

[REDACTED]
Marinette, WI [REDACTED]
13 January 2009

2009 JAN 27 PM 5: 20

CL-10256811-2377

Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, DC 20590

Sirs:

I finally received a recall notice for my 2000 Grand Caravan – the “clockspring” was the subject of the recall.

On 30 October, 2008, I mailed the completed recall notice card and the ORIGINAL invoice from Wiedemeier Garage in Crivitz, WI, where the work was performed, to the address listed on the recall notice.

I have heard nothing from them.

Today, 13 January, 2009, I mailed another letter to them, a copy of the first letter, and a COPY of the invoice.

Also, I am sending you a copy of both letters and a copy of the invoice. Recall notice: YR567669 Identification Code D17

Please check into this for me. I could certainly use any reimbursement!

Thank you, sincerely!

[REDACTED]
[REDACTED]
cell: [REDACTED]

e-mail: [REDACTED]

ET
6-28
11/21/09
NY

DAIMLERCHRYSLER

*Back to
for Safety*

273925

MARINETTE, WI

SAFETY RECALL - CLOCKSPRING

Dear [REDACTED]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DaimlerChrysler has determined that a defect, which relates to motor vehicle safety, exists in some late-1998-2000 model year Dodge Caravan/Grand Caravan, Plymouth Voyager/Grand Voyager and Chrysler Town & Country minivans. The clockspring assembly that connects steering wheel mounted electrical components to the electrical system on your minivan (VIN: 2B4GP2439YR [REDACTED]) may lose the electrical connection to those components. This could cause the driver's airbag, horn, speed control system and/or steering wheel mounted radio controls (if equipped) to be inoperative. An inoperative driver's airbag will not deploy and can result in increased injury to the driver in a frontal crash.

You can detect a failed airbag clockspring by checking the AIRBAG warning light on your minivan's instrument panel. The AIRBAG warning light normally illuminates for a few seconds after you start your minivan, and then goes out if the airbag system is functioning properly.

- > A failed clockspring will cause the AIRBAG warning light to either remain on (beyond the normal few seconds after you start your minivan), or illuminate intermittently while you are driving. If this occurs, contact your dealer immediately to have the airbag system inspected. If your dealer determines that the clockspring has failed, it will be replaced without charge to you (diagnosis, parts and labor).
- > If your minivan currently has 70,000 miles or LESS, contact your dealer to have the clockspring assembly replaced without charge to you (diagnosis, parts and labor), even if it appears to be functioning properly.

When contacting your dealer, ask to have a clockspring held for your minivan or to order one before your appointment. Remember to bring this letter with you to your dealer. The work will take less than one hour to complete. However, additional time may be necessary, depending on how dealer appointments are scheduled and processed.

- > If your minivan currently has MORE than 70,000 miles and the AIRBAG light operates normally (illuminates for a few seconds after you start your minivan, and then goes out), the clockspring in your vehicle is functioning properly and no further action is necessary at this time. If the clockspring assembly fails at any time in the future, regardless of mileage, your dealer will replace it without charge to you (diagnosis, parts and labor). Remember to check the AIRBAG warning light to be sure that the airbag system is functioning properly. Keep this letter with your minivan's other owner information for future reference.

This recall does NOT include replacement of other airbag system components. If other components cause illumination of the AIRBAG warning light, the associated repair costs are the owner's responsibility.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (YR [REDACTED]) and notification code D17 on the postcard.

If you have already experienced a clockspring failure and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D17

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

YR [REDACTED] Identification Code D17

[REDACTED]
Marinette, WI [REDACTED]
13 January 2009

COPY

Recall Administration 482-00-85
PO Box 218008
Auburn Hills, MI 48321-9959

Sirs:

I am writing because I have not received any compensation for a clockspring defect in my 2000 Grand Caravan.

I sent you the completed recall notice and the ORIGINAL invoice from Wiedemeier Garage in Crivitz, WI, where the work was done.

I am enclosing a copy of my first letter and a COPY of the original invoice.

Please respond.

Thank you.

[REDACTED]

[REDACTED] cell: [REDACTED] e-mail: [REDACTED]

YR [REDACTED] Identification Code D17

[REDACTED]
Marinette, WI [REDACTED]
30 October, 2008

COPY

Recall Administration 482-00-85
PO Box 218008
Auburn Hills, MI 48321-9959

Sirs:

I am finally in receipt of a recall notice for my 2000 Grand Caravan, concerning the clockspring.

When the air bag light stayed lit continually, the horn didn't work, the "chimes" for lights on and ignition on didn't work any longer, I took the vehicle to Wiedemeier Grage in Crivitz, WI, to fix the problems.

On 10/14/08 they installed a front passenger window regulator because the window would not operate correctly, a new clockspring, a new ignition switch, another switch, and a new hub assembly. Including labor, the total bill was 997.59.

I am sending you the original invoice from Wiedemeier Garage, and the completed card with our new address.

Any reimbursement you could send me would be very much appreciated.

Thank you,

[REDACTED]
[REDACTED] cell: [REDACTED]

I hereby authorize the above repair work to be done along with the necessary materials and hereby grant you and/or your employees permission to operate the car or truck herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

2

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

CUSTOMER'S SIGNATURE

5

CUSTOMER'S SIGNATURE

3. I do not want an estimate.

CHECK ONE:

☐ Please return replaced parts

☐ I do not want replaced parts

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison Wisconsin 53708-8911.

WIEDEMEIER GARAGE
"YOUR SUPERIOR MUFFLER CENTER"
 N 8305 Hwy 141 • Crivitz, Wisconsin 54114
PHONE (715) 854-2477

NAME _____

DATE _____

ADDRESS

MAKE

[illegible]

KEYWORDS

SERIAL NO.

ODOMETER

LICENSE NO.

PHONE WHEN READY

PHONE NO.☒ YES

NO

ADDITIONAL WORK AUTHORIZED BY:

AM

DATE _____

TIME P.M.

NO CALLED

NEW ESTIMATE

 THIS VEHICLE RECEIVED WITHOUT
FACE-TO-FACE CUSTOMER CONTACT

SHOP REPRESENTATIVE

OPER NO.

INSTRUCTIONS

WARRANTY IS CHECKED

—A

Changes at winter, check plants - Time:

~~Replace right air window regulator.~~

~~Wiederholung: $a, a' \in W$ ist~~

~~any more no horn & Am bag fight~~

1750-1800-1850-1900-1950-2000-2050-2100-2150-2200-2250-2300-2350-2400-2450-2500-2550-2600-2650-2700-2750-2800-2850-2900-2950-3000-3050-3100-3150-3200-3250-3300-3350-3400-3450-3500-3550-3600-3650-3700-3750-3800-3850-3900-3950-4000-4050-4100-4150-4200-4250-4300-4350-4400-4450-4500-4550-4600-4650-4700-4750-4800-4850-4900-4950-5000-5050-5100-5150-5200-5250-5300-5350-5400-5450-5500-5550-5600-5650-5700-5750-5800-5850-5900-5950-6000-6050-6100-6150-6200-6250-6300-6350-6400-6450-6500-6550-6600-6650-6700-6750-6800-6850-6900-6950-7000-7050-7100-7150-7200-7250-7300-7350-7400-7450-7500-7550-7600-7650-7700-7750-7800-7850-7900-7950-8000-8050-8100-8150-8200-8250-8300-8350-8400-8450-8500-8550-8600-8650-8700-8750-8800-8850-8900-8950-9000-9050-9100-9150-9200-9250-9300-9350-9400-9450-9500-9550-9600-9650-9700-9750-9800-9850-9900-9950-10000-10050-10100-10150-10200-10250-10300-10350-10400-10450-10500-10550-10600-10650-10700-10750-10800-10850-10900-10950-11000-11050-11100-11150-11200-11250-11300-11350-11400-11450-11500-11550-11600-11650-11700-11750-11800-11850-11900-11950-12000-12050-12100-12150-12200-12250-12300-12350-12400-12450-12500-12550-12600-12650-12700-12750-12800-12850-12900-12950-13000-13050-13100-13150-13200-13250-13300-13350-13400-13450-13500-13550-13600-13650-13700-13750-13800-13850-13900-13950-14000-14050-14100-14150-14200-14250-14300-14350-14400-14450-14500-14550-14600-14650-14700-14750-14800-14850-14900-14950-15000-15050-15100-15150-15200-15250-15300-15350-15400-15450-15500-15550-15600-15650-15700-15750-15800-15850-15900-15950-16000-16050-16100-16150-16200-16250-16300-16350-16400-16450-16500-16550-16600-16650-16700-16750-16800-16850-16900-16950-17000-17050-17100-17150-17200-17250-17300-17350-17400-17450-17500-17550-17600-17650-17700-17750-17800-17850-17900-17950-18000-18050-18100-18150-18200-18250-18300-18350-18400-18450-18500-18550-18600-18650-18700-18750-18800-18850-18900-18950-19000-19050-19100-19150-19200-19250-19300-19350-19400-19450-19500-19550-19600-19650-19700-19750-19800-19850-19900-19950-20000-20050-20100-20150-20200-20250-20300-20350-20400-20450-20500-20550-20600-20650-20700-20750-20800-20850-20900-20950-21000-21050-21100-21150-21200-21250-21300-21350-21400-21450-21500-21550-21600-21650-21700-21750-21800-21850-21900-21950-22000-22050-22100-22150-22200-22250-22300-22350-22400-22450-22500-22550-22600-22650-22700-22750-22800-22850-22900-22950-23000-23050-23100-23150-23200-23250-23300-23350-23400-23450-23500-23550-23600-23650-23700-23750-23800-23850-23900-23950-24000-24050-24100-24150-24200-24250-24300-24350-24400-24450-24500-24550-24600-24650-24700-24750-24800-24850-24900-24950-25000-25050-25100-25150-25200-25250-25300-25350-25400-25450-25500-25550-25600-25650-25700-25750-25800-25850-25900-25950-26000-26050-26100-26150-26200-26250-26300-26350-26400-26450-26500-26550-26600-26650-26700-26750-26800-26850-26900-26950-27000-27050-27100-27150-27200-27250-27300-27350-27400-27450-27500-27550-27600-27650-27700-27750-27800-27850-27900-27950-28000-28050-28100-28150-28200-28250-28300-28350-28400-28450-28500-28550-28600-28650-28700-28750-28800-28850-28900-28950-29000-29050-29100-29150-29200-29250-29300-29350-29400-29450-29500-29550-29600-29650-29700-29750-29800-29850-29900-29950-30000-30050-30100-30150-30200-30250-30300-30350-30400-30450-30500-30550-30600-30650-30700-30750-30800-30850-30900-30950-31000-31050-31100-31150-31200-31250-31300-31350-31400-31450-31500-31550-31600-31650-31700-31750-31800-31850-31900-31950-32000-32050-32100-32150-32200-32250-32300-32350-32400-32450-32500-32550-32600-32650-32700-32750-32800-32850-32900-32950-33000-33050-33100-33150-33200-33250-33300-33350-33400-33450-33500-33550-33600-33650-33700-33750-33800-33850-33900-33950-34000-34050-34100-34150-34200-34250-34300-34350-34400-34450-34500-34550-34600-34650-34700-34750-34800-34850-34900-34950-35000-35050-35100-35150-35200-35250-35300-35350-35400-35450-35500-35550-35600-35650-35700-35750-35800-35850-35900-35950-36000-36050-36100-36150-36200-36250-36300-36350-36400-36450-36500-36550-36600-36650-36700-36750-36800-36850-36900-36950-37000-37050-37100-37150-37200

WILLY MOORE - FIVE EIGHT NINE

Replaced Ignition Switch

[illegible]

320

COST		QTY.	PART NO./DESCRIPTION	WARRANTY IF CHECKED	PRICE	COST		QTY.	PART NO./DESCRIPTION	WARRANTY IF CHECKED	PRICE
									SUBLET REPAIRS, TOWING		
			741-551 window regulator		162.16						
			55092254AA clock spring		139.00				GALS. GAS @		
									QTS. OIL @		
									LBS. GREASE @		
									TOTAL MATERIAL		
		1	76 washer subvent		1.00	ACCT.		INT.	CLM.		
			US 469 Fgm switch		69.18		C	S	C	S	
											TOTAL LABOR
		1	4609106 switch		12.85						TOTAL PARTS
		1	512155 Hub Ascn		187.49						ACCESSORIES
											GAS, OIL, GREASE
											SUBLET REPAIRS, TOWING
											TAX
											TOTAL
			TOTAL PARTS		571.68						

ALL PAST DUE INVOICES ARE SUBJECT TO A MINIMUM SERVICE CHARGE OF 1½% PER MONTH. (18% PER ANNUAL)

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