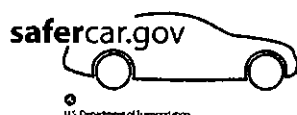


 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received 03-APR-2012	Repository ☐ Reference No. 10454008
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address					
City	State	Zip Code	Evening Telephone Number		
NEWPORT NEWS	VA				
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RDGBG3CR			Make DODGE	Model GRAND CARAVAN	Model Year 2012
Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders 6	Fuel Type: Gas
Original Owner ☒	Dealer's City	State	Zip Code		
Transmission Type AUTOMATIC	☐ Antilock Brakes ☐ Cruise Control	Powertrain FRONT WHEEL DRIVE	Multiple Failure: 1	Incident Date(s) 31-OCT-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 103000 POWER TRAIN: AUTOMATIC TRANSMISSION				Failure Mileage 13	Failure Speed 45
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).					
I HAVE A TRANSMISSION MANUFACTURING DEFECT THAT SHOULD BE AFFORDED THE SAME CONSUMER PROTECTION AS THE 2012 GRAND CARAVANS WITH ENGINE SLUDGE. MY PUMP AND AXLE SEALS BEGAN LEAKING WHILE I WAS DRIVING AT 45 MPH. I DIDN'T NOTICE UNTIL 20 MILES WERE ON THE ODOMETER. THE DEALERSHIP REFUSED TO EXAMINE IT BEFORE I HAD TO RELEASE IT TO AMS VANS FOR WHEELCHAIR CONVERSION. IT WAS RETURNED TO ME WITH 36 MILES ON THE ODOMETER AND IT WAS LEAKING DURING THE ADDITIONAL 16 MILES. UNLESS CHRYSLER IS WILLING TO PROVIDE DOCUMENTATION THAT THIS TRANSMISSION CANNOT BE DAMAGED BY RUNNING IT WITHOUT FLUID IT SHOULD HAVE BEEN REPLACED UNDER THE 5 YEAR 50,000 MILE DRIVE TRAIN WARRANTY. BUT CHRYSLER AND THE DEALERSHIP HAVE REFUSED TO DO SO, REPLACING ONLY THE FLUID AND SEALS AND LEAVING ME WITH A DAMAGED TRANSMISSION ON MY NEW VEHICLE. THIS LEAK WAS DOCUMENTED BY MORE THAN ONE TECHNICIAN NOT WORKING FOR CHRYSLER OR THE DEALERSHIP WHERE IT WAS PURCHASED. UPDATED 04/13/12 *BF UPDATED IVOQ 04/19/12 UPDATED 04/24/12.....UPDATED 05/15/12 * BF					
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 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.					



MAY 15 2012

Complaints - Search Results

1 Record(s) Displayed.

Report Date : May 10, 2012 at 10:11 AM
ODI Numbers Searched : 10454008

Make : DODGE Model : GRAND CARAVAN Year : 2012
Manufacturer : CHRYSLER GROUP LLC
Crash : No Fire : No Number of Injuries: 0
ODI ID Number : 10454008 Number of Deaths: 0
Date of Failure: October 31, 2011
VIN : 2C4RDGBG3CR...

Component: POWER TRAIN:AUTOMATIC TRANSMISSION

Summary:

I HAVE A TRANSMISSION MANUFACTURING DEFECT THAT SHOULD BE AFFORDED THE SAME CONSUMER PROTECTION AS THE 2012 GRAND CARAVANS WITH ENGINE SLUDGE. MY PUMP AND AXLE SEALS BEGAN LEAKING WHILE I WAS DRIVING AT 45 MPH. I DIDN'T NOTICE UNTIL 20 MILES WERE ON THE ODOMETER. THE DEALERSHIP REFUSED TO EXAMINE IT BEFORE I HAD TO RELEASE IT TO AMS VANS FOR WHEELCHAIR CONVERSION. IT WAS RETURNED TO ME WITH 36 MILES ON THE ODOMETER AND IT WAS LEAKING DURING THE ADDITIONAL 16 MILES. UNLESS CHRYSLER IS WILLING TO PROVIDE DOCUMENTATION THAT THIS TRANSMISSION CANNOT BE DAMAGED BY RUNNING IT WITHOUT FLUID IT SHOULD HAVE BEEN REPLACED UNDER THE 5 YEAR 50,000 MILE DRIVE TRAIN WARRANTY. BUT CHRYSLER AND THE DEALERSHIP HAVE REFUSED TO DO SO, REPLACING ONLY THE FLUID AND SEALS AND LEAVING ME WITH A DAMAGED TRANSMISSION ON MY NEW VEHICLE. THIS LEAK WAS DOCUMENTED BY MORE THAN ONE TECHNICIAN NOT WORKING FOR CHRYSLER OR THE DEALERSHIP WHERE IT WAS PURCHASED. UPDATED 04/13/12 *BF UPDATED IVOQ 04/19/12 UPDATED 04/24/12

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153



May 1, 2012

To The NHTSA,
REF: ODI# 10454008,

I would like to request that you add the additional documents, including this letter, to the complaint file listed above and ask that based on the significant dangers of delaying a recall that you begin an investigation promptly.

In my past letters I have included documented evidence of the severity of this transmission leak with the names and phone numbers of the individuals that documented these findings to aid you in your investigation. I have also pointed out the limitations of the Pomoco Dodge Dealership's repair by providing a copy of their repair order which not only describes what was done, but includes a liability disclaimer indicating that they were not in full agreement with the repair that Chrysler required in order to save money.

Today I would like to point out what you don't see but could be confirmed by asking any competent mechanic for verification of these facts.

Chrysler spends millions of dollars on the transmission fluid installed in the new vehicles leaving their manufacturing plants because this fluid, supplied in appropriate levels, is necessary in order to protect the integrity of these transmissions.

If it were not imperative to the proper functioning of the transmission then they would not spend hundreds of thousands of dollars annually adding content in the owner's manuals about service intervals, capacities, hazards of overfilling and dip sticks in every automatic transmission so that these levels could be readily verified.

Since M. Gentry from the Chrysler Special Investigations Division is attempting to use smoke and mirrors to limit your concerns for the severity of the condition that exists I am going to take this opportunity to provide you with verifiable facts.

Automatic transmission fluid acts as both a lubricant and a coolant for these transmissions. Therefore, when a transmission runs low or dry as a result of a leak the numerous moving components go unprotected, adding to the internal wear of these components and significantly reducing the life expectancy of the transmission. Additionally, since all of the components, even those that don't move such as seals, are subjected to more heat than would be considered tolerable by a Chrysler engineer then this form of damage would exist as well.

So for an example of heat related problems you can see by examining the Pomoco repair order that all of the seals were not replaced. This means that a future leak from the left axle seal or pan gasket could occur and even more damage would develop from running low on fluid.

In considering the damage that the moving components would suffer as a result of being low or dry on lubricant would include small granular metal bits that would act like a sand blaster inside the transmission as the fluid is pumped through the valve body ports and torque converter. This debris would also increase the wear on the seals. Furthermore, the overheating condition could cause the mating surfaces to warp, resulting in additional leaks.

This metal debris would affect the fluid pressures by impairing the valve body ports which would add to the wear even if the transmission is full after this form of damage occurs. Additionally, it would have a negative impact on the torque converter. At best a large amount of this debris could accumulate in the transmission filter and reduce the sand blasting effect. But in so doing it would reduce the fluid pressures necessary to protect the moving parts again and the granular metal bits would increase.

This brings us to what the Chrysler executives don't want you to know. They did not authorize the Pomoco Dodge service technician to remove the transmission pan for examination because they knew what they would discover and would necessarily be required to report it to you. This means they did not clean any debris from the pan and could not have replaced the filter. They did not flush the transmission in an attempt to remove any debris either.

So why do Chrysler executives have such disregard for the safety of their customers? Because they make their profit on new car sales. The amount of money made on maintenance of a new vehicle is negligible: oil changes, tire rotations and state inspections. Additionally, warranty repair work is a loss in income. So until someone forces them to comply with federally mandated safety standards they will continue to endanger the public with their gross negligence.

As I stated in earlier letters this vehicle was purchased new for reliability to be converted for wheelchair conversion. Therefore, in addition to falling under the jurisdiction of the NHTSA I believe that this also falls under the jurisdiction of the Department of Justice's Civil Rights Division based on the Americans with Disability Act because choosing to have a faulty repair performed rather than replacing the transmission results in the endangerment of people with disabilities or immobilization because this form of transportation is now unsafe so the individual is now unable to get around.

[REDACTED]
Newport News, Va. [REDACTED]

May 1, 2012

To Bill Schuette
Michigan Attorney General
Consumer Protection Division

Ref: AG# pi03280913507-A

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.


Newport News, Va. 



Chrysler Group LLC

April 19, 2012

Dept. of Attorney General
Consumer Protection Division

APR 20 2012

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

RECEIVED

Re: AG#: 2012-pi03280913507-A

Our File No.: 22052309

Dear Mr. Schuette:

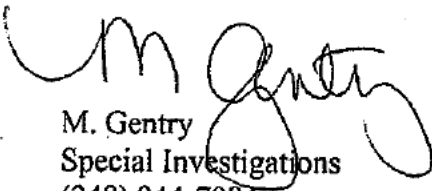
Thank you for your letter dated April 10, 2012.

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

