

CL-10454008-1718

January 6, 2015

To The NHTSA Complaint Administrator,

JAN 15 2015

I apologize for my "FAILURE" to comply with the appropriate guidelines by having the Chrysler P25 recall on my 2012 Dodge Grand Caravan repair performed in a reasonable amount of time.

However, when the dealership that sold and has been servicing my vehicle informs me that the vehicle manufacturer, "CHRYSLER", has not provided them with the components necessary to perform the proper repair then what am I supposed to do?

Please refer to the following documentation.

P.S.

This is the second notice that I have received from the manufacturer, "CHRYSLER", that has failed to supply this component to this dealership.

Incidentally, this is the same vehicle manufacturer, "CHRYSLER", that replaced a transmission oil pump seal that was allowing transmission fluid to pour from the vehicle's transmission while I was driving it rather than replacing the transmission to save money.

[REDACTED]
Newport News, Va. [REDACTED]

VIN: 2C4RDGBG3CR [REDACTED]

NM
12215
SMD



REAR QUARTER VENT WINDOW SWITCH

IMPORTANT SAFETY RECALL

P25 / NHTSA 14V-234

This notice applies to your vehicle (VIN: 2C4RDGBG3CR [REDACTED])

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2010 through 2014 model year Dodge Grand Caravan and Chrysler Town & Country vehicles.

The problem is... The rear quarter vent window switch on your vehicle may overheat if exposed to liquid moisture. An overheated rear quarter vent window switch may cause a burning odor, smoke, or a driver's door fire without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will replace the rear quarter vent window switch and repair the electrical connector, if required. The work will take about ½ hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE

CHRYSLER

Jeep

SRT



POMOCO

CHRYSLER DODGE JEEP RAM OF NEWPORT NEWS

12629 Jefferson Ave
Newport News, VA 23602
(757) 833-8085
Fax: (757) 890-8846



SERVICE DEPARTMENT HOURS
7:30 a.m. to 7:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/13/14	
R/O Close Date	Status
10/13/14	Final
Mileage In	Mileage Out
1203	1203
Service Advisor / Tag #	
Jeff Anton/2875*W*	
Vehicle Identification Number	
2C4RDGBG3CR	
Delivery Date	In-Service Date
10/25/11	
Color	License Number
RED	

Work Phone: [REDACTED]

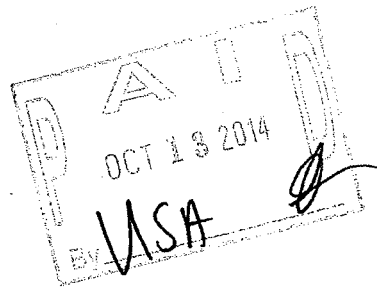
Body: [REDACTED]

NEWPORT NEWS, VA [REDACTED]

Year	Make	Model	Body
2012	DODGE	GCAR	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Sub Total: 16.00	
#5 - Customer Reports: WOULD YOU CHECK TO SEE IF THE PARTS ARE AVAILABLE TO FIX THE P25 RECALL CAR WASH AND STATE VEHICLE INSPECTION ALONG WITH AN OIL AND FILTER CHANGE. Work performed by Richard Oram (RPO) OPE Sub Total: .00	

IMPORTANT
You may receive a customer satisfaction survey from Chrysler regarding this service. If for ANY reasons you cannot grade us '10' please contact our service Director Bobby Bowen immediately, your satisfaction is very important to us.
Thank You
757-890-8865



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	31.00
PARTS	36.38
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	1.50
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	2.10
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-26.00
TOTAL DUE	45.00
VMD Service 005594	45.00

Customer Number

Invoice No

pomoco

INVOICE

DUPLICATE 1

PAGE 1

Chrysler, Jeep, Dodge, Ram, Lincoln, Fiat
of Newport News
12629 Jefferson Ave. Newport News, VA 23602
(757) 369-3565 Service (757) 833-8085
www.pomoco.com

NEWPORT NEWS, VA

Home: Bus:

Cell:

SERVICE ADVISOR: 1793 MICHAEL L ZENO

Email:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	12	DODGE GCAR	2C4RDGBG3CR		36 / 49	T2318
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
25OCT11			17:30 28NOV11		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK DLR:06922 ENG:ERB 3.6L V6 24V VVT_Engine TRN:DG2_6-Speed_Automatic_62TE_Transmission				
10:20 28NOV11	12:35 02DEC11					
				LIST	NET	TOTAL

LINE OPCODE TECH TYPE HOURS

A CUSTOMER SAYS THAT THE TRANSMISSION FLUID IS LEAKING
CAUSE:

21000412 Transmission - remove and install for
repair - Remove and install 62TE 3.6 liter
engine (A)

801 WARD, WESLEY LIC#: 5468304500

WLHD

(N/C)

1 4412522AC SEAL

(N/C)

1 WRP WARR/RETURN PART

(N/C)

1 68014103AA GSKT PKG-TRANSMISSION OIL PUMP

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

21601055 Seal, front pump housing oil

801 WARD, WESLEY LIC#: 5468304500

WLH

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

21202636 Seal, Front Axle Half Shaft - Replace

Right side (B)

801 WARD, WESLEY LIC#: 5468304500

WLH

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

49 CLEAND TRANS ADDED DIE ROAD TESTED FOUND TRANS FLUID NEAR RT
AXEL SEAL REPLACED AKEL SEAL CLEAND & ROAD TESTED FOUND TRANS FLUID IN
BEL HOUSING AREA REPLACED ET PUMP SEAL NO ADDITIONAL LEAKS WER FOUND

STATEMENT OF DISCLAIMER

The Seller hereby expressly disclaims all warranties either
express or implied, including any implied warranty of
merchantability or fitness for a particular purpose. Seller
neither assumes nor authorizes any other person to
assume for it any liability in connection with the sale of
said products.

X

ALL PARTS AND LABOR GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER
OCCURS FIRST, UNLESS OTHERWISE EXPRESSLY PROVIDED FOR BY WRITTEN GUARANTEE.

DESCRIPTION	TOTALS
LABOR AMOUNT	\$
PARTS AMOUNT	\$
GAS, OIL, LUBE	\$
SUBLET AMOUNT	\$
MISC. CHARGES	\$
TOTAL CHARGES	\$
LESS DISCOUNT	\$
SALES TAX	\$
PLEASE PAY THIS AMOUNT	\$



Chrysler Group LLC

April 19, 2012

Dept. of Attorney General
Consumer Protection Division

APR 20 2012

RECEIVED

Mr. Bill Schuette
Michigan Attorney General
P.O. Box 30213
Lansing, MI 48909

Re: AG#: [REDACTED]

Our File No.: [REDACTED]

Dear Mr. Schuette:

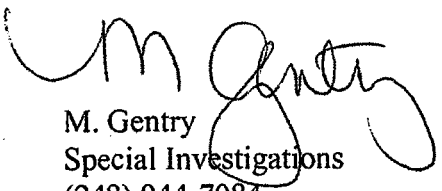
Thank you for your letter dated April 10, 2012.

We have reviewed the customer's letter, and repair history. According to our records, the customer had seals replaced in November, 2011 with 49 miles. Our records do not reflect the customer has been back complaining to the dealer of a transmission leak. Chrysler will not replace the transmission just because the vehicle a required a warranty repair, two seals. If the customer feels his transmission is damaged, he certainly can take his vehicle into any authorized Dodge dealership to schedule a test drive. If the dealer feels the transmission needs to be replaced, he will take the steps needed to do so. At this time, Chrysler will honor the remaining 5 year/100,000 mile Powertrain Warranty, as well as the basic limited 3 year/36,000 mile warranty.

We understand the customer is not happy with this, unfortunately, there is nothing further we can assist with at this time.

Thank you for allowing us the opportunity to review this with you.

Sincerely,


M. Gentry
Special Investigations
(248) 944-7084

MG/ss

May 1, 2012

To Bill Schuette
Michigan Attorney General
Consumer Protection Division

Ref: AG# [REDACTED]

Would you ask M. Gentry from the Chrysler Corporations Special Investigation Division to acknowledge **in writing** that he/she is aware that one of the two seals referred to as replaced under a warranty repair is a transmission pump seal, and that he/she understands that a transmission pump serves a similar purpose as a water pump or a power steering pump?

This would enable us to confirm that he/she is fully cognizant of the dangers and liabilities associated with inaction pertaining to this matter.

A component failure associated with a leak from a transmission pump could result in accidents, injuries and fatalities.

This is not a matter of warranty coverage duration. It is a matter of common sense. It is a matter of consumer protection, safety and the reduction of potential accidents, injuries and fatalities from driving a traffic hazard based on an inadequate repair that is as much as admitted to by the Pomoco Dodge service department when they included a liability disclaimer at the bottom of the invoice.

[REDACTED]
Newport News, Va. [REDACTED]



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

June 19, 2012

NVS-216 nlm
Ref. No. 10454008

[REDACTED]
Newport News, VA [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2012 Dodge Caravan. 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.

We appreciate your prior reports. Information submitted by owners is automatically entered into our complaint database. If additional information is required, we may follow up by contacting the vehicle owner. We apologize for any confusion this may have caused you.

You indicate that within the first 10 miles of owning your MY 2012 Dodge Caravan you smelled transmission fluid. At 20 miles you discovered that transmission fluid was leaking from the vehicle onto your driveway. You took your vehicle to the dealer and they verified the transmission fluid leak. In addition, the company that did the wheel chair conversion on your vehicle, Adaptive Mobility Systems, Inc. (AMS) also noted a transmission fluid leak on their invoice. You request that Chrysler repair your vehicle with new transmission and not to rebuild the old transmission or use a remanufactured assembly.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to transmissions leaking fluid in MY 2012 Dodge Caravan vehicles and transmission fluid leaks caused by AMS wheel chair conversions. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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. We recommend that you continue to work with Chrysler and your dealer to resolve your vehicle's transmission problem.

If you have not done so, you may consider contacting your local Consumer Protection Agency or the Virginia Office of the Attorney General regarding your problem and your rights under the State lemon law. You may also ask your dealership for a meeting with a Chrysler district manager regarding your problem. 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 to 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,



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



Newport News, VA

RICHMOND VA 230

06 MAR 2015 PM 1 L



ADMINISTRATION

NHTSA

1200 NEW JERSEY AVE. S.E.

WASHINGTON, DC 20590

20590

