

CHRYSLER GROUP LLC
1000 CHRYSLER DR..
AUBURN HILLS, MI 48326-2766

CL-10702651-7927

MR. DOUG D. BETTS
SENIOR VICE PRESIDENT
QUALITY ASSURANCE
CHRYSLER GROUP LLC

3-3-2015

MAR 26 2015

SUBJECT: my Town & Country Van #2A4RR5DG6BR [REDACTED]

Sir:

It has been (4) Four months since I wrote Mr. Alistair Gardner (CEO) & PRESIDENT of CHRYSLER with a copy to YOU and several other people. I have had NO RESPONSE from you concerning the problem that I am having with my un-safe vehicle. I am on my third power steering pump which was caused by the orginal problem due to the belt getting "tangled up" or the belt riding incorrectly on the pulley of the harmonic balancer. (current milage-22,527). (see attached letters and billing costs from MASTER AUTO REPAIR to replace the second power steering pump.

I can't believe CHRYSLER'S IN-DIFFERENCES AND NOT GIVING A " !@# \$" ATTITUDE to my problem, driving an un-safe car. currently having this car, I will ^{not} get rid of it causing someone else to get hurt or killed. There is still a problem waiting to happen and if it does, I hope I am not going fast, because if I am, you will not have to worry about me sending you new letters, I doubt if I will survive the crash I cannot control the car to a "stop" which I was lucky when the orginal problem happen.

Therefore, I am stuck with a \$24,000 car that I cannot "get rid" of. HOW TRAGIC!! I hope you will stand BEHIND YOUR PRODUCT and extend me some help in order to feel comfortable with my car. I do like my TOWN & COUNTRY car.

My first car with CHRYSLER was a 1964 PLYMOUTH FURRY # 2. It was built like a Tank, during MR. LEE LACocca's time as CEO & PRESIDENT. Thank you for help.

I remain,

[REDACTED]

REMEMB PEARL HORBOR.

USS LST [REDACTED]

[REDACTED]

NH
3/30/15
SMD

FILE COPY
CHRYSLER GROUP LLC
1000 CHRYSLER DR.
AUBURN HILLS, MI 48326-2766

MR. ALISTAIR GARDNER
PRESIDENT & C.E.O.
CHRYSLER BRANDS
CHRYSLER GROUP LLC

October 6, 2014

SUBJECT: MY 2011 Town & Country Van #2A4RR5DG6BR [REDACTED]

Sir:

I purchased this subject pre-owned vehicle in 11-23-2011 from Southtown Chrysler/Dodge in St. Louis Mo. with an ODOMETER reading of 8586 MILES. Current milage is 19,500. I have been driving and owned Chrysler products for over 50years with my first purchase: 1964 Plymouth Furry #2 And several other MODELS and never had any problems until I bought this 2011 Chrysler. This my greatest dis-appointment to an otherwise a satisfactory experience, buying Chrysler products even before Mr. Lee Iacocca was C.E.O & PRESIDENT. (A very good man.) My 1964 Plymouth was built like a Tank and was one of the best cars I ever own.

My present Chrysler almost cost me my life, while traveling at about 50 MPH, my car started to drift to the right, un-knownly, as I gently tryed to recover, my steering was froze and my wind shield completly fooged up on the inside causing not to be able to seewhere I was going. The cause, a broken steering belt to start with. I am [REDACTED], using all my strength and braking power, I got the car stopped, missing a utility pole by about one foot. I am "lucky" I did not wrap myself around this pole. I came close during WORLD WAR II (WWII) in the Pacific to getting killedbut, not this close. If my wife was driving the car at that time, she would be dead. Currently she will NOT drive the car and also, is not to happy riding in it. I now have a car that is not safe and I wonder what will happen next. I have over \$24,000 plus invested in this car. how sad. It looks like I am stuck and cannot do any thing about it. I will not sell this car to someone else. My generation does not do this, causing someone else to possibly get hurt or killed.

One question I have, can I now expect the air conditioner compressor, alternator and other pulleys to fail because of the vibrator dampaner failure? Ever since I have a new Chrysler replacement and other Dealer Parts, I am to the point were I do not trust Chrysler suppliers & other sub-Manufacturers.

I have included the report from the GOOD PEOPLE at MASTER AUTO REPAIR INC. (MISS LORE LUCAS) who provided me with a very fine REPORT. I doubt if the Dealer would be as helpful as Miss Lucas.

I still have transmission problems. There has some improvement been made by the Dealer.

The Dealer told me this was common and nothing could be done about it. "I can't believe it." My Chrysler should never have been put on the market for sale. A new engine power train should be installed at Chrysler's expense.

My final question is, what is the Chrysler Corp. going to do to restore my confidence in my car in order to feel safe driving at all speeds, particularly at high speeds? I'm sure if Mr. Lee Iacocca was C.E.O. & PRESIDENT OF CHRYSLER, conditions would be different, I am sure. I hope you will respond to my problems my car. Chrysler has always been a builder of good products, before WWII and after. I am a WWII Veteran with 13 Months in combat support during the OKINAWA CAMPAIGN.

I feel I have earned along with 16 Million other men plus the Weman Corp., all consideration and help from our great country but, the condition our country is in, we continue to have compounding problems.

Thanking you in advance,

I remain,

[REDACTED]

Remember Pearl Harbor
USS [REDACTED] WWII

Copies to: Mr. Doug D. Betts
Senior Vice President
Quality Assurance
CHRYSLER GROUP LLC
1000 CHRYSLER DR.
AUBURN HILL, MI 48326-2766

MS Karen Cunningham
President & C.E.O.
South County Chrysler-
Dodge & Jeep Inc.
7127 South Lindbergh
St. Louis, Mo. 63125

Miss Lori Lucas
Master Auto Repair Inc.
Manager/Watson Rd. Facility
St. Louis, Mo. 63119

Mr. Tony Sharp
Senior Service Manager
South County Chrysler-
Dodge & Jeep Inc.
7127 South Lindbergh
St. Louis, Mo. 63125

MASTER AUTO REPAIR

8216 Watson Road
Saint Louis, Missouri 63119
314-843-0090

August 21, 2014

To whom it may concern,

Good day. I am writing on behalf of my customer, [REDACTED] regarding his 2011 Chrysler Town and Country, VIN 2A4RR5DG6BR [REDACTED]

[REDACTED] van has not been good to him. Frankly I'm beginning to wonder if it's a "Lemon". My first experience with his van was in May of 2014 when he called me for a price to replace an alternator. I was very surprised that such a new vehicle would need an alternator (it had 18,051 miles on it) and further blown away by the fact that it would not be covered under his factory warranty. I could not do any better on price because the only place to buy the alternator was the dealer, as there were none available in the aftermarket so he had it replaced at South County Chrysler in St. Louis.

On August 12, 2014 [REDACTED] drove in after having lost power steering. It was a very frightening incident, in fact he nearly had an accident. We found the serpentine belt shredded and wrapped around the power steering pump pulley. When we got the belt untangled and off the engine we noted that one edge of the serpentine belt to be sheered off. We performed a visual inspection and did not immediately find a cause, so we had to install another belt. The edge of the new belt sheered off within minutes of having installed it and started the engine, but this time we were able to determine that the cause was the harmonic balancer. On inspection we found the harmonic balancer's thickness was expanded due to the fact that it was coming apart. It made the belt ride off the edge of the pulley, thus causing the belt edge to sheer off. Thank goodness this time we caught it before it shredded and tangled up in other components. At this time I called South County Chrysler Service Dept to see if the harmonic balancer would be under warranty. The mileage on the van was 19063. I talked to Bill in the service department and he told me no, it was not covered.

We bought the balancer from that dealer and installed it the next day. We delivered the van in the afternoon and a couple hours later [REDACTED] called to say that he had some kind of fluid all over the ground. We went to his home and determined the fluid to be power steering fluid, we checked his p/s fluid level and it was low. We got the van back to the shop and found the p/s pump was leaking. I ordered the pump from the dealer and in conversation with the parts department I learned that the harmonic balancer SHOULD HAVE BEEN WARRANTIED!!!

We replaced the power steering pump. We kept the van an extra couple days to drive it and make sure everything was ok. The [REDACTED] got to the point where they're afraid to drive the van.

I reviewed [REDACTED] file on repairs. He had to get the a/c charged up at 18,000 miles, so there's a leak. Prior to that he has several dealer visits - steering difficulty and underhood noise. They could not find a steering problem and for the noise they replaced the tensioner. And then down the road two other things that the belt goes around fail. I am getting the feeling that this is not over yet - what will be next?

It is my hope that [REDACTED] can be reimbursed for all that he has spent on things that simply should not have gone bad at such an early mileage, and at minimum, be reimbursed for the harmonic balancer replacement which should have been warrantied but was not due to a service department member stating that it was not under warranty. And as far as the power steering pump goes, it probably went bad because of the belt getting tangled up, or the belt riding incorrectly on the pulley due to the bad harmonic balancer.

Please be fair and reasonable and stand behind your product. Extend some extra warranty to [REDACTED]. Hey, as mentioned above, he had to have refrigerant installed in his a/c system already - something's leaking. What if it's the evaporator core that's leaking? That will be another \$1000. I sure hope not.

Kind Regards,

Lori Lucas, Master Auto Repair

Lori Lucas

314-843-0090

lori.lucas@MasterAutoAndTire.com

AS OF: 11-24-19
↓
955
ENGINE
HRS.



You are here: Home / Vehicle Owners / File a Complaint / File a Vehicle Complaint

Do You Have a Safety Problem or Complaint?

File a Complaint Now

Search for all Recalls, Complaints & Investigations

Recalls Look-up by VIN (Vehicle Identification Number)

Recalls FAQ

Receive Updates for Latest Recalls

Sign-up for Email Alerts

Subscribe to RSS Feeds

Resources

Databases (Flat Files)

Passenger Van Safety

Emergency Response Vehicles

File a Vehicle Safety Complaint

NOTE: If you do not have an email address, or cannot fill in a required field, please phone the Vehicle Safety Hotline (Toll-Free: 1-888-327-4236 / Hearing Impaired (TTY): 1-800-424-9153) for assistance.

Form Approved: O.M.B. No. 2127-0008

Please complete each section and then click on the "Verify your entries" button at the bottom.

* = required field

[Help](#)

1. Vehicle Information

Vehicle Identification Number (VIN):

* **Vehicle:** Enter your vehicle Make, Model and Model Year separated by spaces (e.g., MakeName ModelName 2003). After three characters possible matches may be shown and can be selected to complete your entry.

Type Make, Model, Model Year

2. Incident Information

* **Approximate Incident Date:**
For multiple incident dates enter the first date of occurrence.

Was there a Crash? Yes No Almost

Was there a Fire? Yes No

Was there an Injury or Fatality? Yes No Almost/me

Vehicle mileage at time of incident (miles):
For multiple incidents, enter the first failure mileage

Vehicle speed at time of incident (mph): Mph

* **Affected Parts:** Select up to three parts

Select the parts

* **Tell us what happened** Enter up to 1900 characters (See attached paper work.)

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database. Do not include any personal information (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

(1900 characters left)

3. Personal Information

We Value Your Privacy

The information you provide will be used to identify potential safety-related defects or determine the adequacy of existing safety recalls. **We do not share your personal information with the general public.** 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 69 FR 53971 (Sept. 3, 2004).

* First Name:

* Last Name:

* Email:

* Confirm Email:

* Daytime Phone:

Evening Phone:

* Address 1:

Address 2:

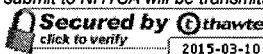
* City:

* State:

* Zip Code:

[Verify your entries](#) [Reset Form](#)

All the information that you submit to NHTSA will be transmitted using secure mechanism.



Paperwork Reduction Act Burden Statement: A Federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2127-0008. Public reporting for this collection of information is estimated to be approximately 15 minutes per response, including the time for reviewing instructions, completing, and reviewing the collection of information. All responses to this collection of information are voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: Information Collection Clearance Officer, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE., Washington, DC 20590.

[NHTSA.GOV](#) | [911.GOV](#) | [DISTRACTION.GOV](#) | [TRAFFICSAFETYMARKETING.GOV](#) | [EMS.GOV](#)

[Policies](#) | [Terms of Use](#) | [USA.gov](#) | [FOIA](#) | [Privacy Policy](#) | [Accessibility](#) | [Careers](#) | [Site Map](#) | [Contact NHTSA](#)
 SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153





St. Louis, MO

CERTIFIED MAIL™



7012 1010 0001 4799 8930

To: NATIONAL HIGHWAY TRAFFIC SAFETY
ADMINISTRATION (NHTSA)
1200 New Jersey Avenue SE
WASHINGTON, DC 20590

W 4/8-22k

**RETURN RECEIPT
REQUESTED**