

NOV 13 2012

Enclosed, please find a letter written to Chrysler Corp. regarding our 2010 Dodge Grand Caravan that my husband and I bought new in April, 2010.

We have been working with Chrysler regarding major problems with this van, and Chrysler refuses to stand behind their product. We are hoping that by writing this letter and hearing our story, you may be able to help us get through to Chrysler to express the severity of this problem.

I was blessed to have a father who taught me what to do in an emergency with a car. When I was young, we went over many seniors as to what to do if something went wrong. Had it not been for him, I am convinced, because of all the problems we have had with this car, we would have already been involved in a serious accident with this van, possibility with severe injuries or even death.

One other thing that makes this even more dangerous is that I have multiple sclerosis. Some days I do well, however, many days I do not. I have had to drive when my disease had gotten the better of me, and had the van stalled on one of these occasions, I would not have been strong enough to manipulate the van without power steering. I am positive, given the situation, that the outcome would not have been positive.

I understand that there are many people with problems who write to you daily. Our family's problem is one of many. However, after hearing our full story, I am hoping that we will rise above the rest and you can find some way to get this van off of the road and help us not suffer a financial consequence for a product which is not performing as it should. We are a good and honest family who needs help against someone who should help but refuse to.

Sincerely,



Noted
11.14.12
JMD

Dear Chrysler,

October 24, 2012

My husband and I bought a 2010 Dodge Grand Caravan (vin number 2D4RN4DE3AR [REDACTED]) new from The Chrysler Mall of Georgia, in Buford, Georgia, April, 2010. Shortly afterward the van began to fully shut down; engine off, radio off, power locks disabled, windshield wipers off, power windows not operational, and no power steering. Further only one pump of the power brakes was available before they would not operate. This problem has been intermittent, began shortly after we bought the van, and still exists today. To say many emotions run through a person when this happens is an understatement; panic, fear, anger, and frustration are just a few. To date, the van has shut down 19 times. Some of the times have been downright dangerous, all have been beyond frustration, and none should have happened.

I have tirelessly worked with Dodge to fix this problem, however, have always gotten the van back and the problem continued. The van has been to three different dealers collectively over seven times for this problem; Troncalli in Cumming, Georgia, Chrysler Mall of Georgia, in Buford, Georgia, and Palmer Dodge in Alpharetta, Georgia. All were at the suggestion of Chrysler's Enhanced Customer Care. The problem continued to persist.

October of 2012, one of the most dangerous shut-offs occurred. Understand, other faith testing experiences have happened, like turning left into busy traffic and having the van shut down. Had there not been a center turn lane and quick thinking, I would have been hit, no question about it. However, this time I was traveling down 400, and expressway in north Georgia, in a heavy rain, with a slight curve in the road, at about 45mph, and the van shut down. The engine turned off, the radio went dead, the power steering was non-existent, and the windshield wipers quit. I began my routine of putting the van in neutral, turning the key back then forward to turn the van on, placed the van back into drive. This time however, I got off at the next exit, crying uncontrollably, hitting the steering wheel in frustration, and repeating with anguish, "Enough is enough."

After I gained my composure, I called The Mall of Georgia's service department and talked to Brian Jackson, the service manager. I told him what had happened. I brought the van in and received my seventh or so rental. As he was looking over the van, finally, he experienced the problem; he had the van in the shop, he turned it on, and everything shut off; engine, wipers, power doors, radio, power windows. I finally felt validated! I asked him later if he felt that had he been driving the van, if it would have stopped running. There was no doubt in his mind that it would have. Finally, finally, finally it happened to someone else other than my husband and me.

It was at this point I was confident that Dodge/Chrysler would stand behind their product and take care of our family. After all, we had been very loyal to Chrysler for the past two and a half

years; giving three different dealers an opportunity to fix the problem repeatedly. Most people would have long given up and Chrysler. But not us; we loved Chrysler, had good luck with past vehicles, and still had trusted the company.

To our surprise, Dodge fixed yet another sensor and gave the van back to us. With the numerous "repairs" we now became uncomfortable with this van. Each time we have been assured the van was fixed only to experience the problem again.

Chrysler's answer was to place us in the "Top Tier Customer Enhancement Program" where Marvin offered my husband and I a "deal." We were to go to a dealer, give them a CDI number and get into a new van. This "deal" basically had us trading our current van in at a \$3000 dollar loss and getting into a new one, with higher payments for five additional years; the same thing we could have done during the past two and a half years. This deal did not amount to a deal at all, rather an attempt for Chrysler to make more money off of our turmoil and disguising it as a good deal.

My husband and I pride ourselves as being good, honest, and responsible. We have had the means and the credit to trade the van in and buy a new one, however we have more integrity. We would not get a guarantee from Chrysler that this van would not be sold to another family. In fact, when this "deal" was offered to our family, I specifically asked Marvin if we took the "deal," if he would guarantee that this van would not be sold to another family. He told me that the van would be looked over and resold. He told me that it was not my concern what happened to the van.

I cannot accept this answer. It is irresponsible of Chrysler to pawn this death machine off to another family and I will not be part of this. We had faith in Chrysler to do the right thing. Chrysler has failed to do the right thing for us, and is failing again by allowing another person to buy this van and put their life in danger. The problem has been replicated by Chrysler, they know what we have been dealing with is true, yet they chose have a blind eye. Chrysler is allowing a van to remain on the road with known problems, not only placing our family at risk, but anyone on the road at risk too.

We have so many questions. We want to know why Chrysler is not standing behind their van. We want to know why, when the problem is finally replicated after two and a half years, they do not take this van off of the road and do right by the family who trusted Chrysler and worked tirelessly with them. We want to know why Chrysler will not work with very reasonable people to find a fair resolution to this situation. We feel robbed and taken advantage of by a company that the tax payers saved with a government bailout. We saved your company, but you will not save our family's life; a family who trusted Chrysler to do the right thing.

My husband and I would appreciate a formal response from Chrysler. We can be contacted a variety of ways. My email address is [REDACTED]. My husband's email address is [REDACTED]. My cell phone number is [REDACTED]. My husband's cell phone number is [REDACTED]. Our home number is [REDACTED]. Finally, our address is [REDACTED] Cumming, Georgia [REDACTED]. We are anticipating a quick response from Chrysler regarding our problem. It is our hope that Chrysler will do the right thing and place our family in a safe van.

In anticipation,

[REDACTED]

Cc:

Chrysler Corp.

Gary C Valade

William J O'Brien

Dennis K Pawley

Robert J Eaton

Thomas G Denomme

CNN New/Howard Clark

Good Morning America

The Early Show

The Today Show

Fox News

Canadian Auto Workers Local 444

Governor's Office of Consumer Protection-Atlanta, Georgia

US Department of Transportation

National Highway Traffic Safety Administration (NHTSA)

Additional Cc may be included at a later date

[REDACTED]
Cumming GA [REDACTED]

NORTH METRO GA 301

25 OCT 2012 PM 9 L



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1200 New Jersey Ave SE
West Building
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20590

