

NHTSA ccmMercury Routing Slip



INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 6/10/2010

NHTSA #: ES10-004079

XREF #:

Delivery: HND

Rec'd Date: 6/10/2010

Doc Type: CNG

Address To:

Referred By: NOA10

Doc Date: 5/21/2010

Due Date: 6/24/2010

S10 #:

DOT/I #:

RMP #:

Subject: EMAILED REC'D ON BEHALF OF [REDACTED] (NE) ISSUE WITH CHRYSLER CORPORATION CAR WARRANTY FOR HIS 1991 CHRYSLER IMPERIAL EXPERIENCED SEVERAL ABS BRAKE REPAIRS

Ack Date:

Sign Office: ADMINISTRATOR

Cleared Date:

File Loc:

Added By: NMOODY x62544

Ack By:

Signature: STRICKLAND

Cleared By:

XREF File:

Modified By: NICOLE.MOODY

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

The Honorable MIKE JOHANNIS
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

CL-10336961-4366

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	6/10/2010	6/24/2010	
NVS-010	INFORMATION	6/10/2010		6/10/2010
NOA-010	INFORMATION	6/10/2010		6/10/2010
NIA-110	INFORMATION	6/10/2010		6/10/2010
NOA02	INFORMATION	6/10/2010		6/10/2010

JUN 11 2010

RECEIVED - NHTSA
2010 JUN 10 P 5:54
EXECUTIVE SECRETARIAT

Mc
Della
RW

Douglas, Dana (NHTSA)

From: Podany, Darrell (Johanns) [Darrell_Podany@Johanns.senate.gov]
Sent: Friday, May 21, 2010 3:44 PM
To: Douglas, Dana (NHTSA)
Subject: Constituent request for assistance / [REDACTED]
Attachments: [REDACTED] CSF and Documents (2).pdf

Hello Ms. Douglas:

Senator Johanns received the attached Constituent Service Form and documents from [REDACTED] regarding an issue with his car warranty. Can you please forward to appropriate staff for review and response? Let me know if you need a more formal buck slip and I can prepare and submit.

It is Senator Johanns' preference to have any agency response regarding [REDACTED] inquiry be sent to the Senator's office in Lincoln, Nebraska at the address below. The response will be forwarded to [REDACTED] by Senator Johanns.

Please advise if any questions. My contact info is below.

Thanks.

dp

Darrell Podany

Constituent Services Representative
U.S. Senator Mike Johanns-Lincoln Office

294 Federal Building
100 Centennial Mall North
Lincoln, NE 68508
Tel 402-476-1400
Fax 402-476-0605
darrell_podany@johanns.senate.gov
<http://www.Johanns.senate.gov>



EXECUTIVE SECRETARIAT
2010 JUN 10 P 5:54
RECEIVED - NHTSA

SENATOR MIKE JOHANN'S

CONSTITUENT SERVICE FORM

Date 5-7-2010
Name [REDACTED]
Address [REDACTED]
City, State, Zip Grand Island NE [REDACTED]
Phone [REDACTED] Cell [REDACTED]

RETURN FORM TO:
SENATOR MIKE JOHANN'S
Attention: _____

SUPPLEMENTAL INFORMATION

Social Security # [REDACTED] Veterans Claim # (if Applicable) _____
Date of Birth [REDACTED] Civil Service # (if Applicable) _____
Area of Inquiry chrysler corp Brake Problem

Specific Goal of Inquiry to have them finish paying for the repair of the car & Get Rays Grand Dodge's 5 Star taken away

To encourage better coordination among government offices, have any other agencies or elected officials been contacted about this issue? If so, which ones and when?
Sen. Nelson Rep Smith

DISCLOSURE AUTHORIZATION

The Privacy Act of 1974 prohibits the government and private entities under contract to administer government programs from revealing information from the personal files of individuals without the express permission of the person involved. Disclosure of personal records to a United States Senator who is acting on behalf of a constituent is prohibited unless the individual to whom the record pertains has consented. I, the undersigned, hereby authorize Senator Mike Johann's and his staff to receive information in my file to his inquiry on my behalf.

NAME (please print) [REDACTED]

SIGNATURE [REDACTED]

DATE 5-7-2010

PLEASE ATTACH AN EXPLANATION OF YOUR SITUATION AND COPIES OF PERTINENT DOCUMENTS, LETTERS, ETC.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, May 06, 2010 12:39 PM
To: 'mike_johanns@johanns.senate.gov'
Subject: Chrysler Corp

I also sent this thru your web site will be or have received a letter from me. It is about Chrysler Corp.

I received a check from them today. It is however less than what it cost to repair the car. They sent me \$700. It is \$685.23 short of paying for the repair. So if you could still help, that would be appreciated.

The reference # is 19454245 that they used for this case.

[REDACTED]

I am on a very limited income so this is important to me. eb site so sorry for double mail.

5/5/2010

1991 Chrysler Imperial Recalls, Defects, Recall Reports & Problems at InternetAutos.com Page 1 of 1

Problem Summary
THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.

Consequences
IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Remedy
DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLE IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES (WHICHEVER COMES FIRST) FOR THE ABS CONTROL MODULE ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE. COSTS WILL ALSO BE REBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

Notes
CHRYSLER CORPORATION 688

Ken's Auto Service
 823 W Anna
 Grand Island, NE. 68801
 Phone - 308-384-6751 Fax - 308-382-4416
 Honesty, Integrity & A Job Well Done - Because We Care!

INVOICE
15283
 Org. Est. # 037465

Invoice Date : 02/11/2010
 Print Date : 02/11/2010

INVOICE FROM HISTORY

Work Completed Date : 02/11/2010

1991 Chrysler - Imperial
V6-201 3.3L

Odometer In : 172917

Lic # : [REDACTED]

Unit # :

Vin # : 1C3XY66R1MD [REDACTED]

Hat # :

Grand Island, NE [REDACTED]
 Home [REDACTED] Cellular [REDACTED] Ext terry
 Cust ID : 24 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
BRAKE FLUID				R&R ABS MOTOR ASSEMBLY	227.50
Brake Fluid	2.00	5.00	10.00	Replace Belt	45.50
ABS HYD UNIT				Replace abs pump assembly	130.00
12-3130	1.00	535.06	535.06		
F/I MNT GSKT					
60744	1.00	3.50	3.50		
ABS PUMP					
12-4108	1.00	399.00	399.00		
MICRO-V BELT					
K060980	1.00	44.41	44.41		
Shop Supplies		10.03	10.03		

*pd visit 700.⁰⁰
2-10-10*

[Technicians : Please Select, Technician: Knopp, Mike]

Org. Estimate \$1,475.14 Revisions \$0.00 Current Estimate \$1,475.14 Additional Cost Revised Estimate

Labor:	403.00
Parts:	1,002.00
Sublet:	0.00
Sub:	1,405.00
Tax:	70.14
Total:	1,475.14
Bal Due:	\$1,475.14

[Payments -]

I authorize the above work to be done with necessary materials and grant permission to operate the vehicle for testing purposes. Express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. All Parts removed will be discarded unless instructed otherwise. Storage will be charged 48 hours after repairs are completed. Not responsible for articles left in car. 1.5% monthly fee will be charged on past due accounts. In the event legal action is necessary to enforce this contract I will pay legal and collection fees.

SIGNATURE.....

Date.....

Time.....

Written By: Friesen, Matt

BOOK NO: 615000001

REMITTANCE ADVICE
CHRYSLER GROUP LLC
CINS: 631-00-00
P.O. BOX 21-8004
ALBURN HILLS MI 48321-8004

PAY REF. NO: 0008154710
DATE: 05/03/2010
PN: USCKU SOURCE: SU
MAIL:

PAY/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
04/20/2010 PROME 23	19454245 ICENY54R120	700.00		700.00
TOTALS		700.00		700.00

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED

CHRYSLER CAP JPMORGAN CHASE BANK, N.A. DOBBL14710
 SYRACUSE, NY 58-25 1540-09
 50-937/213 311
 700.00
 BANK USCKU
 CHRYSLER GROUP LLC
 AUTHORIZED SIGNER



Chrysler Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

Dear Customer Center Person:

I own 1991 Chrysler Imperial VIN # 1C3XY56R1MD [REDACTED]

I have taken my car for the past 5 years to Roy's Grand Dodge Chrysler Jeep 1803 S. Locust Grand Island, NE 68801 for ABS brake problems. They have not been able to repair my car properly. They charged me labor 3 times to repair my car. It cost over \$400 each time.

I almost ran a red light three weeks ago because the brakes failed again. I took it back to them and was told that they would fix it for \$2293 in parts plus labor.

I took my car to my mechanic Kens Auto Service. He is trained in repairing Chrysler cars because he worked for the dealership that was there before Roy's took over back in the 1980's.

He replaced the ABS HYD Unit and the ABS pump. The car stops better than it did when we first bought it. The cost for this was \$1385.23 including labor.

Roy's needs their 5 star rating taken away.

According to the ABS brake recall, you are to reimburse me for any cost to repair to the ABS system.

[REDACTED]
Grand Island, NE [REDACTED]

*I have sent this letter 2 times to them
1st time was with the bill for the repair cost.
They called wanted the recall info. So I sent it
to them 2 weeks ago. I still have no answer
from them so can you help to get them to pay
for the repair of the car?*