

February 3, 2013

TO: Scott Warda
Chrysler Group LLC
CIMS 423-04-02
800 Chrysler Drive
Auburn Hills, MI 48326

CC: Sergio Marchionne, Chairman and CEO
Reid Bigland, President / CEO – Dodge Brand
Pietro Gorlier, President/CEO - Mopar
Doug Betts, SVP - Quality
Mark Chernoby, SVP - Engineering
Scott Garberding, SVP - Manufacturing
Michael Keegan, SVP - Supply Chain Management
Scott Kunselman, SVP - Purchasing and Supplier Quality
Robert Lee, VP- Engine and Electrified Propulsion Engineering
Mircea Gradu, VP - Transmission, Powertrain and Driveline Engineering

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EXECUTIVE SECRETARIAT
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RECEIVED - NHTSA

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

I need your assistance to address Chrysler Corporation's refusal to repair my vehicle per recall #685, NHTSA Campaign # 96V-099000 for the antilock braking system (ABS) in my Dodge Grand Caravan. Although I have escalated this issue to the Chrysler Care Case Management Group (case # 22993764), both Chrysler Corporation and my local dealership (Huntington Jeep Chrysler Dodge, 1220 East Jericho Turnpike, Huntington, NY 11743) have categorically failed to honor the lifetime coverage that was provided under this recall. I have also escalated this situation to the NHTSA to gain their assistance with your total lack of accountability for complying with your legal obligation to repair my vehicle. After reviewing my case, I expect that you will authorize my local dealer to repair my vehicle at no cost to me.

To provide further clarity, I am the original owner of a 1993 Dodge Grand Caravan ES (VIN # 1B4GH54R0PX [REDACTED]). The vehicle has about 120,000 original miles on it, and through years of careful maintenance performed by Dodge and other licensed repair shops, today it is still in remarkable mechanical and cosmetic condition. It is not a clunker, but rather one of the best preserved versions of one of Dodge's flagship vehicles. My children that initially traveled in the van in child safety seats and eventually learned to drive the same vehicle they grew up in were extremely lucky to escape serious injury when the ABS system failed in traffic. My luck ran out when I brought the vehicle to Chrysler for repair, and Chrysler found repeated excuses to avoid honoring the lifetime coverage that was clearly provided under Chrysler's agreement with the NHTSA in 1996.

Huntington Jeep Chrysler Dodge diagnosed the problem with the Bendix-10 ABS system as a failed brake actuator piston and pump/motor failure. While the recall outlined the warranty on most of the ABS system components as 10 years or 100,000 miles, the coverage for the brake actuator piston assembly and pump/motor is clearly noted as having lifetime coverage. The dealer initially informed me that the repair, estimated at \$1,710, exceeded the value of the vehicle and would not be covered. My escalation to the Chrysler Care Case Management Group resulted in a different roadblock – that the parts were only covered for 10 years or 100,000 miles. Since this period had expired, the parts would not be covered. After faxing Chrysler documentation on the NHTSA recall and the lifetime coverage for the components that were broken, Chrysler responded that the brake fluid was contaminated and hence the warranty would not be honored. I then faxed Chrysler the receipt from a licensed repair station for the brake service done in April 2011, and Chrysler ran out of creative excuses to deny coverage.

Chrysler once again said the cost of the repair exceeded the value of the vehicle and would not honor the recall. When I asked for the value that was assigned to my van, the dealership said \$100. This is a complete insult since the scrap value of any vehicle is \$300+, and a vehicle in running condition that will pass the state inspection is easily worth \$1,000. My Dodge Grand Caravan ES, with full professional maintenance records since 1993, no leaks whatsoever, a straight rust-free body that has never even been in an accident, and a clean interior with nary a rip or a tear, is easily worth more than the \$1,710 cost of the repair. The litany of excuses that Chrysler has used in my case has led me to conclude that Chrysler does not stand behind its products and does not value its longtime customers.

I ask that you reassess my case, and rather than permanently taint your brand, please provide the kind of customer service that would bring me back into your showrooms to buy another Chrysler product.

Regards,

[REDACTED]
Hicksville, NY [REDACTED]

Mobile: [REDACTED]

Home: [REDACTED]

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