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NVS-200

ODI

COMPLAINT

EXECUTIVE SECRETARIAT

CONSUMER INFO**Name:** [REDACTED]**Org. Name:****Address:****City, State, Zip:**Owensboro, KY
USA**Daytime phone:****Evening phone:****Email:**

2005 DEC 30 A 8:32

TRAFFIC SAFETY ADM.

DESCRIPTION

I had a rattle in the front of my van and also noticed pink/red fluid leaking under it. The brakes were also making a grinding squeaking noise. When I took my van to the shop for service they looked it over.

The service department told me, the ball sockets were loose on end links and the bushings were worn out. The red looking leak was from the rack and pinion and it would need to be replaced. They couldn't "duplicate" the noise from the brakes.

Due to the help from an employee, Justin, I didn't have to pay full price for the rack and pinion. He made a phone call to Chrysler and it was worked out where I'd only pay \$200 for it (rack & pinion) but I'd still have to pay regular price on everything else. I'm very grateful Justin took the time to call because the service cost would've been almost \$2000 instead of the \$500 I paid. However, I feel like these items shouldn't have "worn out" when the van is only a year old. It seems more likely these items were defective from the start. Since, this is a safety related defect, I feel Chrysler should not have charged me anything.

VEHICLE INFO**Vin:** 2C4GP44R04R [REDACTED] **Purchase date:** 10/28/2004**Manufacturer:** DaimlerChrysler Corp**Year, Make** 2004 Chrysler
And Model: Town & Country**Original owner:** NO**# Cylinders:** 6
Engine size: 3.3L
Cruise control: Yes
Current miles: 43890
Failure mile: 43879
Fuel type: gas**Trans. Type:** Automatic
Usage: Pleasure
Antilock brake: Yes

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VEHICLE COMPONENT INFO**Component 1:** Steering - sway bars, bushings, rack & pinion **OEM:** NO**VEHICLE DEALER INFO****Name:** Stacy Chrysler Jeep **Type:** Sales/Service
Address: Changed to: Steve Jones Chrysler-Dodge-Jeep (Steve Jones Motors, LLC)
322 West 4th Street
Owensboro, KY 42303
Phone: (270) 685-9000Payer
1/11/06

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