

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: APPT
Date: Monday, May 14, 2012 11:01:03 AM

EQ-10454008-7212

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Monday, May 14, 2012 10:25 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: APPT

The consumer below is providing more information for their ODI file. ODI # 10454008

From: [REDACTED]
Sent: Friday, May 11, 2012 4:16 PM
To: DataQuality, DataQuality (NHTSA)
Subject: Fw: APPT

REFERENCE ODI # 10454008

----- Original Message -----

From: [REDACTED]
To: [Steve Moore](#)
Sent: Saturday, March 03, 2012 12:20 PM
Subject: Re: APPT

[REDACTED],

I don't know if running a diagnostic check on the transmission is worth either your time or mine. I do not have a check engine light illuminated, but then again I am not driving it because the loss of transmission fluid which was installed at a Chrysler manufacturing plant for the purpose of lubrication and cooling the components reduces any possibility of protecting the moving parts and seals. Therefore, the transmission is as unsafe as the 2012 Dodge Grand Caravan engines you are replacing under a NHTSA recall for sludge.

Since I am the care giver for two completely disabled adults I do not have time to spare. Since I bought the vehicle new for wheel chair modification as opposed to an already modified used van because I demand reliability and dependability I requested that a new transmission be installed.

If Chrysler and the Dodge dealers will not comply it will be necessary for me to retain a lemon law attorney. And I don't see anyone worrying about consumer safety here. All I see is people worried about profit.

----- Original Message -----

From: [Steve Moore](#)
To: [REDACTED]
Sent: Saturday, March 03, 2012 10:10 AM
Subject: APPT




I just wanted to follow up with you about your transmission issue. If we can help please let us know.

Thank you

STEVE MOORE
SERVICE MANAGER
POMOCO CHRYSLER JEEP OF HAMPTON
4116 WEST MERCURY BLVD. 23666
757-825-7250

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