

CL-10525455-1764

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

JUL 12 2013

July 14, 2012

Chrysler Group LLC Customer Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321-9753

Dear Customer Center:

I own a 2011 Chrysler T & C VIN. 2A4RR6DGXBR [REDACTED] purchased new. June 21, 2011 from Brunswick Auto Mart.

This is the sixth T & C I have owned, generally putting 70-80 thousand miles on them without problems.

I have had this car faithfully serviced at Chrysler North Olmsted and have purchased an extended warranty from them.

I currently have only 30911 miles. I was preparing this week to leave on vacation when I noticed an on going screeching noise. Chrysler North Olmsted got me in quickly and found that the rear brake pads were seized in the slides and they had to replace the rear brakes and rotors and service the calipers and slides.

I do not believe this is from normal wear, rear brakes should last twice this long or longer and it appears to be a vehicle design defect that would cause them to seize. As I said the car is regularly serviced at this dealership.

The charge for this service was \$457.94, invoice attached.

Sincerely,

[REDACTED]

North Olmsted, Ohio [REDACTED]

cell [REDACTED]

CC Chrysler NO.
NHTSA

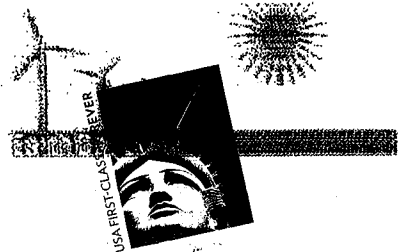
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