

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Johnson, Lajuan CTR \(NHTSA\)](#)
Subject: FW:
Date: Monday, August 27, 2012 11:44:58 AM
Attachments: [1st. Burnt Van Title Doc1.docx](#)
[2nd. Burnt Van Title Doc1.docx](#)
[Chrysler Letter Doc1.docx](#)
[Complaint Sent Doc1.docx](#)
[N.H.T.S.A Application Doc1.docx](#)

EQ-10470649-7512

From: [REDACTED] 1
Sent: Friday, August 24, 2012 7:11 AM
To: DataQuality, DataQuality (NHTSA)
Subject:

Thank you for your assistance. I could of been injured by fire twice I just need to have justice and closure.

N.H.T.S.A COMPLAINT # IS 10470649 I can be contacted @ [REDACTED]

Please view attachments

12/24/2009 12:28 FAX

001/001

BRONX NY

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CERTIFICATE OF TITLE
NEW YORK STATE

Title and Identification No. [REDACTED]
Year 1997
Make CHRYSLER
Model Code TOW
Body/Full VAN
Document No. 0663580
Date Issued 12/22/05

Color [REDACTED]
Wt./Est. Lb. 4170
Fuel GAS
Cyl./Prop. 6
Now or Used USED
Type of Title VEHICLE
ODOMETER READING [REDACTED]
ESTIMATED MILEAGE [REDACTED]

Name and Address of Owner(s)
[REDACTED]
BRONX NY

This document is the title to the vehicle, boat or manufactured home. Keep it in a safe place. If you sell the vehicle, boat or manufactured home, give this title to the buyer.

Lienholder [REDACTED]
Lienholder [REDACTED]
Lienholder [REDACTED]
Lienholder [REDACTED]

NO LIENS RECORDED
NO LIENS RECORDED
NO LIENS RECORDED
NO LIENS RECORDED

NY-000

BRONX

NY

000996

NEW YORK STATE							
Title and Identification No.		Year	Make	Model Code	Body/Full	Document No.	
1C4GP54R3WE		1998	CHRY	TOW	SUBN	253197M	
1C4GP54R3WE							
Color	Wt./Sts./Lgth.	Fuel	Cyl./Prop.	New or Used	Type of Title	Date Issued	
PR	4140	GAS	6	USED	VEHICLE	8/14/12	
Name and Address of Owner(s)			ODOMETER READING: EXEMPT				
			EXEMPT				
BRONX NY			VEHICLE OVER 10 YEARS OLD				
This document is your proof of ownership for this vehicle, boat or manufactured home. Keep it in a safe place, not with your license or registration or in your vehicle or boat. To dispose of your vehicle, boat or manufactured home, complete the transfer section on the back and give this title to the new owner.							
Lienholder				Lienholder			
* NO LIENS RECORDED *				* NO LIENS RECORDED *			
Lienholder				Lienholder			
* NO LIENS RECORDED *				* NO LIENS RECORDED *			
MV-999 (1/11)							
DEPARTMENT OF MOTOR VEHICLES							



CHRYSLER

Customer Claims Resolution Group

August 2, 2012

Via U.S. Mail

[REDACTED]
Bronx, NY, [REDACTED]

Re: 1998 Chrysler Town & Country Lx
VIN: 1C4GP54R3WB [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler Group LLC regarding your 1998 Chrysler Town & Country Lx. Chrysler Group LLC has reviewed your information in great detail. Unfortunately, due to the age/mileage of your vehicle, there are a number of factors outside the manufacturer's control that could have been contributed to your incident; for example, a failure to maintain, maintenance and repairs performed by independent repair facilities, and previous collisions. In addition, the amount of time on the road, with the increased exposure to road hazards and environmental factors, also, plays a significant role. Furthermore, your vehicle is no longer covered by the manufacturer warranty.

Based on the above reasons, Chrysler Group LLC respectfully denies any further assistance. If you choose to dispute our analysis, please feel free to have an inspection completed on your vehicle prior to the repairs and mail the report to the address provided on this letterhead. We would be happy to re-examine your case at that time. Further inquiries concerning compensation for the incident should be directed to your insurance carrier.

Thank you again for contacting Chrysler Group LLC.

Very truly yours,

Customer Claims Resolution Group
Office of the General Counsel
(888) 922-7329

*Bringing Love to the Homeless



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August 13, 2012

To: Customer Claims Resolution Group

I am writing this letter in response to a recent denial of assistance from your department sent in a letter dated August 2, 2012. The vehicle VIN# is 1C4GP54R3WB [REDACTED] and the claim# is [REDACTED]. The vehicle is titled to Manna of Life Ministries Inc. A not-for-profit of which I am the President and Founder. The Vehicle is registered to [REDACTED] my wife and the Board of Directors Treasurer. I recently had an engine fire on the above van. I also found out that a recall was out on this vehicle and if not taken care of would result in an engine fire. I called the number provided and was directed to take the vehicle to a Chrysler dealer. The dealer inspected the van twice and advised me to call the claims department so they could inspect the vehicle and give a determination as to who would fix the damage. I was also advised not to move the van and leave it at the dealership where it remains. I was told that the damage more than likely was caused because of the fuel rail that was being recalled. At this point I have several options. One is to go to the media or small claims. Ironically 12/23/09 I was driving the same make and model and it went up in flames. The fire department was called and the car was a total loss, burned beyond repair. I realize this is a David versus Goliath scenario, but Manna uses this van as a mobile soup kitchen and pantry. Many of our clients will be without food. I just got off the phone with Craig P. The manager at 4007 Boston Rd. Bronx, NY 10466 phone number (718) 547-5500 or (866) 688-7781. Craig P. asked if someone at your office could call him so this matter could be resolved fairly.

President and Founder

[REDACTED]

[REDACTED]

Manna of Life Ministries Inc.

Bronx, NY [REDACTED] Phone [REDACTED]

Fax [REDACTED] Website: WWW.MANNAOFLIFE.ORG

[REDACTED]

 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 14-AUG-2012	
U.S. Department of Transportation National Highway Traffic Safety Administration		Repository ☐ Reference No. 10473549	
OWNER INFORMATION (Type or Print)			
Name Address City BRONX State NY Zip Code		Daytime Telephone Number Evening Telephone Number E-mail Address	
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 53974 (Sep. 2, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number (located at bottom of windshield on driver's side) 1C4GP54R3WE		Make CHRYSLER Model TOWN AND COUNTRY Model Year 1998	
Date Purchased Dealer's Name and Telephone Number		Engine Fuel Type	
Original Owner Dealer's City State Zip Code		No. Cylinders	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control Powertrain		Multiple Failure: Incident Date(s) 23-JUL-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)		Failure Mileage 143000 Failure Speed 30	
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: DOTM418A9C036) ☐ Original Equipment ☐ After 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 Fir ☒ Yes ☐ No		Number of Persons Injured 0 Number of Deaths 0 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).			
TL* THE CONTACT OWNS A 1998 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING APPROXIMATELY 30 MPH, THE CONTACT SMELLED A BURNING ODOR AND THEN NOTICED FLAMES COMING FROM UNDER THE HOOD. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE VEHICLE WAS INCLUDED IN THE RECALL UNDER NHTSA CAMPAIGN ID NUMBER: 00X268000 (FUEL SYSTEM, GASOLINE/FUEL INJECTION SYSTEM) BUT THE RECALL REPAIR COULD NOT BE PERFORMED BECAUSE THE WIRING HARNESS WAS MELTED DUE TO A PTFE IN THE FUEL RAIL. THE MANUFACTURER WAS NOT WILLING TO COVER THE WIRING HARNESS REPAIR DUE TO THE HIGH MILEAGE OF THE VEHICLE. THE CONTACT STATED THAT THE WIRING HARNESS SHOULD HAVE BEEN TWO USED IN THE RECALL. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 143,000.			
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 Administration. You are under no obligation to respond to 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.			