



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**

Date Received

JUL - 8 2011

03-JUN-2011

Repository ☐

Reference No.

10404365

**OWNER INFORMATION (Type or Print)**

Name

Address

City

ROCHESTER HILLS

State

MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2A8HR54P78R

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2008

Date Purchased

9-24-2008

Dealer's Name and Telephone Number

ROCHESTER HILLS CHRYSLER 248.652.9650

Engine: 3.8 LITER

No: Cylinders

Fuel Type:

Original Owner



Dealer's City

ROCHESTER HILLS

State

MI

Zip Code

48309

V6 OHV

Transmission Type

6-SPEED  
AUTOMATIC☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

24-MAY-2011

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

29215

Failure Speed

25

**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 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT WAS DRIVING APPROXIMATELY 25 MPH AND APPROACHING A TRAFFIC STOP. WHEN THE BRAKES WERE ENGAGED, A LOUD GRINDING NOISE EMITTED OUTSIDE OF THE VEHICLE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHERE THEY DETECTED THAT THE FRONT AND REAR BRAKES, AS WELL AS THE ROTORS WERE DEFECTIVE AND WOULD NEED REPLACING. IN ADDITION, THE REAR BRAKES WOULD NEED RESURFACING. THE VEHICLE WAS REPAIRED AND THE MANUFACTURER WAS MADE AWARE OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 29,215.

PREMATURE BRAKE FAILURE IS A SAFETY ISSUE. MY LAST 2 VEHICLES DID NOT NEED BRAKES UNTIL 52,558 MILES ON LAST... ONE BEFORE WAS 77,948 MILES. BOTH WERE FRONT PADS ONLY. MY DRIVING HABITS (HIGHWAY VS CITY) HAD NOT CHANGED.

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.

# ROCHESTER HILLS

## CHRYSLER • JEEP • DODGE

SERVICE INVOICE



DODGE



RAM

1301 SOUTH ROCHESTER ROAD • ROCHESTER HILLS, MICHIGAN 48307

PHONE (248) 652-9650 FAX (248) 652-8710

DEALER REG. NO.

F 101763

CELL:

|                              |                                                                       |                                                   |                              |                                 |                                  |
|------------------------------|-----------------------------------------------------------------------|---------------------------------------------------|------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>98088</b> | ADVISOR<br><b>MATTHEW HUGGINS</b>                                     | 215                                               | TAG NO.<br><b>0304</b>       | INVOICE DATE<br><b>05/24/11</b> | INVOICE NO.<br><b>CHCS692460</b> |
|                              | LABOR RATE                                                            | LICENSE NO.                                       | MILEAGE<br><b>29,215</b>     | COLOR<br><b>GOLD/</b>           | STOCK NO.                        |
|                              | YEAR / MAKE / MODEL<br><b>08/CHRYSLER/TOWN &amp; COUNTRY/VAN TOUR</b> |                                                   |                              | DELIVERY DATE                   | DELIVERY MILES                   |
| ROCHESTER HILLS, MI          | VEHICLE I.D. NO.<br><b>2 A 8 H R 5 4 P 7 8 R</b>                      |                                                   |                              | SELLING DEALER NO.              | PRODUCTION DATE                  |
|                              | F.T.E. NO.                                                            | P.O. NO.                                          | R.O. DATE<br><b>05/23/11</b> |                                 |                                  |
| RESIDENCE PHONE              | BUSINESS PHONE                                                        | REPAIRS PROPERLY COMPLETED & CHECKED BY: <b>X</b> |                              |                                 |                                  |

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6+06CHZZ-02 BRAKES GENERAL #2 HOURS: TECH(S):17 120.00  
REAR BRAKES  
REPLACED THE REAR BRAKE PADS AND MACHINED THE ROTORS

| PARTS   | QTY | FP-NUMBER   | DESCRIPTION       | LIST PRICE                  | UNIT PRICE |        |
|---------|-----|-------------|-------------------|-----------------------------|------------|--------|
| JOB # 6 | 1   | 68029887-AB | PAD KIT R 5003003 | 80.20                       | 80.20      | 80.20  |
|         |     |             |                   | JOB # 6 TOTAL PARTS         |            | 80.20  |
|         |     |             |                   | JOB # 6 TOTAL LABOR & PARTS |            | 200.20 |

G.O.G. & SUPPLIES  
JOB # 4 1.0 5 QTS OF MOTOR OIL @ 11.00 /UNIT 11.00  
TOTAL - GOG 11.00

| MISC    | CODE | DESCRIPTION         | CONTROL NO |                     |
|---------|------|---------------------|------------|---------------------|
| JOB # A | 20   | SHOP SUPPLIES       |            | 5.00                |
| JOB # 1 | WARR | WARRANTY DEDUCTIBLE | 692460     | 100.00              |
|         |      |                     |            | TOTAL - MISC 105.00 |

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$51.00 (+TAX)  
APPROVED REVISED ESTIMATE (# 1) OF \$321.00 (+TAX) ON 05/23/11 AT 06:22pm  
BY ANDREW CHERNIAWSKY COMMENTS  
TECHNICIAN CERTIFICATION  
17 PAUL K. JOYCE M146595

TOTALS

|                                               |  |                 |        |
|-----------------------------------------------|--|-----------------|--------|
| *****                                         |  | TOTAL LABOR     | 125.95 |
| CASH [ ] CHECK [ ]                            |  | TOTAL PARTS     | 85.20  |
|                                               |  | TOTAL SUBLET    | 0.00   |
| VISA [ ] MASTERCARD [ ] DISCOVER [ ] AMEX [ ] |  | TOTAL G.O.G.    | 11.00  |
|                                               |  | TOTAL MISC CHG. | 105.00 |
| OTHER [ ] CHARGE [ ]                          |  | TOTAL MISC DISC | 0.00   |
| *****                                         |  | TOTAL TAX       | 12.08  |

SCHEDULE YOUR SERVICE WORK WITH US THROUGH THE INTERNET  
AT WWW.ROCHESTERHILLSCHRYSLEJEEP.COM  
FAX YOUR APPOINTMENTS TO US AT 248-652-1055

**TOTAL INVOICE \$ 339.23**

CUSTOMER SIGNATURE

# ROCHESTER HILLS

## CHRYSLER • JEEP • DODGE

SERVICE INVOICE



DODGE



RAM

1361 SOUTH ROCHESTER ROAD • ROCHESTER HILLS, MICHIGAN 48307

PHONE (248) 652-9650 FAX (248) 652-8710

DEALER REG. NO.

F 101763

CELL: [REDACTED]

|                              |                                                                       |                                                   |                                 |                                  |
|------------------------------|-----------------------------------------------------------------------|---------------------------------------------------|---------------------------------|----------------------------------|
| CUSTOMER NO.<br><b>98088</b> | ADVISOR<br><b>MATTHEW HUGGINS</b>                                     | TAG NO.<br><b>215</b>                             | INVOICE DATE<br><b>05/24/11</b> | INVOICE NO.<br><b>CHCS692460</b> |
| [REDACTED]                   | LABOR RATE                                                            | LICENSE NO.<br>[REDACTED]                         | MILEAGE<br><b>29,215</b>        | COLOR<br><b>GOLD/</b>            |
| ROCHESTER HILLS, MI          | YEAR / MAKE / MODEL<br><b>08/CHRYSLER/TOWN &amp; COUNTRY/VAN TOUR</b> | DELIVERY DATE                                     | DELIVERY MILES                  | STOCK NO.                        |
|                              | VEHICLE I.D. NO.<br><b>2 A 8 H R 5 4 P 7 8 R</b>                      | SELLING DEALER NO.                                | PRODUCTION DATE                 |                                  |
|                              | F.T.E. NO.                                                            | P.O. NO.                                          | R.O. DATE<br><b>05/23/11</b>    |                                  |
| RESIDENCE PHONE              | BUSINESS PHONE                                                        | REPAIRS PROPERLY COMPLETED & CHECKED BY: <b>X</b> |                                 |                                  |

LABOR & PARTS  
**J# 1 06CHZ** INSPECT BRAKES. HOURS: 0.60 TECH(S):17 WARRANTY  
 BRAKE INSPECTION \$27  
 HISSING / GRINDING NOISE WHEN BRAKING  
 REPLACED THE FRONT BRAKE PADS AND ROTORS

| PARTS   | QTY | FP-NUMBER   | DESCRIPTION       | LIST PRICE                  | UNIT PRICE | WARRANTY |
|---------|-----|-------------|-------------------|-----------------------------|------------|----------|
| JOB # 1 | 1   | CNM2X250-AA | BRAKE KIT 5005001 |                             |            | WARRANTY |
| JOB # 1 | 1   | CNM2X252-AA | ROTOR KIT 5005001 |                             |            | WARRANTY |
|         |     |             |                   | JOB # 1 TOTAL PARTS         | 0.00       |          |
|         |     |             |                   | JOB # 1 TOTAL LABOR & PARTS | 0.00       |          |

**J# 2 09CHZ** ELECTRICAL GENERAL HOURS: 0.40 TECH(S):17 WARRANTY  
 ABS / TRACTION LIGHT CAME ON  
 REPLACED THE LEFT REAR WHEEL BEARING AND ABS SENSOR

| PARTS   | QTY | FP-NUMBER  | DESCRIPTION       | LIST PRICE                  | UNIT PRICE | WARRANTY |
|---------|-----|------------|-------------------|-----------------------------|------------|----------|
| JOB # 2 | 1   | 4721563-AG | SENSOR AN 5005005 |                             |            | WARRANTY |
| JOB # 2 | 1   | 4721762-AF | BEARING B 2011087 |                             |            | WARRANTY |
|         |     |            |                   | JOB # 2 TOTAL PARTS         | 0.00       |          |
|         |     |            |                   | JOB # 2 TOTAL LABOR & PARTS | 0.00       |          |

**J# 3 18CHZ** SOFTWARE SOFTWARE UPDATES HOURS: 0.00 TECH(S):17 WARRANTY  
 CHK FOR SOFTWARE UPDATES  
 PERFORM NEC UPDATES  
 UPDATE ALL CONTROLLERS AS NEC

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE                  | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|-----------------------------|------------|----------|
|       |     |           |             | JOB # 3 TOTAL PARTS         | 0.00       |          |
|       |     |           |             | JOB # 3 TOTAL LABOR & PARTS | 0.00       |          |

**J# 4 26CHZ** LUBE OIL & FILTER HOURS: TECH(S):17 5.95  
 CHANGE OIL, REPLACE THE OIL FILTER, AND LUBE THE CHASSIS  
 \$21.95 COUPON  
 ROUTINE MAINTENANCE.  
 PERFORMED LUBE OIL AND FILTER. CHECKED ALL FLUIDS.

| PARTS   | QTY | FP-NUMBER  | DESCRIPTION       | LIST PRICE                  | UNIT PRICE | WARRANTY |
|---------|-----|------------|-------------------|-----------------------------|------------|----------|
| JOB # 4 | 1   | 4105409-AC | FILTER EN 9057006 | 5.00                        | 5.00       | 5.00     |
|         |     |            |                   | JOB # 4 TOTAL PARTS         | 5.00       |          |
|         |     |            |                   | JOB # 4 TOTAL LABOR & PARTS | 10.95      |          |

**J# 5 26CHZ99P** VEH CHECK UP HOURS: TECH(S):17 0.00  
 COURTESY VEHICLE CHECK-UP  
 SEE YOUR ADVISOR IF YOU HAVE ANY QUESTIONS ABOUT YOUR  
 CHECK UP

| PARTS | QTY | FP-NUMBER | DESCRIPTION | LIST PRICE          | UNIT PRICE | WARRANTY |
|-------|-----|-----------|-------------|---------------------|------------|----------|
|       |     |           |             | JOB # 5 TOTAL PARTS | 0.00       |          |

Chrysler Group Customer Care  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004

May 31, 2011

To whom it may concern,

On Tuesday May 24, 2011, I brought my 2008 Chrysler Town and Country (vin = 2A8HR54P78R[REDACTED]) to Rochester Hills Chrysler. I was hearing awful noises when braking and turning. It turned out to be the brakes and rotors. The front brake pads and rotors had to be replaced. The rear brakes had to be replaced and the rear rotors machined. **There was only 29,215 miles on this vehicle!**

**I checked the records on my last 2 vehicles. I found one was at 52,558 miles and the other was at 77,948 miles...and only the front brake pads need to be replaced in both cases.** My driving habits and the city vs highway mileage have not changed. I find the idea that I will be replacing pads and rotors every 25,000 miles to be outrageous. Even with the \$100 deductible on the front brake pads and front rotors, my bill was over \$300. This is totally unacceptable!

I am filing a complaint with NHTSA. I believe brake systems failing at this early mileage are a safety hazard.

Sincerely,

[REDACTED]  
Rochester Hills, MI [REDACTED]