" feeling since the first day I had it. I really loved the van and took it to my dealer (Des Sources Dodge Chrysler) for EVERY SINGLE maintenance check.

At 58,000 km I took it in just before a vacation trip and told them (for about the 10th time) about the strange "clunk" that happened every time I started off from a standing stop. They looked at it, told me everything was adjusted and left me with a smile.

At 62,000 km (JUST off warranty), I was really having a problem. There was a 4-5 second hesitation and then a clunk with every standing start. When the dealer phoned me to discuss the problem, they told me the transmission was "completely burned out". It would cost \$2,800 for a reconditioned trans or about \$4,000 for a new one. I told them that I wanted a new one and that I didn't expect to pay a cent!!!

This talk went back and forth for a few days. I finally told them that I was going to personally contact the president of Chrysler Canada about my problem, rent a car (which I need for my business) and charge it back to them and spend some of my hard earned money on a lawyer that would make them look bad in the press.

Finally, after a discussion with the area service representative, they informed me that they would take care of the problem at no charge...not even the deductible normally associated with major warranty repairs.

I think they did this for three reasons: 1) I had specifically had the van in for servicing at 58,000 km and requested attention to a transmission problem. 2) I have two other Chrysler vehicles under lease at the present time and 3) I had already contacted them about my interest in a 1996 model Caravan.

Unfortunately, two months after the transmission was replace, the engine mounts mysteriously broke. This lead to an eventual breakdown in my left front axle which had to be replaced at a cost to me of about \$300.

I've had my problems! But I can't understand why I still like these things. I've JUST taken possession of my new vehicle. I must say that they seem to have recognized the problem and have done something about it.

Too bad it's too late for those who experienced major problems with their older models.

Best regards,

Dave Musher



From: [esims@digitalxp.com](mailto:esims@digitalxp.com) (Sims, Anne)

I was so "glad" to see there have been others with transmission problems. We had to have the transmission replaced on our '92 Grand Caravan at only 52,000 miles. I wrote to Chrysler, who responded that they did not see anything "extraordinary" with the problem. A year later, it is giving us problems again. You can bet here is another unhappy customer who has owned the last Dodge Caravan....



From: "K Hedquist"

Claude,

I have 2 Dodge Caravans a '88 and '89. I have had 2 transmissions go out in the '89 since 2/96 when I purchased it and one in the '88. My mechanic talked to a parts person at Chrysler parts and found out that they have 50% of the rebuilt transmissions come back. I am looking for any and all emails or posts to news groups to forward on to the correct agency. Would you be able to help me with any information?

Kevin Hedquist  
[khedquist@isd.net](mailto:khedquist@isd.net)  
[kevinh@rainier.com](mailto:kevinh@rainier.com)



Date: Tue, 29 Oct 1996 22:18:33 -0800

From: "Sharon L. Taylor"

I too had transaxle problems with my 1990 Dodge Grand Caravan. I had complained to the dealer several times beginning at 47,000 miles when I had the transmission recommended service performed. The dealer was unable to find anything other than a broken transaxle mount on the left side. I complained again about the clunking sound when the accelerator was released quickly when the van was in overdrive. This time at about 64,000 miles. Again the dealer said all operation was normal. I had the van in again at 68,000 miles and again the dealer said all was normal. Finally at 74,000 the transmission failed. I had the 7yr/70,000 mile warranty and the dealer called Chrysler to get authorization to have the repair done under warranty at a cost of the \$100 deductible, since I had complained several times about the faulty operation. The dealer said the new transmission was basically a 1994 model with all of the updates. I hope the new transmission does have the problems solved. The problems appear to only be associated with the 4 speed ULTRA.  
 Thanks for the page.



**Subject: Bad Dodge Intrepid**

**Date: Fri 29 Nov 96**

**From: Philip Chao philchao@asnet.com**

I had a similar problem with my Dodge Intrepid. I actually bought my Intrepid because it was made locally so I thought I was doing a favor to the local economy. I want to put people to work who live around me. But I have had so many troubles with this car you cannot believe. I would tell you to do research if you buy a Dodge Car. I was pro-Intrepid until all these problems cropped up and the really sad thing was that the company was not helping me. I am at 70681 miles - and I bought the extended warranty as well. I am less than 1% over the limit of the contract and when I called it in I was at less than 79,000 miles. And I even have documentation to prove that as well. But when I brought the car in at 681 miles over the warranty - they said I was totally responsible for repairing the car \$2000 U.S. And in fact, they would not cover the transmission which has been erratic for the past year. To try calling their office, you have to wait about 1/2 hour each time to talk to a representative. Each time they tell you they cannot help you any more than the first time. Even though I found out that they lied to me over the phone about the mileage on the cars. They told me I had 73,000 miles and then when I went to pick up the car I found that I had 70,681. I am at the end of my possibly calling them. They are not helpful and even threatened me on the phone - twice. They said well if you don't accept our deal we will retract it.

They have tried to fix my car for the past year. In Dec 1995 at 44000 miles they told me the transmission was fine even though it was not shifting well. They told me I had leaking cooler cables which took 2.5 months to backorder and replace. Ever since then it has been shifting erratically but only minimally so. So I didn't think much about it until the car completely died in August 1996. The car is a 2 year old 1994 Intrepid. They looked at the transmission then and told me that it was fine and that the service had showed no problems. 8000 miles later they told me that I needed a COMPLETE NEW TRANSMISSION.

When I asked them if I could complain to anyone else they said NO. I could not talk to a manager. They said they could not help me. At the contract services they told me they could not help me because this was a powertrain issue. They would not even give me a phone number to call. They gave me an address where I could write. And I intend to. But I hope that anyone else with Dodge Problems steps up and offers me some advice on what to do. I have a car with a very bad transmission and basically no place to go this Thanksgiving because my family lives a driving distance away.... Phil



**Subject: 93 Dodge Caravan**

**Date: Tue, 26 Nov 1996 13:48:11 -0500**

**From: KMurphy430@aol.com**

My transmission too has been clunking, especially when cold going into reverse and winding out awhile too long before going from 2nd to 3rd. As soon as the extended warranty expired this problem got worse. I don't have it serviced at the dealer because I don't trust them; the mechanic at Firestone tells me he constantly hears complaints about the 3.0 litre transmissions and believes Chrysler has "a recall on it that has not been extended to the public." What does that mean? I get hives thinking about talking to the dealer, and would like to be more knowledgeable before I go in there. Any further advice? Thanks.



Subject: 91 Grand Voyager

Date: Mon, 25 Nov 1996 13:21:33 -0800

From: Stacy Huggins/Mark Owensby cmhmedia@concordnc.com

The litany:

- Speedo never worked properly, still doesn't today
- Today's temp in Concord, NC (my home) is 58; the thermometer in the van reads 27
- August 95 - replaced transmission at my cost (\$1700); the "new" one, with 20,000 miles on it, is being replaced today - at my cost
- 1995 - replaced antilock brake pump motor - at my cost; the recall is pending

I'll write, and I'll plead, but I don't expect any help from Chrysler. I've owned my last Chrysler product. I've got a 93 Taurus wagon with 140,000 miles on it that runs great. I just gave away an 89 Pontiac with 200,000 on it - it ran fine.



Subject: Dodge Caravan 1994

Date: Sun, 24 Nov 1996 11:24:35 -0200

From: thomas@prtc.net (thomas)

I also have a 1994 DODGE CARAVAN with 51,000 miles stocked in my house. Transmission problem. Manufacturer says the warranty expired. Trying to establish how I can claim.



Subject: Stuck on Caravan

Date: Sun, 24 Nov 96 05:40:54 -0800

From: Roger Rankin

It's about 5:00AM on a Sunday here in California. I just had to say that you are right on about these Caravans. My problem is that once you get one, you have to almost keep it. Most of the world knows that these vehicles are a horror story.

My '89 transmission has been "rebuilt". Ha! It went back in the shop and they told me that rebuilding is a "joke". The '90 is also in the same condition! I would be better off owning a Mercedes. At least I could sell the parts on a Mercedes that are good! The transmissions are "throw aways" and better to just buy a brand new one. I vowed to drive the "blankity blank 'thing' into the "blankity" ground. I need it for my business and do you think that for one minute that the IRS is going to "buy" my story for vehicle maintenance when I show all these repairs.

The word is getting around! Chrysler better spend their money on the mechanical design of the vans, instead of the fenders and do dads!

Roger of Santa Ana, CA.

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ACT (FOIA), 5 U.S.C. 552(b)(6).