 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>INFORMATION ACT (EOIA) 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p> <p>Date Received: JAN 18 2012 14-DEC-2011</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10439876</p>	
<p>OWNER INFORMATION (Type or Print)</p>							
Name		Address		City		State	
PAHRUMP		NV		Zip Code			
Daytime Telephone Number		Evening Telephone Number		E-mail Address			
<p>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).</p>							
<p>VEHICLE INFORMATION</p>							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	Model Year
2D8HN54X09R				DODGE		GRAND CARAVAN	2009
Date Purchased		Dealer's Name and Telephone Number				Engine:	Fuel Type:
						No: Cylinders	
Original Owner		Dealer's City		State	Zip Code		
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	Incident Date(s)
		<input type="checkbox"/> Cruise Control					12-DEC-2011
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>							
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC						Failure Mileage	Failure Speed
						31000	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>							
Tire Make		Tire Model (Name or Number)			Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:			
Tire Component Code				Tire Failure Type:			
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>							
Make:		Date Manufactured:		Model No./Name:			
Seat Type:		Installation System:					
Child Seat Component Code:		Failed Part:					
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</p>							
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Number of Persons Injured	Number of Deaths	Reported to Police	
						N	
<p>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).</p>							
<p>TL* THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. THE CONTACT STATED THE REAR BRAKES CONTINUOUSLY WORE PREMATURELY. THE CONTACT STATED THAT AT 31,000 MILES, HE WAS TOLD THAT THE FRONT BRAKES WERE AT 45 PERCENT AND THE REAR BRAKES WERE ONLY AT 15 PERCENT. THE CONTACT HAD NOT EXPERIENCED A FAILURE. THE FAILURE AND THE CURRENT MILEAGES WERE 31,000.</p>							
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>				<p>ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p>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.</p>							

Chrysler LLC Customer Center
P.O.Box 21-8004
Auburn Hills, MI 48321-8004

11-23-2011

Dear sirs;

I purchased a 2009 Dodge minivan May 30, 2009 from Saitta Trudeau Chrysler-Jeep-Dodge, 1541E. Wahkiakum Ave, Pahrump, NV 89048. This was not my first Dodge minivan but my third since 1993. In fact, I have purchased eleven new vehicles since 1970, all equipped with front wheel disc brakes and two with all wheel disc brakes.

Now, to my complaint; I never had to change brake pads before 60,000 miles on any of my vehicles, that is til now.

I just had my 30,000 mile service at Saitta Trudeau and was advised that my "rear" brake pads were down to 15% and I needed a complete brake job at a cost of \$212.23.

I retired four years ago to Pahrump, Nevada, a small town that only has three traffic lights and almost no traffic. Everything is close and of the 30,000 miles on my odometer, at least half has been open highway. Yet my front pads are over 50% gone and my rear pads 85%.

A close elderly friend, who purchased a new 2008 Chrysler Town & Country minivan from the same dealership told me that at 30,000 miles he had to have his brakes replaced. He too is retired and does most of his traveling on the open highway.

Then this...

Apparently Chrysler is aware of pad problems with their minivans. Today I received a letter (copy attached) from Chrysler offering to help pay for front pad replacements up to three years or 36,000 miles. I understand front pads wear out first, but why did my rear pads ?

In conclusion, I feel replacing pads without some engineering improvements to them will only give your customers the pleasure of paying for brakes every 30,000 miles no matter how mild they are on them. If this is Chrysler's answer to a manufacturing problem, I am very disappointed with them.

A response to this letter would be appreciated.

Sincerely,

[REDACTED]
Pahrump, NV [REDACTED]
[REDACTED]

Purchased: May 30, 2009
Saitta Trudeau Chrysler-Jeep-Dodge
Vin# 2D8HN54X09R [REDACTED]
Mileage 31570



October 24, 2011

293135



PAHRUMP, NV



2D8HN54X09R

Dear

This letter is to inform you that the warranty period (12 months or 12,000 miles) on your minivan's front brake pads and rotors has been extended to 3 years or 36,000 miles, whichever occurs first. This extended front brake pads and rotors warranty coverage applies to select Chrysler Town & Country and Dodge Grand Caravan model year 2009 – 2011 minivans.

We are extending the warranty period on your front pads and rotors because some of the minivans may need pads and rotors replaced earlier than expected. **If your vehicle is operating properly, there is nothing you are required to do.** Should the front pads and rotors on your minivan require replacement after the expiration of 12 months or 12,000 miles but before 24 months or 24,000 miles, whichever comes first, Chrysler LLC will pay for the cost of parts and labor necessary to replace them less a \$50 deductible. Furthermore, should the front pads and rotors on your minivan need to be replaced after the expiration of 24 months or 24,000 miles, but before 36 months or 36,000 miles, whichever comes first, Chrysler LLC will pay for the cost of the parts and labor necessary to replace them less a \$100 deductible.

If you are experiencing the condition as described in this warranty extension (within the 3 year or 36,000 mile period), simply contact your dealer to schedule a service appointment. 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. The warranty extension applies to the above components only; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

If you have already paid for the replacement of your front pads and rotors, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement, your claim will be acted upon within 60 days of receipt:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have questions or need any assistance, please contact your dealer or the Chrysler Customer Assistance Center between the hours of 8:00 AM and 8:00 PM, EST, Monday through Friday or Saturday 9:00 AM to 5:00 PM, EST. Please contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (423-6343).

Chrysler Group LLC

2009 – 2011 CHRYSLER TOWN & COUNTRY AND GRAND CARAVAN
FRONT BRAKE PADS & ROTORS EXTENDED WARRANTY
CUSTOMER REIMBURSEMENT CLAIM FORM

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): 2D8HN54X09R _____

Mileage at Time of Repair: _____ Date of Repair: _____

Customer First & Last Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What repair was completed, when it was done, and who did it.
- The total cost of the repair expense and the date of payment. (Copy of the front and back of cancelled check, copy of credit card receipt, credit card itemized invoice, etc.)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

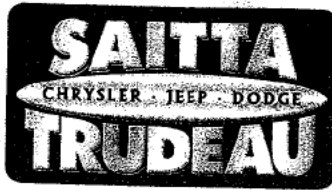
Customer Signature: _____

The two methods for submission are by postal mail or electronically. For postal submission please mail this claim form and the required documents to:

Chrysler Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

If you have a scanner and desire electronic document submission, please go to www.chrysler.com/chryslercares and complete the webform. **Indicate in the narrative "X36 Repair Reimbursement – Request for Electronic Document Submission Link". Instructions will be sent to your email address to scan and submit your documents electronically.**

Your claim will be acted upon within 60 days of receipt. If you have any questions, please contact Chrysler Customer Care at 1-800-247-9753 or Dodge Customer Care at 1-800-423-6343.



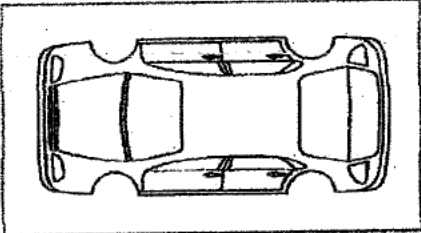

YOUR HOMETOWN DEALER



Name: _____

VIN: _____ Odometer: _____

Dealership: _____

Wiper Blade	Check Body Condition, Tires and Tread Depth	Check Battery
LF: _____ RF: _____ Rear (if applicable): _____ Windshield condition Cracks: _____ Chips: _____	 LF PSI <u>33</u> (Check Lamps) RF PSI <u>35</u> LR PSI <u>33</u> Lowest Tread Depth: <u>7/32</u> RR PSI <u>35</u> Rotation Needed: <u>None</u> Wear Pattern/Damage: Alignment Needed: _____ LF _____ RF _____ Balanced Needed: _____ LR _____ RR _____	 (Circle One) Battery condition: <u>Good</u> / Poor Battery cables and connections: <u>Good</u> / Poor

Check Fluid Levels	Check Brakes
<input checked="" type="checkbox"/> Engine Oil <input checked="" type="checkbox"/> Brake fluid reservoir <input checked="" type="checkbox"/> Transmission <input checked="" type="checkbox"/> Coolant recovery reservoir <input checked="" type="checkbox"/> Power steering <input checked="" type="checkbox"/> Windshield washer	LF: <input checked="" type="checkbox"/> > 7mm (9/32) <u>45%</u> RF: <input checked="" type="checkbox"/> > 7mm (9/32) <u>45%</u> <input type="checkbox"/> < 3mm (4/32) LR: <input type="checkbox"/> > 7mm (9/32) RR: <input type="checkbox"/> > 7mm (9/32) <input type="checkbox"/> < 3mm (4/32) Lowest Front Lining _____ Lowest Rear Lining _____ Brake system (including lining, hoses and parking brake): _____

Additional Checks	Recommended Services	Cost
<input checked="" type="checkbox"/> Inspect for visible leaks: <input checked="" type="checkbox"/> Fuel System (also include gas cap) <input checked="" type="checkbox"/> Engine, transmission, drive axle, transfer case <input checked="" type="checkbox"/> Engine cooling system <input checked="" type="checkbox"/> Shocks and struts – also check operation Inspect visual condition: <input checked="" type="checkbox"/> Belts: engine, accessory, serpentine, and/or V-drive <input checked="" type="checkbox"/> Hoses: engine, power steering and HVAC <input checked="" type="checkbox"/> Engine air filter and cabin air filters <input checked="" type="checkbox"/> Steering components and steering linkage <input checked="" type="checkbox"/> CV drive axle boots or driveshafts and U-joints <input checked="" type="checkbox"/> Exhaust system components	<u>1600 PADS 15%</u> <u>1276 69029837AB</u>	<u>92.23</u>
Estimated total cost of repairs		

Service Consultant: _____

Technician: 21225 FRAX



Pahrump, NV

FIRST CLASS



U.S. POSTAGE
PAID
PAHRUMP, NV
89048
JAN 06, 12
AMOUNT

\$0.64

1000

20077

00051347-12

U.S. Dept of Transportation
Kati Huy Traffic Safety Admin
Office of Defects Investigation, NVS-210
1200 New Jersey Ave S.E.
Washington, D.C. 20077-9382

Case 10439876

200779382

