



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

July 9, 2012

NVS-216 nlm
Ref. No. 10440001

[REDACTED]
Pound, WI [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Chrysler Town & Country vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that the front brake pads were replaced on your MY 2008 Chrysler Town & Country at 31,843 miles by a dealer because of a recall. Afterwards, you began to hear a grinding noise when applying the brakes so you had the front pads replaced again including the rotors by a different dealer at 61,576 miles. In addition, you had to replace the rear brake pads due to uneven wear. You state that the second dealer told you that the first dealer installed improper pads that are non-warrantable. You feel the brakes on your vehicle are defective and made a request to Chrysler for reimbursement of the repair cost. However, Chrysler denied your request because your vehicle is out of warranty.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to original equipment manufacturer and aftermarket front and rear brake pads in MY 2008 Chrysler Town & Country vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



Our research did not reveal a safety-related recall for brake pads on MY 2008 Chrysler Town & Country vehicles. The recall you mention could possibly be one of Chrysler's technical service bulletins (TSB Articles No. 05-006-08 and No. 05-003-10A, summaries attached) that address problems with front brake pad abnormal wear and inadequate pad life in certain Chrysler vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Chrysler to perform the corrective action described in the TSB on your vehicle at no cost to you. We recommend that you continue to work with Chrysler and your dealer to resolve your problem.

Your request for reimbursement does not fall under our jurisdiction. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

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Conversion Calculator

2008 Chrysler Truck Town & Country V6-3.8L[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Brakes - Abnormal Front Pad Wear/Squeal/Shudder](#)**Brakes - Abnormal Front Pad Wear/Squeal/Shudder**

NUMBER: 05-006-08

GROUP: Brakes

DATE: December 9, 2008

SUBJECT:
Brake Front Pad Lining Life and NoiseOVERVIEW:
This bulletin involves installing new brake linings and replacing both brake rotors as required.

MODELS:

2008 (RT) Caravan/Town & Country

NOTE : This bulletin applies to vehicles equipped with Anti-Lock 4-Wheel-Disc Brakes and Non Adjustable Pedals (sales codes BRG & XA8)

SYMPTOM/CONDITION:

Front brake pads may exhibit excessive noise, squeal/shudder/vibration and/or lining life complaints.

DIAGNOSIS:

If the above condition is present, perform the repair procedure.

Qty.	Part No.	Description
1	68053152AA	Front Brake Pad Kit
2	04721995AA	Front Brake Rotor

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PARTS REQUIRED:**REPAIR PROCEDURE:**

1. Using the procedures outlined in TechCONNECT: Service Information tab /05 - Brakes, Base/Hydraulic Mechanical/PADS, Brake, Front/ Removal - remove the front pads.
2. Using the procedures outlined in TechCONNECT: Service Information tab /05 - Brakes, Base/Hydraulic Mechanical/ROTAR, Brake, Front/ Removal - remove and replace the front brake rotors (p/n 04721995aa).

NOTE : Rotor replacement is recommended when switching to this type brake pad. Standard brake service procedures apply thereafter.

3. Install new pads (p/n 68053152aa).

POLICY:

Reimbursable within the provisions of the warranty.

Labor Operation No:	Description	Amount
05-21-10-97	Install New Front Pads, Replace Both Front Rotors	0.6 Hrs.

[Zoom](#)[Sized for Print](#)**TIME ALLOWANCE:**

ZZ	Service Action
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2008 Chrysler Truck Town & Country V6-3.8L

[Vehicle Level](#) → [Technical Service Bulletins](#) → [All Technical Service Bulletins](#) → [Brakes - Inadequate Front Brake Pad Life](#)

Brakes - Inadequate Front Brake Pad Life

NUMBER: 05-003-10 REV A

GROUP: Brakes

DATE: November 24, 2010

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 05-003-10, DATED AUGUST 12, 2010, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH ****ASTERISKS**** AND INCLUDE A PART NUMBERS REVISION.

SUBJECT:
Brake Front Pad Lining Life

OVERVIEW:
This bulletin involves installing new brake linings and replacing both brake rotors as required.

MODELS:

2008 (RT) Town & Country/Grand Caravan

NOTE :This bulletin applies to vehicles equipped with brake sales code BRE and/or BRG only.

SYMPTOM/CONDITION:

Front brake pads may exhibit lining life complaints.

DIAGNOSIS:

1. Remove both front tire and wheel assemblies. Refer to the service information outlined in DealerCONNECT > TechCONNECT > Service Information tab > 22 - Tires and Wheels > Removal
2. Using a Brake Lining Thickness Gauge or Brake Pad/Shoe Gauge, measure brake pad thickness.

3. Perform the repair procedure if the brake pad usable material measured at its thinnest point measures 4mm (0.1575 inches) or less.
4. If the brake pad assemblies do not require replacement, reassemble the vehicle. Refer to the service information outlined in DealerCONNECT > TechCONNECT > Service Information tab > 22 - Tires and Wheels > Installation.

Qty.	Part No.	Description
AR (1)	CNM2X250AA	Front Brake Pad Kit - Fixed Brake Pedal (Sales Code XA8)
AR (1)	**68068762AA**	Front Brake Pad Kit - Power Adjustable Brake Pedal (Sales Code XAP or XAM)
1	CNM2X252AA	Front Brake Rotor Kit (Contains 2 Rotors)

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PARTS REQUIRED:

REPAIR PROCEDURE:

1. Remove the front brake pads. Refer to the service information outlined in DealerCONNECT > TechCONNECT > Service Information tab > 05 - Brakes > 05 - Brakes, Base, Brake > Hydraulic/Mechanical > PADS, Brake, Front > Removal.
2. Remove any clips retaining the brake rotor to the wheel mounting studs.
3. Slide the brake rotor off the hub and bearing.
4. Clean the hub face to remove any dirt or corrosion where the rotor mounts.
5. Perform Step 2 through 4 on the opposite side of the vehicle.
6. Install brake rotors (p/n CNM2X252AA) over the studs on the hub and bearing on both sides of the vehicle.

NOTE : Rotor replacement is recommended when switching to this type brake pad. Standard brake service procedures apply thereafter.

7. Install new pads (p/n CNM2X250AA - Fixed Brake Pedal or p/n **68068762AA** - Adjustable Brake Pedal). Refer to the service information outlined in DealerCONNECT > TechCONNECT > Service Information tab > 05 - Brakes > 05 - Brakes, Base, Brake > Hydraulic/Mechanical > PADS, Brake, Front > Installation.

POLICY:

Reimbursable within the provisions of the warranty.

U.S. dealers, please refer to Warranty Bulletin D-10-19 dated August, 2010 for additional information in regards to the Extended Warranty X25. Canadian dealers, please refer to Service Administration Bulletin 2010-13 for additional information regarding Extended Warranty X25.

Labor Operation No:	Description	Amount
05-21-10-96	Inspect Front Brake Pads for Wear - Front Brake Pads Not Required	0.2 Hrs.
05-21-10-97	Inspect & Install New Front Pads, Replace Both Front Rotors	0.6 Hrs.

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TIME ALLOWANCE:

ZZ	Service Action
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