

CL-10680210-5704

January 6, 2014

JAN 26 2015

Rensselaer, IN

Dear Chrysler Group - Complaint Dept,

We purchased our Chrysler Town + Country, 2013,
ID-# 2C4RC1CG8DR [REDACTED], Mileage 13151,
on 12-30-2014.

The Exhaust system is defective - and I learned
that when manufactured, Car Manufacture
failed to put dimples in pipe & Pipe can't slide
up and down. Acceleration causes pipe to separate
& become noisy. So dealer did work, put
dimples in, that manufacturer failed to do.

Currently, the warranty applies - no charge -
BUT, if this exhaust continues to fall apart,
I will have to pay for repairs. (Going to be
expensive, with "acceleration," driving 50 miles
round trip between Winamac and Rensselaer,
paying for labor & repairs in future.

The service dept (Randy) attempted to do a
fix - but I have not been given any guarantees
that defect is corrected - or for how long.

My name, [REDACTED], is on the title. My
husband, [REDACTED] is deceased 12-23-2014,
Address correspondence to me, Thank you.

File this under Complaints, as well as
Safety Recall P25-NHTSA 14V-234.

The Chrysler Group needs to do a permanent
correction & agree to absorb all future costs on
Exhaust system.

Thank you,

telephone [REDACTED]

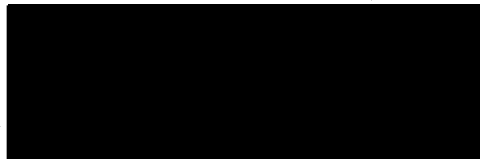
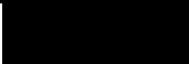
NH

12915

SMD



Rensselaer, N



cell

home line

*

114
1100
1110



1109 S. Monticello St
 Winamac, IN 46996
 574-946-7501
 www.braunchryslerdodgejeep.com



RENSSELAER IN		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		2C4RC1CG8DR		13151	12/30/14	PART-CLOSE	
YEAR	MAKE	MODEL	COLOR	TAG NO.			
13	CHRYSLER	TOWN & COU	BRILLIANT	00000			
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
				DR	00/00/00	434	CASH
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	11/04/13	300	13151	12/30/14	11/04/13	3.6L V6 SFI DOHC 24V	

THANK YOU FOR YOUR BUSINESS!!

* CASH CHECK CK NO. *
 * VISA MASTER CARD DISCOVER *
 * AMER XPRESS OTHER CHARGE *

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com EXHAUST--acclerated hard and exhaust come apart and now is noisy Cor dropped down exhaust and dimpled pipe sp won't slide up and down, rand y then tightend clamp and bolts						
	0	14CHZ	A98			
Line Total.....						

Warranty Claim Type: W Authorization Code:
 TOTAL-CUSTOMER NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

 CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Rensselaer IN

Jan 12, 2015

Dear Complaint Department,

If this defect is not corrected by Chrysler Standards, then I would like a new Van that is in working order.

I also enclose a copy of Braun Billing. I've had to take Van in three (3) times for this defect.

When I telephoned the third time, the service man said "happened again." Yes, but my son was behind wheel, accelerated, when motor roared again. He had nerve to remark, "Oh, you mean you weren't driving?" (Told him no.) He says, "Oh, it must be a defect, if he was driving."

Outrageous! Are only men's complaints taken seriously by Chrysler?

Braun Group-Service Dept, said they were reporting this also, but I have no confirmation that this was filed. But I am filing!

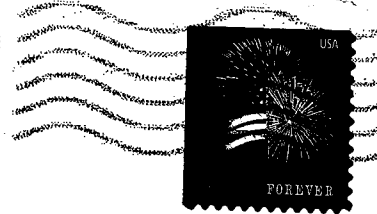
Sincerely,

Rensselaer, IN

[REDACTED]
Rensselaer, IN [REDACTED]

INDIANAPOLIS IN 460

15 JAN 2015 PM 3 L



Administrator NHTSA
1200 New Jersey Avenue S.E.
West Building
WASHINGTON D.C.
20590

20550

