

CL-105 24425-4087

June 28, 2013

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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 year 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 I were to use 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 lifetime 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

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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]
Amboy, IL. [REDACTED]
[REDACTED]

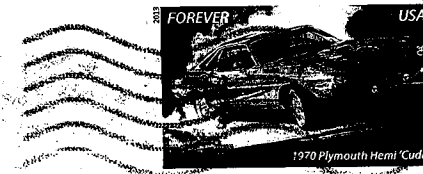
Cc: National Highway Traffic Association, 1200 New Jersey Avenue SE, West Building
Washington, DC 26590
Illinois Department of Transportation, 2300 Dirksen Pkwy., Springfield, IL 62764
Better Business Bureau of Chicago & Northern Ill, 330 North Wabash Ave., Suite 3120,
Chicago, IL 60611
Senator Tim Bivins, 45th District, 629 N. Galena Ave., Dixon, IL 61021
Representative Tom Demmer, 90th District, Transportation Committee, 1221 Currency
Ct., suite B, Rochelle, IL 61068



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National Highway Traffic Association
1200 New Jersey Ave SE
West Building
Washington, DC 20590

