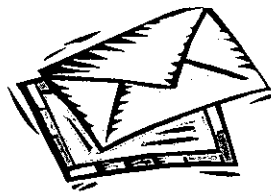


NHTSA ccmMercury Routing Slip



CL-10348799-2871

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

Printed: 8/9/2010

NHTSA #: ES10-005384

XREF #:

Delivery: MESSENGER ENV.

Rec'd Date: 8/9/2010

Doc Type: S10

Address To: S1

Referred By: NPO-011

Doc Date: 7/11/2010

Due Date:

S10 #: 100803-030

DOT/I #:

RMP #:

Subject: S10 APPROPRIATE HANDLING - LETTER FROM [REDACTED] REGARDING TOYOTA PROBLEMS

Ack Date:

Sign Office: ENFORCEMENT

Cleared Date:

File Loc:

Added By: TROGERS x62870

Ack By:

Signature: NRN

Cleared By:

XREF File:

Modified By: TANAE.N.ROGERS

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

[REDACTED]

[REDACTED]

FITCHBURG, MA [REDACTED]

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	APPROPRIATE	8/9/2010		8/9/2010
NVS-010	INFORMATION	8/9/2010		8/9/2010

AUG 10 2010

RECEIVED-NHTSA
2010 AUG -9 A 10:30
EXECUTIVE SECRETARIAT

MC
081010
TGW



Office of the Secretary of Transportation Executive Secretariat

Control number: S10-100803-030**Action office:** NHTSA**Document date:** 7/11/2010**Due date:****Author(s):** [REDACTED]**Subject:** Toyota Braking Problems**Action:** Appropriate Handling**Comments:**

Date	Action	Action by
8/3/2010	Folder Processed for Appropriate Handling.	AINGRAM
8/3/2010	Updated Folder Information.	AINGRAM
8/3/2010	Work Folder Assigned to NHTSA.	LFORD
8/3/2010	Incoming File Uploaded.	LFORD
8/3/2010	Control Number Created.	LFORD

Date	Note	Note by
-------------	-------------	----------------

July 11, 2010

ACTION is assigned to
<u>NHTSA</u>
S10-100803-030
CONTROL NO.

The Most Honorable C. Robert Kidder
Chairman – Chrysler Group LLC
Chrysler Motors LLC
Post Office Box 21-8004
Auburn Hills, Michigan 48321-8004

Re: ...braking components that fail due to a defect in materials... ..on 2008 Chrysler Town and Country Vehicles

Dear Ladies and Gentlemen:

I would like to take this opportunity to inform you all of a matter that is of great concern to the undersigned. I am very displeased Mr. Kidder with the lady (Ms. Tiffany) that I spoke to on July 9, 2010 on about 11:30 a.m., concerning the repair of my vehicle front brakes. Chrysler sent out a letter concerning important vehicle warranty information with a postal date of 07/01/2010. The letter sent out contain information about the front brake pads and front rotors; it should be noted that towards the end of June 2010, I had four new tires installed on my 2008 Chrysler Town and Country van (VIN: 2A8HR54P38R [REDACTED]). The tire technician that installs the new tires informed the undersigned that the front brake pads were very low and should be replaced – I called the Chrysler dealership parts to see if Chrysler had lifetime warranty brake pads for the above mentioned vehicle; I was informed by the parts manager that Chrysler carried limited warranty brake pads; but, he did not have the pads in stock and would have to order them. I needed pads immediately because I was taken the advice to replace the front brake pads on my van; because, my wife is the primary driver of that vehicle with my 2 small children and she is currently 8 months pregnant. The automotive technician that was replacing the pads on my vehicle suggested a good brand of lifetime warranty pads from an auto parts store that sells parts to dealerships, so I purchased the brake pads. When the automotive technician removed the brake pads from the front of the vehicle, he noted that the pads had cut into the metal of both of the rotors on the front. I questioned him as to whether or not the damage done would affect the new pads being put on and his answer was no; but, you are going to need to change the front rotors; you should do it soon. I had no knowledge that there was a problem with the brake pads and rotors on my vehicle, until I was informed that the pads were worn by the tire technician. After changing the pads I still knew nothing about the brakes until I received the letter on July 6, 2010 from Chrysler Headquarters in Michigan; I proceeded to take the letter to the Chrysler dealer and informed the service department that I had changed the pads and now needed the rotors replaced. I was further advised by the service employee at the dealership that Chrysler Regional Office in Massachusetts had made a decision that if someone else had touched the front brakes under this warranty letter, then the customers would have to go back and have the rest of the repair performed by that party. Chrysler would only do the job if the brakes had not been touched in anyway by another repair facility; therefore, I was advised to call the 800 number in the attached letter concerning getting the repair work completed. The service employee at the dealership further stated that if Chrysler informed them to replace the rotors then the dealership would replace the rotors.

I would like to be unequivocally clear about what I am about to say next. Chrysler stated in the letter sent out that "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." Upon calling the 800 number to get my problem resolved, I informed the gentleman of what had already been done for repair and that I had just been to the dealership about getting the rotors replaced, and I was advised that the rotors could not be replaced by the dealer since someone else had did some of the repairs. The Chrysler Rep stated that he would elevate my concerns to a higher authority and someone should be contacting me within the next few days. The lady (Tiffany) called my home telephone and left a voice message; but, by the time I retrieved the message the Customers Service Office was closed in Michigan. Therefore, I called the next day which was Friday July 9, 2010 on or about 11:15 a.m. trying to reach Tiffany who was handling my case (#19701644) – I spoke to a Rep who offered to contact Tiffany and let her know that I was on the phone and placed me on hold; when he came back on the telephone he informed me that Tiffany was on another call and asked if I wanted her voice mail, and I replied, yes. When the call was transferred to her voice mail she picked up the call and I identified myself and mentioned that I was sorry that I had missed her call the previous day. As I tried to explain to her my situation, she continued to interrupt me several times. It appeared to me at that time that she had made up her mind about not helping me with my situation – howbeit? She informed me that I would not be reimbursed because of the third party working on my brakes; I informed her that this was done prior to receiving this letter from Chrysler - I further stated to her nowhere in the letter it says anything about the third party; plus, it states as I've mentioned above, if you have already experienced and had repair work performed then all I needed to do was to send in the original receipts and adequate proof of payment. She pointed out to me that she did not care what the letter stated I was not going to be reimbursed for the \$110.00 I spent on third party parts (brake pads) and labor. Again, I tried to explained to her that when the tire technician inspected my brakes and informed me of the front brake pads needed changing, I immediately wanted to get that done because my wife drives that vehicle with my 2 small children being transported and she is 8 months pregnant – this matter became a number 1 concern for me and my family because the brake pads were low enough that they could have broken and metal to metal could have been a situation either with my wife or myself driving the vehicle – I further tried to explained to her that I had attempted to get brake pads from a Chrysler dealership but the parts was not available at the dealership. She had the audacity to tell me that I should have waited to order brake pads from Chrysler to put on my vehicle – I became a little upset and said to her that my wife is 8 months pregnant, and I've been told to change the pads and you have no concern for the safety of my family; telling me that I should have kept driving the vehicle with the defect brake components until I could get the brake pads from Chrysler – she not only said that 1, 2 but at least 3 times, as to why I didn't wait to order the brake pads from Chrysler? Her reason to wait in it self was at best brainless and lack common sense on her part... I asked about getting the rotors replaced, she said that Chrysler would replace the rotors but I had to pay the \$100.00 deductible; I pointed out to her that I had already paid \$110.00 for the pads and labor, she said that she did not care that I had paid the \$110.00 because it was not done by a Chrysler dealer. I pointed out to her again this happen before Chrysler sent its letter out and still there's nowhere in the letter where it states that only Chrysler can perform the repairs – again, she stated that she did not care what the letter had or had not said; so, I asked to speak to a supervisor or a manager; she stated that she was the highest level person that I was going to talk to. I asked her was she the Chairman of Chrysler twice and her reply was I answered your question and I told you, no! I told her that I would go to the Chairman of Chrysler and she said that she did not care because the Chairman of Chrysler had authorized her to speak on his behalf - she further stated that I

could write to the Chairman but she was going to make a recommendation that I not be reimbursed by a third party. As I mentioned to her that I did not believe that the Chairman authorized her to speak on his behalf and treated the customer the way that she had spoken to me during this conversation. I told her that Chrysler only needed to replace the rotors because the brake pads had already been changed, and she stated that I either pay the \$100.00 deductible or she was closing my case. So, I said to her that I put the \$100.00 in dispute and she said I am closing your case and hung up the phone.

I believed that the letter that Chrysler sent out is very clear in terms of - if you had a problem with **your front brakes prior to receiving Chrysler's letter** as stated herein - it is just nonsense for the representative (Ms. Tiffany) at Chrysler Headquarters to imply that somehow owners should have known this letter was coming, **is just ludicrous**. I believed that the problem has been known by Chrysler for sometime according to the information that I was given about the ongoing problem with the front brakes on these vehicles; but, Chrysler waited until July 1, 2010 to send out notices. I further believed that this is **"a deceptive and unfair practice on Chrysler's part"** to tell the owners that if they had repair work done to their front brake system components (brake pads and rotors) that they could be reimbursed for the parts and labor minus the deductible and now try to make the letter mean something that is not written in the letter. **Since the United State Government has 9.85 percent ownership in Chrysler Group LLC**, it is hereby requested that the United States Attorney General file suit to make Chrysler make good on the letter attached here-to telling owners that had problems prior to receipt of the letter hold Chrysler fully responsible for making good on their repairs as outlined in the letter less the deductible amount; and in conjunction I am asking the Massachusetts Attorney General to file a law suit against **Chrysler for deceptive and unfair practice herein the Great Commonwealth of Massachusetts**, as well. I am writing to you, Mr. Kidder, because I do not believe for one moment that you gave Ms. Tiffany instructions to speak on your behalf and to show a lack of sensitivity for a 8 month pregnant lady with small children - I am taken by the fact that Ms. Tiffany would be abusive of her position to show the lack of concern for professional advice given to a car owner of your product, whether it be a dealership or another party technician. I am grateful for the tire technician and the automotive technician that made me aware of the problems with the front brake system on my newly purchased 2008 Van that I paid over \$30,000.00 for. I simply just want to have Chrysler to honor the \$110.00 that I paid out of pocket to replace the front brake pads and labor; honor replacing my rotors at no additional out of my pocket cost from me. I am not about wanting to cause problems for Chrysler but I cannot stand by and let one of your employees have a lack of safety concern for pregnant women and children riding in Chrysler products - her abuse of power in my opinion clearly shows that Chrysler shows very little concern for doing the right thing by owners of Chrysler products with defect materials. It is my hope Mr. Kidder that you will find the right action to be taken against Ms. Tiffany as well as resolving my issue at hand; I will take a wait and see position before I take on any other action such as: a stand out protest at the Chrysler Regional Headquarters here in Massachusetts, you tube, and the media: Subject - **Chrysler Does Not Care About Pregnant Women With Children Driving Chrysler Products With Defect Brake Components**. Having 2 Chrysler products that I spent a little under \$50,000, will certainly require me to think twice before I purchase another Chrysler product; at this moment, I'm glad that I did not purchase my new 2009 truck that cost over \$30 thousand from Chrysler. Lastly, I take the time to bring this to your attention Mr. Kidder because I want you to know that I am serious and I am relentless in doing what is right and expect better from Chrysler Personnel dealing with matters that is Chrysler fault and not the consumer.

[REDACTED]
Fitchburg, MA [REDACTED]
[REDACTED]
Phone: 978-932-6667 (unlisted)

Encl
a/s

cc: President Barack H. Obama
President of these United States
The White House
Washington, DC 20500

The Most Honorable Harry Reid
Senate Majority Leader
522 Hart Senate Office Bldg
Washington, DC 20510

The Most Honorable Ray LaHood
Office of the Secretary Transportation
U. S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

The Most Honorable Eric Holder
U. S. Department of Justice
950 Pennsylvania Avenue, NW
Washington, DC 20530-0001

The Most Honorable Martha Coakley
Office of the Attorney General
One Ashburton Place
Boston, MA 02108

The Most Honorable Nancy Pelosi
Office of the Speaker
H-232, U. S. Capitol
Washington, DC 20515

The Most Honorable Timothy F. Geithner
Department of Treasury
1500 Pennsylvania Avenue, NW
Washington, DC 20220

Chrysler Group LLC's Board of Directors

The Most Honorable Alfredo Altavilla
The Most Honorable James J. Blanchard
The Most Honorable George F. J. Gosbee
The Most Honorable C. Robert Kidder

Chrysler Group LLC's Board of Directors

The Most Honorable Sergio Marchionne
The Most Honorable Douglas Steenland
The Most Honorable Scott Stuart

Chrysler Group LLC's Board of Directors

The Most Honorable Ronald L. Thompson
The Most Honorable Stephen Wolf



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: 2A8HR54P38R [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

U.S. DEPARTMENT
OF TRANSPORTATION

200 AUG - 3 A 9 52

OST
EXECUTIVE SECRETARIAT

The Most Honorable Ray LaHood
Secretary of Transportation
U. S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

PO BOX 621
FITCHBURG, MA 014220-0006

PO BOX 621
FITCHBURG, MA 014220-0006

The Most Honorable Ray LaHood
Secretary of Transportation
U. S. Department of Transportation
1200 New Jersey Avenue, SE
Washington, DC 20590

U.S. DEPARTMENT
OF TRANSPORTATION
2010 AUG - 3 A 9:52
OST
EXECUTIVE SECRETARIAL

