

National Highway Transportation Administration
1200 New Jersey Avenue SE
West Building
Washington DC 20590

February 6, 2013

Reference: Case 511613 per your return email on this date.

In February of 2011 I purchased a new 2011 Chrysler 200 four door sedan from the local dealer, Sunbelt Chrysler Dodge Jeep, in Lake City Florida. It was about the first one to arrive in town on the truck.

I was very happy with the car until one day in August 2012 when it had about 18,000 miles on the odometer, which was the first time for the problem.

I stopped to purchase gasoline and noticed that an older man ahead of me was having a problem understanding how to operate the fuel pump, so to save my own fuel I turned my engine off while I waited for him to complete his purchase.

As soon as he drove off I started my engine and pulled forward intending to align my filler with the pump and stop, but that did not happen. My brake pedal went to the floor and my car continued forward, so I pushed the pedal about 3 more times to the floor while I rolled into the pump bypass lane (fortunately no one was approaching), so I turned parallel to the curb which separated the station bypass lane from the US highway and stopped with the emergency brake. As soon as I was stopped I put the transmission into park and the engine stalled.

I restarted the engine and felt the pedal come up. After testing it several times without further problem I drove the car home very cautiously. My life was quite hectic at that time so I was unable to take the car to the dealership. I continued to use it but with suspicion each time I had to brake, but the problem did not repeat itself.

In late November of 2012 when the car had about 20,000 miles on the odometer (with my wife in the car) I headed out of a parking lot in Mississippi toward a perpendicular 50 MPH traffic lane when the pedal went to the floor twice. I quickly stopped with the emergency brake, leaned to the left of the steering wheel and saw the left end of the pedal protruding from the left side of my right shoe, and the pedal was on the floor to verify that I had not missed the pedal. My left foot was on the foot rest to the left of the pedal so there would not have been room for my right foot to have missed the brake pedal anyway.

I got out to apologize to a person that I had blocked into a parking space and when I got back in the engine was not running. I restarted the engine but it stalled again. When I restarted it the second time the brake pedal came up to normal. I pulled into a large parking lot and crawled under both the front and rear of the car to insure that there were no fluid leaks from hoses or wheel cylinders, which there were not.

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I drove the car about 300 miles home on I-10 without incident although my right hand was kept free for action and close to the parking brake lever all day long.

I explained the problem to the local dealership and gave them the car for 3 days which left me with no car and appointments to keep around town, so I took the car back and gave it back to them for about 2 ½ days the following week. During that time I had it serviced and when I picked it up the paper had a notation "Customer says brake pedal went to floor twice so stopped with emergency brake. Test drove and checked fluid level which is OK. No repairs made at this time".

I then wrote to Corporate headquarters of Chrysler in Charlotte NC (address from their website) but the letter was returned as "undeliverable and unable to forward".

This is February of 2013 and I am still driving the car with no recourse whatsoever. I feel uneasy each time I get into it and continue to be very cautious, knowing that I will be blamed for any wreck for two reasons. I am 81 years old and I am driving a car which I feel could have a brake failure without warning at any time. I have worn out a lot of vehicles from motorcycles to motor homes and have been driving since I was 16, so I refuse to accept that the problem is or was due to my error. When I step on the brake pedal the car is supposed to stop, not keep going.

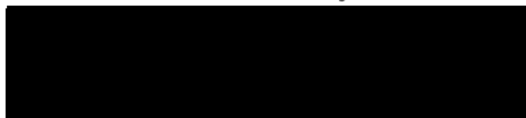
My son-in-law who lives in Arkansas spoke with a Chrysler tech there who told him that if I had brought the car to them he would have changed the master cylinder and purged the system, suspecting possible contamination of some sort.

When I gave the car to the dealership in Lake City FL I told the service manager that the problem was "intermittent and without warning, and could not be detected by driving it across the parking lot because it was not malfunctioning at that time."

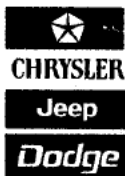
I have no other car and can not afford to purchase one. If I trade this one in and keep quiet it could eventually cause the death of one or more people without prior warning and I could not live with the fact that I had remained silent about the problem with it when I traded it..

Intermittent brake failure without warning has happened twice on this car and it could occur again, which makes it a possible killer car.

I am attaching a copy of the service record from which you can obtain the VIN and related data as you need it.



ENCL
Service order copy



SUNBELT
CHRYSLER-JEEP-DODGE, Inc.

MV# 139

Highway 90-West P.O. Box 2707 Lake City, Florida 32056
(386) 755-3444

CUSTOMER NO. 33612	ADVISOR MICHAEL SIMPSON	8411	TAG NO. 1310	INVOICE DATE 12/07/12	INVOICE NO. CHCS138941
[REDACTED] LAKE CITY, FL	LABOR RATE	LICENSE NO.	MILEAGE 20,980	COLOR WHITE GOLD/	STOCK NO. 1C1
	YEAR / MAKE / MODEL 11/CHRYSLER/200/LIMITED			DELIVERY DATE 02/02/11	DELIVERY MILES 29
	VEHICLE I.D. NO. 1 C 3 B C 2 F B 5 B N			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	R.O. DATE 11/26/12
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			
					MO: 20981

JOB# 1 CHARGES

LABOR

11-08CHZ BRAKE SERVICE
CUST. STATES TWICE PEDAL WENT TO FLOOR - NO BRAKES. HAD TO
USE EMERGENCY BRAKE TO STOP
TEST DROVE FOUND NO PROBLEM. INSPECT FLUID CONDITION AND
LEVEL GOOD
NO REPAIRS MADE AT THIS TIME

MISC	CODE	DESCRIPTION	CONTROL NO	
	LD	LABOR DISCOUNT		-8.59
	PD	PARTS DISCOUNT		-4.62
TOTAL - MISC				-13.21

JOB# 1 TOTALS

MISC -13.21

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL -13.21

JOB# 2 CHARGES

LABOR

11-01CHZ/INS VEHICLE INSPECTION
PERFORM FREE MULTI POINT INSPECTION

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

11-01CHZ/OP LUBE OIL & FILTER
PERFORM LUBE, OIL AND REPLACE OIL FILTER
TOP OFF ALL FLUID LEVELS
SET TIRE PRESSURE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	4892339-AA	FILTER EN 9057006	8.45	
	5	68026604-AA	MOPAR OIL	2.65	13.25
TOTAL - PARTS					21.70

JOB# 3 TOTALS

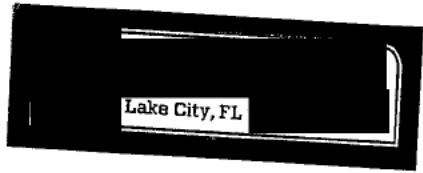
LABOR 11.50
PARTS 21.70

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 33.20

JOB# 4 CHARGES

LABOR

11-01CHZ/TIRE ROTATE AND BALANCE
ROTATE AND BALANCE TIRES
ROTATED AND BALANCED AT NO CHARGE



JACKSONVILLE FL 320

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