



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

28-SEP-2010

Repository ☐Reference No.
10358102

OWNER INFORMATION (Type or Print)

Name

Address

City

MCHENRY

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

2A8HR54P68R

Make

CHRYSLER

Model

TOWN & COUNTRY

Model Year

2008

Date Purchased

7/25/08

Dealer's Name and Telephone Number

CRYSTAL LAKE CHRYSLER (815) 459-9000

Engine:

No. Cylinders

6

Fuel Type:

GASOLINE

Original Owner

☒

Dealer's City

CRYSTAL LAKE

State

IL

Zip Code

60012

Transmission Type

6-SPEED
AUTO☒ Antilock Brakes☒ Cruise Control

Powertrain

Multiple Failure: YES,
2 STE VALVE
STEMS BROKE

Incident Date(s)

15-MAY-2010
27 SEP 2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 350000 EQUIPMENT, 194000 TIRES: VALVE
1ST-BROKE 5/2010 DRIVING ABOUT 50MPH (LEFT REAR)
2ND-BROKE 9/27/10 WHILE CHECKING TIRE PRESSURE (LEFT FRONT)

8800
Failure Mileage
~~8800000~~
10,200

Failure Speed
50-15T
0-2ND

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2008 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT THE VALVE STEM ON THE REAR PASSENGER SIDE WHEEL CRACKED IN MAY 2010 WHILE HE WAS DRIVING AT APPROXIMATELY 50 MPH WHICH HE NOTICED BECAUSE IT SEEMED AS THE TIRE BLEW OUT. THE FAILURE OCCURRED AGAIN SEPTEMBER 2010 ON THE FRONT DRIVER SIDE WHEEL. BOTH STEMS WERE REPLACED AT THE DEALERSHIP. THE CONTACT CALLED THE MANUFACTURER AND FILED A COMPLAINT; THE MANUFACTURER OFFERED NO ASSISTANCE. THE CURRENT MILEAGE WAS APPROXIMATELY 10,800. THE FAILURE MILEAGE WAS APPROXIMATELY 8,000.

CHRYSLER (DETROIT) SAID THE DEALERS WERE THEIR EYES AND EARS. THEY SAID THE PART WOULD BE REPLACED BY DEALER UNDER WARRANTY IF DEFECTIVE (TO BE DETERMINED). SUNNYSIDE DODGE SAID THE VALVE BROKE DUE TO CORROSION

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

SUNNYSIDE COMPANY

4810 W ELM ST ROUTE 120

MCHENRY, IL 60050

Phone: 815-385-7220

Repair Order INVOICE**44818**

Page: 1

Customer Copy

05/18/2010

Customer	VIN#	License Tag	Stock#	Mileage In
	2A8HR54P68R			8845
	Vehicle Description			Mileage Out
MCHENRY, IL	2008 BLUE Chrysler TOWN&COUNTR			8845
Work:	Service Writer	Date In	PO#	Hourly Rate
Home:	7084 LYNETTE HUDJERA	05/18/2010		90.00

Part/Labor	Number	DESCRIPTION	Tech/List	Qty	Price	Amount
===== Warranty Job 1 =====						
Request	CUSTOMER STATES CHECK TIRE IN BACK OF VEHICLE -					
Request	VALVE STEM BROKE - FIX AND REINSTALL TO VEHICLE					
Labor	22140102	TIRE PRESSURE SENSOR-PASS REAR	2476	.50		Warranty
Parts	0	68001698AB SENSOR	67.50	1		Warranty
===== Repair Job 2 =====						
Request	CUSTOMER STATES MOUNT & BALANCE NEW TIRE					
Mech. Notes	NEW TIRE: YOKOHAMA 225/65/R16-ADVISED CUST TO					
Mech. Notes	REMOVE OTHER TIRE STEM EXTENSIONS & INSTALL					
Mech. Notes	CORRECT TYPE OF CAP DESIGNED FOR SENSORS					
Labor	G	MOUNT & BALANCE NEW TIRE, REINSTALL SPARE, RETRAI	2476	.30	27.00	27.00
		N ALL SENSORS				
Parts	T	TYK0033506 TIRE	127.20	1	127.20	127.20

Right rear tire was damaged.

Labor	Warranty
PARTS No-TAX	Warranty
Labor	27.00
TIRES	127.20
SERVICE SUPPLIE	1.35
TIRE DISPOSAL	2.50
Sales Tax	9.00
TOTAL DUE	167.05
Cash	167.05

Refund 60.00
My Cost 107.05

Chrysler Motors refunded me \$60.00 for the tire. There was nothing wrong with the tire till the stem broke. The tire was damaged before I could pull off the road onto the shoulder. I was driving in the left lane at about 50 MPH & it took time to change lanes & find a safe place to stop.

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Customer Signature:

Customer No.: 76141

Service Department Hours
Monday - Friday 7:30 AM to 6:00 PM
Saturday 8:00 AM to 1:00 PM

Page 1 of 2

Invoice Number: 278361

Tag Number: T629

HOLIDAY HILLS, IL

HOME [REDACTED] BUS: [REDACTED] EXT # [REDACTED]

CELL PHONE: [REDACTED]

CUSTOMER E-MAIL ADDRESS: [REDACTED]

STK # C80481

Service Advisor: 389 GEORGE BRATANICK

CUSTOMER E-MAIL ADDRESS:		STREET ADDRESS:		CITY/STATE/ZIP:		MILEAGE IN		MILEAGE OUT	
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE		MILEAGE IN		MILEAGE OUT	
BLUE	08	CHRYSLER TOWN & COUN	2A8HR54P6 8R			10207		10210	
DEL DATE	WARR. EXP.	R.O. OPENED	PROMISED	READY	PO NO.	RATE		INV. DATE	
25JUL08 D		10:34 28SEP10	WAIT 28SEP10	12:32 28SEP10		COUP		28SEP10	

OPTIONS: STK:C80481 DLR:67775 ENG:3.8 Liter SMPI 1)PBG

**A CUSTOMER STATES L/FRT TIRE VALVE IS CRACKED
CAUSE: CRACKED**

22140102 Sensor, low tire pressure - Replace One

2009 WLH

(N/C)

1 68078768AA SENSOR-TIRE PRESSURE

(N/C)

FC: 65

PART#: 68078768AA

COUNT: 1

CLAIM TYPE: W

AUTH CODE:

FRT DRIVERS SIDE**B 3000 MILE SERVICE,OIL & FILTER CHANGE,SET TIRE PRESSURE & TOP OFF ALL FLUIDS
3K 3000 MILE SERVICE,OIL & FILTER CHANGE,SET TIRE PRESSURE & TOP OFF ALL FLUIDS**

2009 CL	12.85	12.85
1 4105409AC FILTER-ENGINE OIL	5.10	5.10
5 68055890AA OIL	2.40	12.00

C TIRE ROTATION

29 TIRE ROTATION

2009 C

22.95 22.95

CUSTOMER PAY ENVIROMENTAL FEE FOR REPAIR ORDER
THANK YOU FOR CHOOSING CRYSTAL LAKE CHRYSLER
JEEP FOR YOUR SERVICE NEEDS. IF FOR ANY
REASON YOU ARE NOT COMPLETELY SATISFIED,
PLEASE CONTACT OUR SERVICE AND PARTS DIRECTOR

0.60

Crystal Lake**CHRYSLER Jeep DODGE**5404 S. Route 31 - Crystal Lake, IL 60012
(815) 459-9000

Visit us at our website: www.clcjd.com

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Customer No.: 76141

Service Department Hours

Monday - Friday 7:30 AM to 6:00 PM
Saturday 8:00 AM to 1:00 PM

Invoice Number: 278361

[Redacted Address]

HOLIDAY HILLS, IL
HOME [Redacted] BUS: [Redacted] EXT # [Redacted]
CELL PHONE: [Redacted]
CUSTOMER E-MAIL ADDRESS: [Redacted]

Tag Number: T629

STK # C80481

Service Advisor: 389 GEORGE BRATANICK

COLOR		YEAR		MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
BLUE		08		CHRYSLER TOWN & COUN		2A8HR54P6 8R				10207		10210	
DEL DATE		WARR. EXP.		R.O. OPENED		PROMISED		READY		PO. NO.		RATE	
25JUL08 D				10:34 28SEP10		WAIT 28SEP10		12:32 28SEP10				COUP	
												INV. DATE	
												28SEP10	

Service Advisor: 389 GEORGE BRATANICK

OPTIONS: STK:CR0481 DLR:67775 ENG:3.8 Liter 4SPN 4000

OPTIONS: STK:C80481 DLR:67775 ENG:3.8 Liter SMPI 1)PBG

SAL NAPOLI @ (815)459-9000 X-105 WITH ISSUES.
COMPLETE SATISFACTION IS OUR #1 PRIORITY.

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(815) 459-9000

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TERMS: CASH

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	35.80
PARTS AMOUNT	17.10
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.60
TOTAL CHARGES	53.50
LESS DISCOUNT	14.00
SALES TAX	1.24
PLEASE PAY THIS AMOUNT	40.74



NOTE: It sure appears Chrysler has a major design flaw.

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Item Posts 1: 1

Chrysler/Dodge/Jeep Low tire pressure Sensors

No Avatar **NedC**
New User | Posts: 1 |
Joined: 07/10

Posted: 07/14/10
05:53 PM

We have replaced FIVE of them in our 2008 liberty. A few under warranty, a few had to be done other than at the dealer while out of town, a few the other dealer would not do under warranty. Major inconvenience and safety issue-- this is a heinous design flaw that will get somebody killed and needs to be addressed immediately with a recall.

Who ever heard of valve stems that are inflexible? And to boot they are closer to the outside than most. Put a yardstick across your sidewalls and measure to the valve stem, then try it on another vehicle. On the Lib the valve stem is much further out and so more subject to accidental damage.

On top of all this I suppose we paid another \$400 for this feature that we would never have ordered but were not given the choice.

Jeep should change all these out-- we'd gladly do without the feature in exchange for not having to wonder when the next flat will be. Middle of nowhere? Middle of a bad neighborhood after dark? Change them out for rubber, take out the feature, and give us back the \$400, Jeep. You owe it to all of us to give us a vehicle without the "auto-flat" feature.

No Avatar **oooochadoooo**
New User | Posts: 3 |
Joined: 07/10

Posted: 07/18/10
03:22 AM

the government made it mandatory for all vehicle manufatcures to use tpms systems on all new vehicles. metal caps on metal valve stems tend to corrode especially in northern states and coastal cities because of the salt. also if the dealership or tire shop installing the tpms stems do not use the correct torque they can damage the stems. another thing to keep in mind...the batteries in the sensors themselves last about 5 years or around 100,000 miles and then they will need to be replaced.

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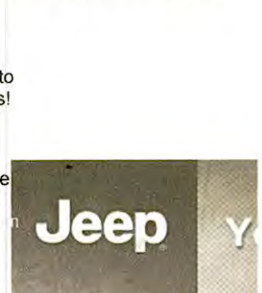
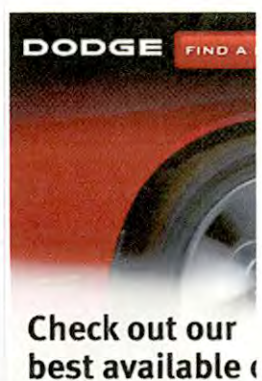
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vehicles. metal caps on metal valve stems tend to corrode especially in northern states and coastal cities because of the salt. also if the dealership or tire shop installing the tpms stems do not use the correct torque they can damage the stems. another thing to keep in mind...the batteries in the sensors themselves last about 5 years or around 100,000 miles and then they will need to be replaced.

I had plastic caps & they still corroded

No Avatar **dpherll**
New User | Posts: 1 |
Joined: 07/10

Posted: 07/24/10
08:38 PM

We just purchased a 2009 Journey. When we where test driving the vehicle and stopped to look it over I noticed that there weren't any valve caps on the stems. I reached down and the last 1/4" broke off in my hand with out little trouble. After further review, none of the stems had caps and two others were broke. The dealer replaced them after a week on order at no cost. A month later I was washing the wheels and bumped it with my sponge and again the last 1/4" broke off. Took it to the dealer and they said they would replace it under warranty, but it took a little bit of arm twisting. After they took the tire back to fix it they came back and told be they would have to order it, but it was on back order and the back order was 15,000. Sounds like it is common and they run around \$75 for just the valve stem. The service guy said the same thing that it is a mandated item, but this is a horrible design flaw and if it does it again I'm going to put regular rubber stems on so that I don't have to worry about this safety device failing and killing somebody.

No Avatar **cakek9**
New User | Posts: 1 |
Joined: 07/10

Posted: 07/28/10
10:08 AM

I had the same problem on my '08 GrandCaravan....
I was going to put air in my tire and the tpms stem broke. I used the spear tire to go to the dealer...and pay for a new tpms...the guy said no warranty wtf! I returned home to put air in my other tire....the other stem broke....so i went to the dealer the same morning and pay again!!! I did a complaint at chrysler canada and they refunded me! 6 months after, i went to an other dealer to install my winter tires, the technician had a problem with one tpms....the valve stem broke again and I had to pay nothing cause it was under warranty! Less than a year later, there was an air escape in two valves...again a problem with my tpms! I replaced them with traditional valves at the garage close to my home...I went to the same dealer and the guy didn't want to replaced them under the warranty...i gave him my 2 tpms and it threw them in the garbage can underneath his desk without even look at them! I gave him some *** and he said that there no problem with the tpms!!!?&?&/"%R\$%?
I'm now calling again chrysler

I also had problems with brakes and my a/c

No Avatar **digitalauto**
New User | Posts: 1 |
Joined: 08/10

Posted: 08/03/10
10:31 AM

I have a 2005 Jeep Liberty with this valve stem problem. I have only put 15,000 miles on the

vehicle but in that time broke 4 valve stems and the vehicle sits in my driveway now with another one that is broken.

What is keeping us from replacing these with rubber valve stems?

Is there a way to use upgraded sensors? Such as from other Chrysler vehicles?

Also, what about changing the batteries in the sensors? Is there any way to discover which of the sensors has a dead battery without taking the tire off the rim?

I am going to take the Jeep to the dealer and ask these questions and I will post what I learn. Thank you for your info so far.

No Avatar **mikeljensen**
New User | Posts: 1 |
Joined: 08/10

Posted: 08/17/10
12:44 PM

I have a 2008 Dodge Avenger. About 6 months ago, I was told by dealer (during oil change) that they were not able to add any air to one of my tires because the tire pressure sensor was broke. They wanted \$120 to fix it. I couldn't believe it would cost so much so I told them to leave it.

2 days ago I had my oil changed at one of those quick oil change places and they said all 4 tires had bad valve stems and they couldn't put any air in the tires.

I find it very hard to spend close to \$500 on an item that just tells me if the tire pressure is low. I need tires soon and will see about just putting the good ol' fashion valve stems in that have worked fine for me for the past 40 years. But does anybody know how to stop the low pressure light from coming on? I am not too excited about driving around with that yellow/orange light on all of the time.

No Avatar **D-SAL-PA**
New User | Posts: 2 |
Joined: 08/10

Posted: 08/24/10
08:24 PM

I have a 2007 Nitro and have owned since Aug 09. Within last 12 months I will have 4 sensors changed. 2 under warranty, 1 outside of warranty \$57.44+\$9.95 labor. Need to make an appointment tomorrow as I have a slow leak - though maybe a nail until I noticed a crack in the stem. Can't wait to have the conversation with the service manager. Due to the amount of success I am reading here, I don't expect much satisfaction. Pa has a lemon law that I plan on looking into.

Also, I recall a national organization that takes these complaints and puts pressure on the Manufacturer. Will look there and point them in the direction of this thread. I assume, it won't be hard to find the others noted in these threads. 🙄

No Avatar **D-SAL-PA**
New User | Posts: 2 |
Joined: 08/10

Posted: 08/24/10
08:43 PM

National Highway Traffic Safety Act
Office of Defects Investigation (ODI)
<http://www-odi.nhtsa.dot.gov/ivoq/>

Make : DODGE; Model : NITRO;
Service Bulletin Num : 2200406
NHTSA Item Number : 10021247
Date of Bulletin : OCT 04, 2006

Many simple questions can be answered free of charge by calling our toll-free Vehicle Safety Hotline at 1-888-327-4236. Among their many services is the capability to provide information on recalls, the status of defect investigations, and referrals to many other Offices and Organizations.

File a complaint. Call for information. I am filing now and calling tomorrow for info on the Service Bulletin listed above for my vehicle.

No **waynep7122**
Avatar Guru | Posts: 1595 |
Joined: 08/09

Posted: 08/25/10
05:23 AM

by the way..... anybody with this problem... and they charge you for the fix... ask for the broken parts back..... make sure to ask for the service writers business card... with his full name... you are not likely to get the mechanic or tire mans name... it will freak out the service writer...

take a few minutes to fill out the safety defect form at this link...

<http://www-odi.nhtsa.dot.gov/>

sorry .. you will have to copy and paste it ... it is the national highway traffic safety admin..
same people who are working with the run away toyota issues... the explorer tire issues.. but it takes info from the car owners of the united states to kick investigations into effect... and..
they will probably want your old parts..... just think .. you could save many lives with just a few minutes...

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Item Posts 1!

Chrysler/Dodge/Jeep Low tire pressure Sensors

No Avatar **ftalan**
New User | Posts: 1 |
Joined: 02/08

Posted: 02/01/08
05:51 AM

Has anyone experienced a problem with the metal valve stems on the wheels showing stress cracks or completely snapping off.

We recently had a cold snap up here in Michigan and have seen two cases of valve stems with the tire pressure sensor showing signs of fatigue or cracking. The first case we had a 2006 Dodge Grand Caravan equipped with the low tire pressure monitor system snap off while we were filling the rear tire with air. We replaced the tire sensor at the local Dodge dealer and were told six other people had ordered that part the same day.

The Second Incident one day later was a on a 2007 Jeep Liberty equipped with a low tire pressure monitoring system. We had our technician inspect the valve stems and noticed one was cracking. Customer was advised since vehicle was under warranty to bring to the dealership for service.

Please respond if you have been seeing issues of this in your area. Just curious if these are two isolated incidents or the beginning of an issue.

No Avatar **rhuester**
New User | Posts: 1 |
Joined: 11/08

Posted: 11/12/08
01:11 PM

I have an 08' Wrangler Sahara. Mine broke off today taking the cap off. One rule of thumb to pass on is to NEVER install any metal caps on the threaded valve stem. Be sure to only use

I had plastic caps + they still corroded

<http://forums.automotive.com/70/6545774/tires/chrysler-dodge-jeep-low-tire-pressure-sensors/index.html>

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plastic. The cost to replace the stem/sensor mechanism is from \$50-\$70 + installation.

 **CapriRacer**
User | Posts: 100 |
Joined: 02/07

Posted: 11/13/08
04:51 AM

Metal tire valve CAPS have nothing to do with the TPMS. In fact metal valve caps add another level of sealing and are preferable over plastic caps.

 **brookjaa**
New User | Posts: 1 |
Joined: 07/09

Posted: 07/12/09
11:36 AM

Today we had a problem with the valve stem also on our 08 Dodge Grand Caravan. We just had the oil changed and they filled the tires and the driver side tire had lost pressure and then this morning the tire was flat. Went to fill it and the stem broke off in my hand and I think this is due to them filling the air and not paying attention. Of course this is sunday and the dealer is not open so I will be taking it to the dealer in the am and see just what is going to go on. Will keep you all up to date.

 **lkluesnerengr**
New User | Posts: 1 |
Joined: 10/09

Posted: 10/12/09
09:44 AM

I have a 2008 Chrysler T & C that is only 16 months old and I had two steams crack after I put air in the tires. This left me stranded on my vacation.

Metal is very corroded and it sure appears Chrylser has a major design flaw with this item.

 **travelmt09**
New User | Posts: 1 |
Joined: 10/09

Posted: 10/20/09
08:08 PM

I just purchased a used 2009 T&C. We noticed that there were no valve caps on it. The salesman immediately put 4 plastic caps on. Drove home and the temperature dropped about 30 degrees overnight. In the morning my pressure sensor is in alarm. I check the tire pressures for the alarm I find that 3 of the four valve stems are broken. I report to the dealer and he ordered 3 new sensors. While we wait for the sensors to arrive, I get a screw in my 1 good tire and low alarm again. I tried to put air in and the valve stem broke off in my hand. Now we put the spare on and wait for Monday and a dealer to open. The local tire guy doesn't want any part of this tire repair. Since I had business 45 miles away from home I headed for the nearest dealer in that direction. I stopped at 2 dealers for the sensor. The second dealer says it is a warranty item and they can fix it. After a long wait the story is that it could cost me \$600.00 to fix because they are so expensive. I know that the Dodge dealer just

told me that they were \$56.00 each and I only need one for today or a regular valve stem to get me on the road. This dealer called the country dealer where I bought car and told them that this is not a warranty issue. It was an abuse problem and that they had the wrong cap on the stems. That the PLASTIC CAP may have caused the problem. What? Finally they decide to put a regular valve stem in fixed the flat off of the car for \$25.00 and sent me on my way. They wouldn't do this 3 hours earlier. What is the story with the sensors. Look but don't touch? Very scary.

No Avatar **dkatnik**
New User | Posts: 37 |
Joined: 10/08

Posted: 10/21/09
07:03 AM

I remember back in the good ole days drivers were responsible for maintaining the correct air pressure in the tires on THEIR cars with the use of a \$2 air pressure guage. Now we have a higher level of technology involved to perform a very simple task. Be careful what you wish for!

No Avatar **hithard89**
New User | Posts: 1 |
Joined: 12/09

Posted: 12/07/09
04:48 PM

This is not a isolated incident it has happend to me. About 2 months ago I was washing my car when I noticed bubbles coming from the air valve on the tire I touched it and it shot off. Took it to the dealer they replaced it. Yesterday the air pressure light sensor went off while I was on a trip far from any dealership, Mind you it was below freezing the night prior and found that 3 out of 4 tpms metal valve stems were cracked. My wife took it to the dealer this morning and they would not replace them because they seemed to tell her it was her fault maybe she hit something or whatever. 2 of the valves were on opposite sides of the van, give me a break. Well needless to say I am quite upset and talked to the service department and the manager also with no help from them. He was actually quite rude Naperville Jeep/Dodge in IL. Then I called Chrysler filed a report she said I should get a call by tomorrow. Any other ideas for me?

No Avatar **Caliber**
New User | Posts: 1 |
Joined: 12/09

Posted: 12/29/09
09:10 AM

I have an 09 Caliber with the same defective valve stems. I have had to replace 2 in the last month. One was caught during Snow tire change over, but the other just "blew apart" while the car was parked. Deflation was IMMEDIATE. I can't imagine what that would of been like at 60 mph!! Clearly Chysler has a problem with these, which they are trying to keep quiet. Not sure what to do next, the dealers are replacing them at no charge, but for how long and what if some gets killed when one let go at high speed?

No Avatar **pthomson1**
New User | Posts: 1 |
Joined: 01/10

Posted: 01/05/10
10:03 PM

I have a 2005 Chrysler Town & Country minivan with the tire pressure sensor system. The valve stem is made of aluminum or white metal with porosity problems that allow moisture and salt to penetrate the metal with subsequent corrosion and complete failure. My tire pressure monitor warning message lit up and as I went to check the tires I had difficulty removing one cap. It felt as if the plastic cap threads were stripped so I tried to twist it off with pliers and got the cap plus the valve and part of the stem. Examination of the metal stem revealed severe corrosion. This never happened with brass valve stems so the new sensors with aluminum stems have provided a new cause for failure. I had the sensor and valve stem replaced by my local garage at a cost of \$110 but so far haven't gotten the warning light to go out even though all tires have been checked personally at 35 psi. I wouldn't want one to let go at high speed but mine took at least 15 seconds to totally deflate so you would have more time to bring your car to a controlled stop than with a blow out. I was just thankful mine was in my own driveway and it wasn't snowing. Drove the car less than a mile and the TPMS reset with the light and warning message going out. No further problems for now.

No Avatar **ksusko**

New User | Posts: 1 |
Joined: 01/10

Posted: 01/12/10
12:09 PM

I have a 09 Dodge Journey with the same issue. The (feels like plastic) valve stem cracked right in half and deflated my tire in about 8-10 seconds.

I went to the dealership and they said it was NOT covered under warranty and the whole thing (sensor included) must be replaced. Total cost was over \$120.00 all because of that faulty valve stem! There are posts on other sites stating this same issue however some say it was covered under warranty and other's say it was not?

Why aren't ALL of them covered? Are some dealerships (like mine) scamming people and charging them for covered parts?

No Avatar **jrgarage**

New User | Posts: 1 |
Joined: 02/10

Posted: 02/26/10
08:51 AM

You are correct capriracer the metal caps have nothing to do with the sensor but it sure does a job on the stem..in our experience almost everytime someone has installed metal caps on TPMS stems it gets corroded and breaks off upon removal, so you go out to put air in a tire for a customer and the thing breaks off in your hand and now they want to know why its going to cost them \$75-\$80 or more to put air in their tire."and you broke it". We always put plastic caps on TPMS stems and you should NEVER put metal caps on them.

No Avatar **JWSowner**

New User | Posts: 2 |
Joined: 06/10

Posted: 06/15/10
07:22 AM

I'm glad I found this forum. I built and ordered a Jeep Wrangler Sarah in 2008 and I've replaced 4 valve stems to date. Had a discussion with my local dealer regarding the stem cracks "No

problem it's under warrantee" until the warrantee runs out. RIGHT! The stem has nothing to do with the sensor it's a separate component but Jeep lists it as a single unit. I've located documentation regarding loss of tire pressure leading to fatalities with highway driving not sure if I want this. What really bothers me is my dealer has seen this before and has done nothing with Jeep or Chrysler regarding the poor quality valve stems. Once out of warrantee the cost is \$120.00 for a \$3.00 valve stem come on! Fleecing of Americans and another good example why our auto industry tanked. I have a reference # 19602631 and case manager (Deseria) with Jeep everyone should call her to resolve this because it should be a "safety recall" and maybe Deseria will call you back because she will not call me.

**JWSowner**

New User | Posts: 2 |

Joined: 06/10

Posted: 06/15/10
07:24 AM

I'm glad I found this forum. I built and ordered a Jeep Wrangler Sarah in 2008 and I've replaced 4 valve stems to date. Had a discussion with my local dealer regarding the stem cracks "No problem it's under warrantee" until the warrantee runs out. RIGHT! The stem has nothing to do with the sensor it's a separate component but Jeep lists it as a single unit. I've located documentation regarding loss of tire pressure leading to fatalities with highway driving not sure if I want this. What really bothers me is my dealer has seen this before and has done nothing with Jeep or Chrysler regarding the poor quality valve stems. Once out of warrantee the cost is \$120.00 for a \$3.00 valve stem come on! Fleecing of Americans and another good example why our auto industry tanked. I have a reference # 19602631 and case manager (Deseria) with Jeep everyone should call her to resolve this because it should be a "safety recall" and maybe Deseria will call you back because she will not call me.

**BuickWildcat**

New User | Posts: 1 |

Joined: 07/10

Posted: 07/07/10
01:54 PM

Chrysler now says not to use metal valve caps.

Other Popular Autos

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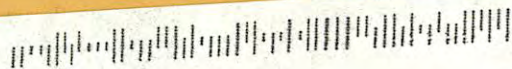
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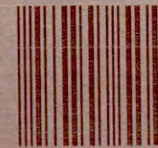
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