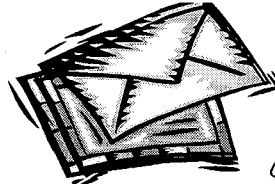


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CL-10524425-1068

Printed: 9/13/2013

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

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XREF #:

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Rec'd Date: 9/13/2013

Doc Type: IND

Address To: DOT/I

Referred By: NPS

Doc Date: 6/28/2013

Due Date: 10/11/2013

S10 #:

DOT/I #:

RMP #:

**Subject: EMAIL FROM CONGRESSMAN ADAM KINZINGER ON BEHALF OF CONSTITUENT [REDACTED]
[REDACTED] RE RECALL FOR 2008 DODGE GRAND CARAVAN FOR BRAKE ISSUES.(REPLY TO OTTAWA, IL
OFFICE)**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: RBRANSOM x63756

Ack By:

Signature: CHAN LIEU

Cleared By:

XREF File:

Modified By: Rhonda.Bransom

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

The Honorable ADAM KINZINGER
U. S. HOUSE OF REPRESENTATIVES
628 COLUMBUS STREET
SUITE 507
OTTAWA, IL 61350
Tel: Fax: E-mail:

SEP 16 2013

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	9/13/2013	10/11/2013	
NVS-010	INFORMATION	9/13/2013		9/13/2013
NGA-110	SIGN	9/13/2013	10/11/2013	

NAM
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SMD

ADAM KINZINGER
16TH DISTRICT, ILLINOIS

DEPUTY REPUBLICAN WHIP

COMMITTEE ON
ENERGY & COMMERCE

Congress of the United States
House of Representatives
Washington, DC 20515-1602

July 25, 2013

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FAX: (202) 225-3521

☐ 628 COLUMBUS ST., STE 507
OTTAWA, IL 61350
(815) 431-9271
FAX: (815) 431-9383

National Highway Traffic Safety Administration
Congressional Liaison
Washington, DC

Attention: Megan Caldwell

Dear Ms. Caldwell:

I am writing to follow-up on your earlier conversation with Bonnie Walsh of my staff. Enclosed please find a copy of a recent letter I have received from [REDACTED] outlining her concerns with her 2008 Dodge Grand Caravan. Because of the issues she has faced, and learning many others have experienced the same, she believes this issue should be considered for a recall.

I would appreciate any assistance you can provide that will enable me to respond to [REDACTED]

Please reply to my Ottawa, IL District office. If you have any questions or need any further information, please contact Mrs. Walsh at 815-431-9271.

Thank you for your assistance.

Sincerely,

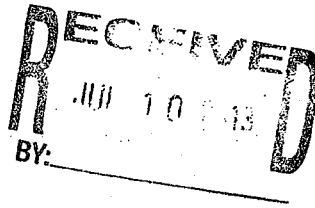


Adam Kinzinger
Member of Congress

AK/BW

ES13-003797

June 28, 2013



Dodge Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Re: 2008 Dodge Grand Caravan SXT FWD;
VIN# 2D8HN54P18R [REDACTED]; 97,000 miles

Gentlemen:

I've written quite a few letters over the last year, and Dodge has responded to only one. We have all receipts for work done and I won't bore you with all the details, but over the last two years 2011 through 2013 we have had the right brake pads, and rotors replaced many times. Many of the replacements were done with less than 12,000/15,000 miles in between. The last visit was yesterday, June 27, 2012 and we did not use a Chrysler/Dodge Dealership. We felt the need to use an independent auto repair service, because of the cost and the warranties that were given.

My mother, [REDACTED] was speaking to Tom, a Dodge Customer Assistant yesterday and tried to get our family some monetary help with the brake replacements and was told by him that if we would have used a Dodge Dealership they would help. Guess what, I had not gone into the independent repair shop yet- I had an 11:00 a.m. appointment so I was able to switch to the dealership for the repairs. Dodge did a complete turn around and said it was not under warranty and could not provide help. The car is a 2008 Dodge Grand Caravan and it was never assumed by Tom that it would be warranty work. It's hard to understand why Dodge changed their mind. The independent auto repair shop gave me a life time warranty on the Caliber and brake pads, and two year warranty on the rotors and saved me close to \$200. My question to you is why Dodge Dealership work does not offer warranties? In December 2011 Ken Nelson Chrysler, Dixon, Illinois replaced the front brakes and rotors with 67,544 miles on the car. The last front brake job was done with 53,000 miles. It would have been nice to have received warranties on those parts.

In talking with Tom, the Dodge Customer Assistant yesterday, it was discussed that Dodge has offered extended warranties for the front brakes and rotors. I believe our car must have fallen through the cracks, because we have never been offered any help with these reoccurring problems.

Recently I have seen over 98 complaints filed with these same brake issues on 2008 Dodge Grand Caravans and wonder if this issue should be considered for a recall. The following sites talk about the brake issues: townhall-talk.edmunds.com; dodgeforum.com; and www.carcomplaints.com. When the brakes fail it could lead to very dangerous and numerous safety issues that the National Highway Traffic Association should be made aware of.

Again, I am looking for any help, assistance and answers to my questions. Thank you.

Sincerely yours, [REDACTED]

[REDACTED]
Amboy, IL [REDACTED]
[REDACTED]

Cc: National Highway Traffic Association, 1200 New Jersey Avenue SE, West Building
Washington, DC 20590
Illinois Department of Transportation, 2300 Dirksen Pkwy., Springfield, IL 62764
Better Business Bureau of Chicago & Northern Ill, 330 North Wabash Ave., Suite 3120,
Chicago, IL 60611
Senator Tim Bivins, 45th District, 629 N. Galena Ave., Dixon, IL 61021
Representative Tom Demmer, 90th District, Transportation Committee, 1221 Currency
Ct., suite B, Rochelle, IL 61068

Korkor, Julie (NHTSA)

From: Caldwell, Megan (NHTSA)
Sent: Friday, September 13, 2013 12:57 PM
To: Korkor, Julie (NHTSA); Harris, Sandra (NHTSA)
Subject: FW: Question from the office of Congressman Adam Kinzinger
Attachments: [REDACTED]

Hi ladies,

I don't see this one in the system, and it may be that I buggered up, but can you control this? I spoke with Frank Borris, and he is working on a deeper review, but also has a draft and will be trying to get this out next week.

Thanks,

Megan

From: Walsh, Bonnie [<mailto:Bonnie.Walsh@mail.house.gov>]
Sent: Friday, September 06, 2013 3:04 PM
To: Caldwell, Megan (NHTSA)
Subject: FW: Question from the office of Congressman Adam Kinzinger

Good afternoon Megan,

I am writing to follow-up on our inquiry of July 25th on behalf of [REDACTED]. Could I ask you to please contact me – 815-431-9271 or bonnie.walsh@mail.house.gov with current status of this inquiry and when we may expect a response?

Thank you.

Bonnie

*Bonnie Walsh
District Director
Congressman Adam Kinzinger
628 Columbus Street, Suite 507
Ottawa, IL 61350
815-431-9271
815-431-9383
bonnie.walsh@mail.house.gov*

Sign up for updates from Congressman Kinzinger

