

CL-10181654-9106

NW 100

Panama City Beach, FL

January 20, 2007

Chrysler Corp.
P. O. Box 21-8004
Auburn Hills, MI 48321-8004

Attention: Customer Relations Center

Subject: 1991 Dodge Caravan ABS Failure
VIN 1B4GK 54 RXX [REDACTED]
FLEET No. EF078001

My 1991 Dodge Caravan experienced its first ABS anti-lock brake failure while visiting New Port Ritchie, FL, February 22, 1994. Mileage then was 49,091.

I towed this vehicle behind my motorhome to Panama City, FL. Buzz Leonard, the local Chrysler dealer estimated the cost to repair the ABS brake system would be [REDACTED].

I contacted a Chrysler Consumer Relations' representative describing my ABS anti-lock brake problem. The next day I was informed that Chrysler would supply the component parts and I would have to pay the labor cost that amounted to \$268.24, which I promptly paid Buzz Leonard.

The second ABS anti-lock brake system failure on my 1991 Dodge Caravan occurred during August 2006. Mileage then was 109,871. No new component repair parts were available from the Chrysler Corp. or its dealer in Panama City.

The owner of James Auto Center, Inc. found and purchased (via the internet) rebuilt component parts and repaired my 1991 Dodge Caravan for \$2,282.10 including [REDACTED] for labor. Attached is the paid Invoice #4722 dated 9/11/06.

A Recall Notice in accordance with the requirements of the National Traffic & Motor Vehicle Safety Act was issued after Buzz Leonard had repaired the ABS anti-lock brake system in 1994. The Recall Notice states the following:

"If problems with these components are found at anytime during the ENTIRE life of your vehicle, Chrysler will replace these components free of charge."

My 1991 Dodge Caravan (still in beautiful condition) falls within the statement issued in the Recall Notice. Therefore, I should be reimbursed per your analysis of the component parts cost and labor charges itemized on the attached, paid, James Auto Center, Inc. Invoice.

Respectfully,

[REDACTED]
Panama City Beach, FL

DW/lw

Attachment - Copy of James Auto Center Inc. Paid Invoice

cc: Administrator
National Highway Traffic Safety Administration

NW
2/5/07
CC

Chrysler Corp.

- 2 -

January 20, 2007

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

cc: James Auto Center, Inc.
1301 East 11th Street
Panama City, FL 32401
www.masterautotech.com
Phone: 850-763-0555
Fax: 850-784-6358

[REDACTED]
Panama City Beach, FL [REDACTED]

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).