

NVS-200

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Perry, GA

May 26, 2009

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RECEIVED NHTSA

NHTSA Headquarters West Building
Office of Defects Investigation
1200 New Jersey Ave SE
Washington, DC 20590-0001

To Whom It May Concern:

I did not know who to address my frustrations to regarding my car repair. If your office is the proper office to assist me, please I beg for intervention. I realize that I am not a big fish in the world of everything going wrong. However, my safety and mental stability is at stake. It is not my desire to denigrate this company or its employees. I do believe that I am being pressured into paying more money for something that I have already paid for which is covered in the warranty. I do not desire to fight big business; I just want a safe vehicle. Yes my car is old and it was old when I bought it. The age of my car should not be a deciding factor on whether or nor I receive fair and impartial treatment.

I am enclosing a copy of the letter I wrote to Bill Butler Chrysler in Warner Robins. This letter will explain everything. If I have any rights, please help me. Presently the car is at Bill Butler in Warner Robins with no brakes. Please tell me what I should do.

Respectfully,

[Redacted Signature]

NM
4:53
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May 25, 2009

Bill Butler Chrysler Dodge Jeep
2817 Watson Blvd
Warner Robins, GA 31093

Dear Mr. Butler:

Allow me to thank you for having excellent customer service representatives in the car repair/maintenance department. Mike is extremely courteous as well as professional and attended to my vehicle promptly. He kept me informed of the various problems and worked diligently with the business office to inform me of the cost involved in repairing my vehicle. Each time I returned for service, he greeted me with respect and a warm smile. I truly enjoyed your Courtesy Driver, Rocky Mercado who took me home on Memorial Day. He was a true gentleman and we talked all the way to Perry about being in the family of God. It was worth the wait just to have him drive me home. He gave me his card then stated when the car was ready; he would come, pick me up and drive me back to the shop. What a blessing he was to me not only because I had no way to get home but also because he was not ashamed of the Gospel of Christ.

I ask that you hear me out before you decide that my concern is not worth the trouble. On September 25, 2008 I brought my 1993 Chrysler Fifth Avenue to your dealership. I spoke to the Service Manager Dave about my brakes. I explained to him that I took the car to a local repairman who stated the brakes had a recall and I needed to take it to the Chrysler dealer in Perry. I called the Perry Chrysler dealer who stated they did not do that kind of work. He recommended that I take the car to the Chrysler dealer in Macon. My brakes were not working and I did not want to take a chance driving to Macon. I immediately went online to find out about this recall thing. I read about the Bendix 10ABS, its 4-wheel integral; it uses an integral master cylinder hydraulic modulator assembly with a remote pump and motor for power assist braking and anti-lock braking. Chrysler quit making ABS brakes in 1993 because of the numerous consumer complaints. The recall provides lifetime warranty on actuator piston assembly and pump motor with free replacement of worn master cylinder or bad pump. I looked it up and I had no clue what that meant. I remembered Bill Butler commercials on TV and spoke to Dave the service manager. Dave explained that it was not necessary to take the car to Macon, they could accommodate me. He was very polite and quite phone friendly. I was so thankful until I cried.

After checking the car, Mike, the service representative, explained the ABS recall was still in effect. However, the problem with my car was not included in the recall and it would cost me about \$400. I needed my car. I did not understand but as caregiver for my elderly mother, I had to have transportation. The total cost with the \$50 discount came to \$498.66. I paid the bill.

On October 23, 2008 I returned the vehicle because the brakes quit working. The ABS light came on and the brakes did not work. Mike explained what he thought happened but stated they would correct the problem because it was still under warranty. When I returned to pick the car up, the brakes were working.

On November 11, 2008 a repeat of no brakes when driving happened again. They fixed them as before but it didn't last. The brakes stopped working in January and March. I called and spoke to Mike but when I started to bring the car in, they started working. I called Mike and told him the brakes started working on their own. Mike stated that they would not be able to tell what was wrong if the brakes were working. He added that since the car was old, I should let it warm up a while before taking off.

Today May 25, 2009 as we honor our Veterans, it happened again. I drove the car without brakes to the dealership and Mike briefed me on what could possibly be wrong and the estimate because it was not under warranty. Mike called me at home and said it was what he said earlier. It would cost over \$500. He stated the dual pressure switch was stuck on off and in order for them to check to see if the warranty items were working, I would need to get this switch. He stated that a diagnostic had to be performed

[REDACTED]
Perry, GA
[REDACTED]

first in order to verify what was wrong. That would cost \$85. I admit my ignorance when it comes to car mechanics. But would you explain this:

1. I am confused about the \$498.66 I paid for which was under warranty that was not covered by warranty.
2. I do not understand how after 4 risky trips to your dealership, the brakes work for a while then they quit.
3. It is not sinking in how now your service departments know I need a dual pressure switch but they did not know I needed one all the other times.
4. How is it that the dual pressure switch was working sometimes and now it is stuck on off?
5. How can all this be diagnosed when he told me that a diagnostic had to be done first?
6. If they were unable to fix whatever they said was wrong the first almost \$500 I paid, how is paying almost \$600 going to make the brakes work?

Each time I drive I am putting not only myself and my handicapped mother at risk, but also every motorist on the highway with me. On 3 different occasions I barely escaped 3 potentially dangerous highway accidents because the brakes quit working. My mother had to be rushed to the hospital late one night and there were no brakes when I pulled out of our parking area. I prayed all the way to your dealership today because I had total knee replacement and I just did not have the strength to apply the pressure needed to make the car stop. I know that the song "Jesus Take The Wheel" was for me. I fear each time I am in the car. I realize the car is old and it is not a money maker for your service people nor is it good advertisement for your dealership. But, does that mean I am not entitled to be safe?

I called several Chrysler plants in different states and they gave me several numbers to call. I called 20 different numbers all to no avail. I truly believe that I have been more than patient in attempting to settle this brake warranty issue. The dealership manager Dave (not the service manager) was very sympathetic and offered to fill my gas tank and to clean the car for free. I had my neighbor with me who was quite unhappy with the treatment I received. I just want the brakes fixed not gas or the car cleaned. The first \$498.66 should have lasted more than 3 weeks. Now they say I have to pay more. I am aware that Chrysler is closing many of its plants. I know of now CEO Bob Nardelli stepping down in June and C. Robert Kidder taking his place. I heard of the merger of Fiat Spa and Chrysler. I just want a safe vehicle.

Perhaps your service personnel really don't know what is wrong. I do not know. I just want to be safe on the road. If it is going to take time, please provide me with a loaner vehicle that is safe. There is no need for vehicular blackmail. I am willing to work a solution which is mutually agreeable. I just want to be safe on the road. It is not my intent to damage your fine reputation. I am not asking for a bailout, only a safe vehicle.

Respectfully,
[REDACTED]

Cc: Better Business Bureau
Center for Auto Safety
National Hwy Traffic Safety