

OCT 23 2012

October 16 2012

10438544 confirmation number

vin # 2A8HR54X29R [REDACTED]

original owner [REDACTED] Muskegon Mi [REDACTED]

**Additional vehicle defect information**

Since the list of original vehicle defects an additional serious problem has surfaced as listed here in this communication.

**Brake calipers and related components.**

Corroded guide pins on caliper causing brakes to drag causing overheating conditions to the affected components. As follows: tire, aluminum wheel, friction pads, wheel bearings, abs system, fluids, seals, hoses, and other rubber type items not limited to mounting grommets and other chassis components.

That information as listed is what has been damaged by the sticking caliper pins. These pins stick because Chrysler decided to cheapen the metal used in the manufacture of these brake components. Chrysler has been building vehicles many years and certainly knew the importance of using proper materials to prevent this problem but somehow they chose to place on the highways of this nation dangerously assembled vehicles using materials prone to oxidation. Basic engineering practice ignored creating an extremely dangerous condition. This is just not my problem it is a problem with "all" Chrysler vehicles assembled with these, prone to rust, brake caliper pins.

My story had only a scary event. I visit family and travel across this nation using my vehicle, this means many hours of highway driving. While at a fuel stop I noticed the heat from the van was warm enough to detect through my legs, I made the mistake of touching the wheel only to have the tips of my fingers blister from the heat. This wheel wasn't just warm it was extremely hot. I was putting gasoline into the tank filler above this overheated wheel and in my mind wondered if the temperature of the overheated components could possibly be at the flash point of the fuel, shutting off the filler hose and getting away from the vehicle waiting for the fumes to dissipate from the area a decision to cool the wheel by using the windshield washer fluid from the nearby supply brought a cloud of steam until after several applications. The vehicle was repaired at a Chrysler dealership before getting on the road again.

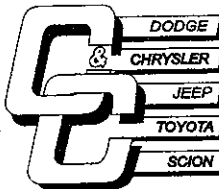
NH  
102312  
Pw

Two very interesting events happened at this dealership. First off I only had to tell the service man the wheel seemed hot and he stopped me there and said we know what to do and it should take about three hours to fix, to which I replied get it repaired. The second most interesting thing was while waiting those three hours, a person working at the dealership struck up a conversation with me, as my initial conversation was overheard by this person, this little tid bit of information came to my ears. 'the owner of this place will not allow his salesmen to sell any of those vans because of the many problems, he likes repeat customers and doesn't wish to sell his customers a bunch of problems' He did not have to tell ME about problems. Chrysler should be required to remove these potential death traps from the road and crush them. Chrysler has effectively been able to prevent me from having them buy back this vehicle through the lemon law, they keep attempting to fix the problems with the band aid method. Until the NHTSA steps in and requires them to fix this problem they will not care. As an individual with one problem doesn't have much clout, I am pleading that this office take the big step and prevent any unnecessary injury of death by requiring Chrysler replace each and every caliper with properly manufactured components, and not just do an inspection for any Possible Problem.

Back to my story, if I had not stopped to put fuel into the van my next four hours of driving were going to be into the mountains which surely would have overheated the wheel to the point of explosion. A loss of control by a blown tire, locked wheel or other event caused by this corroded component would not have been a pretty story. Please I ask you again get this problem off the road, as these vehicles age it will only become worse. In short driving trips of less than an hour the heating does not seem to be a problem, however when this vehicle is used for a longer trip the overheating is a disaster waiting to happen. Please don't wait for more fatalities to happen.

[REDACTED]  
Muskegon Mi [REDACTED]  
[REDACTED]  
[REDACTED]

*I hope this is enough information to apply  
toward getting the recall for caliper failure*



1305 Pike Street P.O. Box 805 MARIETTA, OHIO 45750  
Telephone (740) 373-2928 Belpre (740) 423-6103

|                 |       |                     |                                     |             |         |            |              |                    |             |                 |  |
|-----------------|-------|---------------------|-------------------------------------|-------------|---------|------------|--------------|--------------------|-------------|-----------------|--|
| CUSTOMER NO.    | 41959 | ADVISOR             | BOBBY ROSEBERRY                     | 596         | TAG NO. |            | INVOICE DATE | 09/28/12           | INVOICE NO. | DOCS91503       |  |
|                 |       | LABOR RATE          |                                     | LICENSE NO. |         | MILEAGE    | 51,387       | COLOR              | /           | STOCK NO.       |  |
|                 |       | YEAR / MAKE / MODEL | 09/CHRYSLER/TOWN & COUNTRY/VAN TOUR |             |         |            |              |                    |             |                 |  |
|                 |       | VEHICLE I.D. NO.    | 2 A 8 H R 5 4 X 2 9 R               |             |         |            |              |                    |             |                 |  |
|                 |       | F. T. E. NO.        |                                     | P. O. NO.   |         | R. O. DATE | 09/28/12     | SELLING DEALER NO. |             | PRODUCTION DATE |  |
| RESIDENCE PHONE |       | BUSINESS PHONE      | COMMENTS                            |             |         |            |              |                    |             |                 |  |
|                 |       |                     |                                     |             |         |            |              |                    |             | MO: 51387       |  |

LABOR & PARTS  
J# 1 05D0Z  
BRAKES  
HOURS: 3.00 TECH(S):805  
CUSTOMER STATES LEFT REAR TIRE GOT VERY HOT  
RIGHT REAR CALIPER LOCKED UP  
REPLACED RIGHT REAR BRAKE CALIPER AND BLEED BRAKES  
REPLACED REAR BRAKE PADS AND RESURFACED REAR ROTORS

| PARTS                       | QTY | FP | NUMBER     | DESCRIPTION       | LIST PRICE | UNIT PRICE | PRICE  |
|-----------------------------|-----|----|------------|-------------------|------------|------------|--------|
| JOB # 1                     | 1   |    | 4318080-AC | FLUID BRA 1081006 | 7.20       |            | 7.20   |
| JOB # 1                     | 1   |    | 18-5081    | CALIPER           | 91.90      |            | 91.90  |
| JOB # 1                     | 1   |    | QC1326     | PADS              | 81.29      |            | 69.95  |
| JOB # 1 TOTAL PARTS         |     |    |            |                   |            |            | 169.05 |
| JOB # 1 TOTAL LABOR & PARTS |     |    |            |                   |            |            | 415.05 |

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ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$445.00 (+TAX)  
TOTALS

THANK YOU FOR USING C&C DODGE TOYOTA FOR YOUR SERVICE  
OUR GOAL IS TO FIX YOUR VEHICLE RIGHT ON THE FIRST VISIT AND RESPOND TO YOUR NEEDS PROMPTLY AND COURTEOUSLY.  
YOU MAY BE RECEIVING A SURVEY IN THE MAIL FROM THE MANUFACTURER ABOUT YOUR SERVICE VISIT. PLEASE FILL IT OUT PROMPTLY AND SEND IT IN. WE HOPE YOU CAN MARK IT COMPLETELY SATISFIED ON EVERY QUESTION. IF YOU CANNOT, PLEASE CONTACT CHUCK LOWRY (SERVICE MANAGER) OR AMANDA STOLLAR (CUSTOMER RELATIONS MANAGER). AT 740-373-2928, 800-758-1048, 740-423-6103.

REVIEWED FUTURE SCHEDULE MAINTENANCE WITH VEHICLE OWNER. PLEASE SIGN HERE

TOTAL LABOR.... 246.00  
TOTAL PARTS.... 169.05  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 29.06  
TOTAL INVOICE \$ 444.11

PAID  
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Cash  
mon

CUSTOMER SIGNATURE

Caring for your  
Toyota just got  
easier.

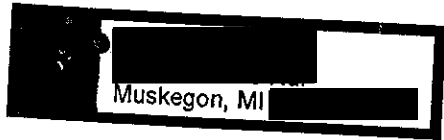
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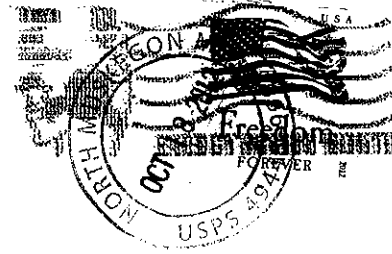
If your vehicle  
required special order  
parts, our parts department will  
do everything possible to obtain the  
parts and notify you when they arrive.  
Please contact me with any questions  
or comments.

Thank you,  
Mark Radcliff  
Parts Manager  
740-373-2928  
ccparts@citynet.net



GRAND RAPIDS MI 495

18 OCT 2012 PM 11



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WASHINGTON DC  
20590

20590

