

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received JUN 07 2011 17-MAY-2011		Repository ☐
						Reference No. 10401323
OWNER INFORMATION (Type or Print)						
Name			Daytime Telephone Number		E-mail Address	
Address						
City		State	Zip Code	Evening Telephone Number		
WANTAGE		NJ				
<i>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).</i>						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2D4RN3D15AR			Make DODGE	Model GRAND CARAVAN	Model Year 2010	
Date Purchased 8-13-2010	Dealer's Name and Telephone Number FRANKLIN-SUSSEX AUTOMALL (973) 875-3188		Engine: 3.8 LITER No: Cylinders		Fuel Type:	
Original Owner ☒	Dealer's City FRANKLIN-SUSSEX	State NJ	Zip Code 07461	V6		
Transmission Type 6-SPEED AUTO	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 02-MAY-2011		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC				Failure Mileage 15557	Failure Speed	
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	Number of Deaths	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 2010 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE VEHICLE VIBRATED VIOLENTLY WHILE BRAKING. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC AND THEY DIANOSD THAT THE BRAKES WERE OUT OF ROUND. THE VEHICLE WAS REPAIRED BY THE MECHANIC. THE DEALER AND MANUFACTURER WERE BOTH MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 15,557 AND THE CURRENT MILEAGE WAS 16,000.						
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 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.						

[REDACTED]
Ref# 10401323

To Whom It May Concern:

I received a call the week of May 16, 2011 from Dodge Customer Service. The representative identified herself as Becky. I told her what happened while driving the car and I still had the defective parts available for inspection. She told me to take them to Franklin-Sussex Automall and have Steve the service manager look at the pads and rotors. Steve looked at the brake pads and asked what LifeLine found wrong with the pads. I told him there was nothing wrong with the pads they were like new. Steve also took a picture of the pads. I informed him it was the rotors that were warped, he had his mechanic test the rotors and they were .30 out of round and Steve said that was excessive and he would get his report to Beckie. Beckie called and informed me that Steve said they were warped but they would not reimburse me labor cost or parts because it was not repaired by the dealer and mopar parts were not used. I think I should be reimbursed it was an emergency situation and I needed the vehicle repaired right away because I didn't feel safe driving the car the way it was shimmy in the front-end. Neither one of them gave me a reason why the rotors warped so it was either defective material or inferior parts used. I have these parts available for your testing or inspection.

[REDACTED]

From: customerassist <customerassist@chrysler.com>

To: [REDACTED]

Subject: Re: Chrysler Group LLC Customer Assistance (KMM7348722V842 [REDACTED])

Date: Sun, May 15, 2011 1:31 pm

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center regarding your 2010 Dodge Grand Caravan.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one (1) business day.

We appreciate the time and effort you took to tell us of your concern with our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you for being a part of Dodge, have a nice day!

Sincerely,

Sam

Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 20823498

EMAIL CASE NUMBER: 2583814

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7348722V84254L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Front rotors replaced at 15,557 do to being warped

Comments:

Why at 15,557 with very little wear on the brake pads did the rotors warp

and have to be replaced to the cost of \$400.00. Was it poor quality or defective partws used on this new car and I don't think I should have to

bear the cost. This is the 3rd Dodge Van I own and the 1st with this problem. I have retained the defective parts for your inspection and also

the brake pads so you can see they are harding worn. I would expect a response in this matter as soon as possible. Thank you

VIN:

AR [REDACTED]

Mileage:

16200

Servicing Dealer:

LifeLine Automotive

Title:

Mr.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Wantage

State:

NJ

Zip:

Email:

Home Phone:

From: customerassist <customerassist@chrysler.com>

To: [REDACTED]

Subject: Chrysler Customer Assistance Center (KMM7348134V88366L0KM)

Date: Sat, May 14, 2011 10:52 am

*****AUTOMATED RESPONSE - DO NOT REPLY TO THIS ADDRESS *****

Your inquiry has been received by the Chrysler Customer Assistance Center. We appreciate your contact with us and look forward to getting back with you soon via email.

Should this matter be urgent, or you desire a quicker response, please contact us at 800.992.1997 (8:00 am to 8:00 pm ET, Monday thru Friday; and 9:00 am to 5:00 pm ET on Saturdays and Sundays), to discuss the issue with one of our Customer Service Representatives.

Additionally, while waiting for our response, feel free to visit our brand web sites at <http://www.chrysler.com>, <http://www.dodge.com>, <http://www.ramtrucks.com> or <http://www.jeep.com>. The Search function on the top of the navigation bar may help provide the information you have requested.

For any future communication related to this email, please refer to the following information:

REFERENCE NUMBER: 20823498

To view the Chrysler Privacy Policy click on:

<http://www.chrysler.com/universal/privacy.html>

Life Line Automotive

4 Rt 639

Sussex Nj

07461

Tel. #: (973) 875-1890 FAX: (973) 875-1591

CUSTOMER		VEHICLE	ESTIMATE ADMIN.					
[REDACTED] Wantage, Nj [REDACTED]		2010 Dodge Grand Caravan S	EST #	1505				
		Plate : [REDACTED]	Date	05/03/2011				
		Odomtr: 15,557	PO #					
		V.I.N.: 2D4RN3D15AR [REDACTED]	REG #					
		Unit #:	Tech.	DON/DON				
H# [REDACTED]	B#:	Engine: V6 3.3L 3295CC 201CI						
Qty	Hrs.	Description	Parts Ea.	Tot. Parts	Labour	Tx	Total	C
1.00		Front brake pads (A)	99.00	99.00		TX1	99.00	
2.00		Front rotor (A)	97.00	194.00		TX1	194.00	
	2.00	remove and replace front brake pads and rotors			150.00	TX1	150.00	
		Special Discount			-69.17	TX1	-69.17	

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Sub Tot. 293.00 80.83 373.83

TX1 26.17

TX2 0.00

Deductible 0.00

Total 400.00

*Pd In full
\$400.00*