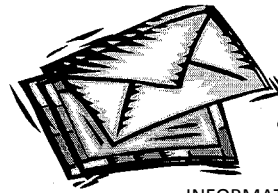


NHTSA ccmMercury Routing Slip



31-10576883-9984

Printed: 1/14/2015

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

NHTSA #: ES15-000176	Rec'd Date: 1/14/2015	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 1/6/2015
Delivery: REG	Address To:	Due Date: 2/12/2015
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM CONGRESSMAN SCHIFF ON BEHALF OF CONSTITUENT [REDACTED] RE 1993 CHRYSLER TOWN AND COUNTRY ISSUES		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris.Butler	
Most Recent Comment:		

Author:

THE HONORABLE ADAM SCHIFF
U.S. HOUSE OF REPRESENTATIVES
245 EAST OLIVE AVENUE, SUITE 200
BURBANK, CA 91502
Tel: 818-450-2900 Fax: 818-450-2928 E-mail:

JAN 15 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	1/14/2015	2/12/2015	
NVS-010	INFORMATION	1/14/2015		1/14/2015
NGA-110	SIGN	1/14/2015		

NH
1/15/15
SMD

APPROPRIATIONS COMMITTEE
SUBCOMMITTEE ON
STATE, FOREIGN OPERATIONS, AND RELATED
PROGRAMS
SUBCOMMITTEE ON
COMMERCE, JUSTICE, SCIENCE, AND RELATED
AGENCIES

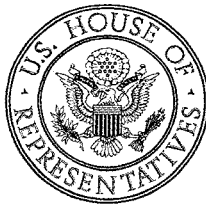
PERMANENT SELECT
COMMITTEE ON INTELLIGENCE
RANKING MEMBER, SUBCOMMITTEE ON
TECHNICAL AND TACTICAL INTELLIGENCE

E-MAIL VIA WEB ADDRESS AT:

www.house.gov/schiff

FACEBOOK:

www.facebook.com/repadam Schiff



ADAM B. SCHIFF

28TH DISTRICT, CALIFORNIA

WASHINGTON OFFICE:
 2411 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-4176
FAX: (202) 225-5828

DISTRICT OFFICE:
245 EAST OLIVE AVENUE
SUITE 200
BURBANK, CA 91502
(818) 450-2900
FAX: (818) 450-2928

DISTRICT OFFICE:
5500 HOLLYWOOD BOULEVARD
SUITE 416
LOS ANGELES, CA 90028
(323) 315-5555
(BY APPOINTMENT ONLY)

January 6, 2015

Mr. Chan Liau
Director
Governmental Affairs, Policy and Strategic Planning
National Highway Traffic, Safety Administration
West Building
1200 New Jersey Avenue, SE
Washington, DC 20590-9898

RE:

[REDACTED]
Burbank, CA [REDACTED]

Dear Mr. Liau:

I am writing on behalf of my constituent, [REDACTED] who has concerns relative to her Chrysler Minivan.

Enclosed is the request for assistance I received from [REDACTED]. As you will read, she states that Chrysler refuses to repair her ABS System on her minivan. Please review [REDACTED] correspondence and advise my district office accordingly.

I look forward to your written response.

Sincerely,

A handwritten signature in black ink that reads "Adam B. Schiff".

ADAM B. SCHIFF
Member of Congress

ABS/mg
Enclosure

CONGRESSMAN ADAM B. SCHIFF
CONGRESSIONAL CASEWORK AUTHORIZATION FORM
Under the provisions of the privacy act of 1974



Received in Burbank

NOV - 7 2014

Please Type or Print Only

Congressman
Adam B. Schiff

Name: Mr. Mrs. Ms.

Current Residential Address:

City: BURBANK State: CA Zip: [REDACTED]

Email Address: [REDACTED]

Telephone: (Home) [REDACTED] (Work) [REDACTED]

Social Security Number: [REDACTED] Date of Birth: [REDACTED]

Federal Agency Involved: NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Are you a veteran? Yes No What Branch of Service? WIDOW OF DECEASED NAVY VET

I request the assistance of Congressman Adam B. Schiff in the following federal matter:
(Please provide a brief explanation of your problem and attach photocopies of documents relevant to this case. Use additional paper as necessary.)

CHRYSLER REFUSES TO CORRECTLY REPAIR THE ABS SYSTEM ON MY MINI-VAN (NEEDS TO BE UPGRADED TO IMPROVED SYSTEM) - COMPLAINED (4/14) TO NHTSA - MONTHS TO SEND ME FORMS (INNCORRECT HISTORY) THEY HAVE NEVER RESPONDED - I ALSO E-MAILED - I WANT AN ANSWER IN WRITING! MY VAN NEED REPAIRS AGAIN - I AM GOING TO HAVE TO PAY FOR DEFECTIVE PARTS UNDER RECALL - AGAIN!

Have you previously contacted our office regarding this matter? Yes No
Have you appealed the agency decision on this matter? - NO DECISION Yes No
Are you represented by an attorney in this matter? Yes No
If so, may we discuss your case with your attorney? Yes No

Congressman Schiff and his staff may discuss my case with the following individuals:

I authorize Congressman Adam B. Schiff and his staff to act on my behalf to transmit and/or receive information pertinent to my request for assistance. Also, I understand that I am not required to make payment, in any form, for services rendered to me from the Office of Rep.

Adam Schiff [REDACTED] Signature: [REDACTED] Date: 11/5/14

Please print and return this form to:

Congressman Adam B. Schiff
245 E. Olive Avenue, Suite 200
Burbank, CA 91502
or fax to (818) 450-2928



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

02-APR-2014

Repository

Reference No.
10576883

OWNER INFORMATION (Type or Print)

Name

Address

City BURBANK

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4GK54R9PX

Make CHRYSLER

Model TOWN AND COUNTRY

Model Year 1993

Date Purchased

8/2006

Dealer's Name and Telephone Number

KEYES LEXUS (818) 379-4000

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City

VAN NUYS

State

CA

Zip Code

91401

Transmission Type

AUTO

Antilock Brakes

Cruise Control

Powertrain

ALL-WHEEL DRIVE

Multiple Failure:

Incident Date(s)
15-JAN-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) ABS SYSTEM

Failure Mileage
43000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

Original Equipment
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

Yes No

Fire

Yes No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available) END

TL* THE CONTACT OWNS A 1993 CHRYSLER TOWN AND COUNTRY MINI VAN. THE CONTACT STATED THAT THE ABS WARNING LIGHT CONTINUOUSLY ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE TECHNICIAN DIAGNOSED THE ABS SYSTEM WAS REPLACED AT THE RECOMMENDATION OF AN INDEPENDENT CRYSTAL PAPER. THE MANUFACTURE WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 43,000 AND THE CURRENT MILEAGE WAS 75,000. NOT TRUE

CHRYSLER RECALLED THE ABS SYSTEM ON MY '93 MINI-VAN WITH ALL-WHEEL DR. I AM THE 2ND OWNER - THE 1ST OWNER HAD IT REPAIRED UNDER RECALL - ? TIMES? I AS THE 2ND OWNER ALSO HAD IT REPAIRED UNDER RECALL BY STAR MOTORS, GLENDALE CA. CHRYSLER ONLY PAID FOR THE DEFECTIVE PART - NOT THE LABOR. OTHER PARTS DAMAGED BY THE ABS FAILURE = RESULT I HAD TO PAY OVER \$3000. REPLACEMENT PART WAS THE SAME

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

CHRYSLER



STAR CHRYSLER JEEP

YOUR FIVE STAR DEALER

1407 SOUTH BRAND BLVD. GLENDALE, CALIFORNIA 91204

(818) 502-1480 SERVICE DEPT. CT: (818) 502-1434

FAX: (818) 246-1388

www.starautogroup.com

B.A.R. # REG A/C/MC 1006

RECOMMENDED SERVICES

E.P.A.

CON	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION
VIC1245K	45000 MILE SERVICE	MI	0.00		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESMAN NO.

SERVICE

STATE REG# 3

TERMS	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CASH <input type="checkbox"/>	1C4GK54R9PX	93/CHRYSLER/TOWN & COUNTRY/SV			
CREDIT CARD <input type="checkbox"/>			DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
CHECK <input type="checkbox"/>					
OTHER <input type="checkbox"/>			CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
SAVE	BURBANK, CA	BURGUNDY/			
REMOVED		TURBO	MMAC	AIR COND.	P.S.
PARTS FOR		CHZZ	Y	Y	A
CUSTOMER		MILEAGE	ADVISOR NO.	ADVISOR	
<input type="checkbox"/> YES		45,299	875	JAVIER ALVARE	
<input type="checkbox"/> NO					

I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection. If automobile is returned to customer before authorized performed, a diagnostic and handling charge will be made. I have read and understand the above estimate and terms. I authorize and accept including sublet work, and acknowledge receipt of this estimate. CUSTOMER IS RESPONSIBLE FOR PAYMENT OF THIS ESTIMATE.

PARTS REQUISITION

CUSTOMER NAME	R/O #	DATE
VIN #	YR.	MAKE
MODEL	ENGINE	TRANSM.
PROD. DATE		

LINE #	QTY	PART NUMBER	DESCRIPTION	PRICE
		1045H	Recall #685	454
1	1	4485604	Accumulator Ball 2.0	268
1	1	4485592	Fuel pressure	307
1	1	4485948	Inline filter	74
		4422812	Front pad	112
		4509340	Front rotor	174
1	1	4422606	Rear	159
		4422362	Rear hardware	35
2	1	4312656	Possibly cylinders 2.0	85
		5234003	MW. ECU 2.0	1750.00
				\$3800.00
NO LOCAL DEALERS				

CONTROL #	COLOR	GRADE	SERVICE ADVISOR	MECHANIC	COUNTERPERSON	CUST.	WAR.	EMIS.	PWR. TRN.
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BENDIX

U.S. HOUSE OF REPRESENTATIVES

Congressman Adam B. Schiff
245 E. Olive Ave., Suite 200
Burbank, CA 91502

OFFICIAL BUSINESS

SANTA CLARITA

CA 913

06 JAN 15

PM 2 L

Adam B. Schiff
M.C.



205909999

