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

U.S. Department Of Transportation
NHTSA
Office Defect Investigation
NVS 210
1200 New Jersey Ave. S.E.
West Building
Washington, DC 20590

Chrysler has an issue that they refer to as a "Warranty Extension" for 2008 Chrysler Dodge Vans, relating to front brakes "Defect in Materials". See copy of notice attached.

I wish to officially register a complaint regarding this issue. This problem should be treated by Chrysler/Fiat as a 'Recall Issue' rather than an 'Extended Warranty' item, for the reasons outlined below:

1} I strongly suggest this issue is evident on the rear disc brakes also. Because within a day or two after washing my van all four wheels are again covered with black brake dust. As I told an individual with Chrysler you would think I was driving in a NASCAR race.

2} Chrysler should be investigated for a possible safety issue, particularly if brake calipers are involved.

3} Finally, I strongly disagree with the \$50.00 and \$100.00 deductible being charged to the customer. The notice clearly states this issue is a 'Warranty Extension' for a 'Defect in Materials'. Granted these components are normally considered 'normal wear and tear items', but clearly these parts are considered defective, and if this isn't reason enough the Tax Payer Supported Bailout of Chrysler should be a consideration.

I will appreciate NHTSA's review of this matter and will also appreciate being advised of the results if any of your investigation.

Respectively,

[Redacted Signature Block]

cc. Chrysler Motors LLC
Chrysler Customer Assistance
P.O. Box 218008
Auburn Hills, MI USA 48321-8008

A [Redacted Address]
Topeka, KS [Redacted City]

Cell [Redacted Phone Number]



Chrysler Group LLC

FRONT BRAKE LIMITED WARRANTY EXTENSION FOR 2008 DODGE GRAND CARAVAN AND CHRYSLER TOWN AND COUNTRY VEHICLES

Dear [REDACTED]

The Basic Limited Warranty applicable to your vehicle covers the cost of parts and labor necessary to repair braking components that fail due to a defect in materials, workmanship or factory preparation within the 12 months period following your vehicle's in service date or until there are 12,000 miles on the odometer, whichever comes first. Chrysler is offering an extension to the terms of your Basic Limited Warranty for the purpose of enhancing your overall experience as a Chrysler customer.

The problem is... The front brakes on your vehicle (VIN: 2A8HR54P78R [REDACTED]) may need pads and rotors replaced earlier than expected. The brake performance is not affected in any way by this issue.

What your dealer will do... Should the front brake components on your vehicle need to be replaced due to a defect in materials, workmanship or factory preparation after the expiration of 12 months or 12,000 miles but before 24 months or 24,000 miles on the odometer, whichever comes first, Chrysler will pay for the cost of parts and labor necessary to replace them less a \$50 deductible.

Furthermore, should the front brake components on your vehicle need to be replaced due to a defect in materials, workmanship or factory preparation after the expiration of 24 months or 24,000 miles on the odometer but before 36 months or 36,000 miles on the odometer, whichever comes first, Chrysler will pay for the cost of parts and labor necessary to replace them less a \$100 deductible.

What you must do... Simply contact your dealer to schedule a service appointment, if you feel that your front brakes are in need of replacement. **Remember to bring this letter with you to your dealer.** Please make sure to store this letter with your vehicle's other warranty information for future reference.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (2-36343)

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement less the applicable deductible:

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Chrysler places great value on your loyalty and satisfaction with your vehicle, and as such we apologize in the event that this issue may have caused you any inconvenience.

Thank you again for your loyalty,

Chrysler Group LLC



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