

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) 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 AGENTS USE ONLY 1058 Date Received 29-JUL-2015 SEP 21 2015		Repository ☐ Reference No. 10743257	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
RIO GRANDE		NJ					
<i>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).</i>							
VEHICLE INFORMATION							
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model	
1C3EL46X36N				CHRYSLER		SEBRING	
Date Purchased		Dealer's Name and Telephone Number				Engine:	
						No: Cylinders 4	
Original Owner		Dealer's City		State		Fuel Type:	
☐						Gas	
Transmission Type		Powertrain		Multiple Failure:		Incident Date(s)	
☐ Antilock Brakes ☐ Cruise Control		FRONT WHEEL DRIVE		2		27-JAN-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING						Failure Mileage	
						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		Fire		Number of Persons Injured		Number of Deaths	
☐ Yes ☒ No		☐ Yes ☒ No				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).							
2006 CHRYSLER SEBRING. CONSUMER WRITES IN REGARDS TO OIL LEAK IN VEHICLE ENGINE AREA. *SMD THE CONSUMER STATED THE WATER PUMP AND TIMING BELT WERE REPLACED ON JANUARY 27, 2015 AFTER WHICH, AN OIL LEAK DEVELOPED. AFTER TWO CRANKSHAFT OIL SEAL REPLACEMENTS THE CONSUMER WAS INFORMED THE PROBLEM APPEARED SERIOUS ENOUGH TO CONTACT CHRYSLER ABOUT A FURTHER DIAGNOSIS. THE CONSUMER WAS ABLE TO IDENTIFY A PROBLEM WHICH RESULTED IN A TECHNICAL SERVICE BULLETIN IDENTIFYING THE PROBLEM AS CRANKSHAFT END PLAY RESULTING IN OIL SEAL PERFORMANCE AND LEAKAGE. THE RECOMMENDED ACTION WAS TO INSTALL A SECOND THRUST BEARING TO ELIMINATE CRANKSHAFT VIBRATION/MOVEMENT. *JB							
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.							

REF 10743257

Chrysler Corp.

1000 Chrysler Drive

Auburn Hills, Michigan 48326

Dear Sir:

My name is [REDACTED] and I own a 2006 Chrysler Sebring with a 2.4 Liter engine. I presently have a Customer Service case, # [REDACTED], about an oil leak in the engine area. The 2.4 liter engine presently has 43490 miles on it and from the information I have been able to develop it appears the leak is a result of a weakness in the crankshaft thrust bearing area.

The engine had a water pump/timing belt replaced on 1/27/15 (see attached invoice # [REDACTED] \$838.03, Eddie's Auto, Cape May, NJ) and developed an oil leak. After two crankshaft oil seal replacements by Eddie's, and an inspection by a mechanic at Auto Specialties, Cape May, NJ, I was informed the problem appeared serious enough to contact Chrysler Corp about further information/diagnosis. I decided to review the history of this problem in Chrysler Corp complaint file.

I was able to identify a problem from your case [REDACTED] which resulted in a Technical Service Bulletin (TSB) identifying the problem as crankshaft end play resulting in oil seal perforation and leakage. After a number of complaints about similar problems with the 2005/06 2.4 liter engine it appears Chrysler Corp researched the problem and put out the TSB identifying the crankshaft oil leakage problem and recommended actions, install second thrust bearing to eliminate crankshaft vibration/movement.

I was informed by the contact person on my case that in order to make a determination on the oil leak problem an authorized Chrysler service person would have to look at the car. I took the car to Kindle Auto Plaza, Cape May NJ, an authorized Chrysler dealer, for diagnostic determination. Kindle's service department could only recommend an engine tear down or replace long-block, attached invoice # [REDACTED] \$106.95. Estimated price ranging from \$1200.00 - \$3500.00 for the work, without reporting a direct cause for the oil leak.

Chrysler Corp issued a TSB on the 2.4 liter engine crankshaft oil leak problem thus identifying either a design defect or production problem. Although the problem did not rise to the level of a recall, a 2.4 liter engine, with 43500 miles, should fall within the scope of satisfactory customer performance expectation and standards. I do not expect a Chrysler product to have a life expectancy of only 43500 miles. Chrysler Corp identified a known oil leakage problem with a TSB, this should offer some engine life extension consideration.

I am not prepared to pay the estimated cost (\$1200.00 - \$3500.00) to identify a problem which Chrysler Corp knew existed and is not willing to accept some responsibility for. Looking at the present value of the car, and estimated repair cost, further action on my part would be cost prohibitive and unreasonable. In the present condition the 2006 Sebring is worth little beyond scrape metal. I understand that the vehicle is beyond the 36,000 mile/3 year warranty period, but time frame of the identified problem and issued TSB should offer some protection for implied service expectation.

Please advise of next course of action in this matter.

Thank you for your attention.

[REDACTED]
[REDACTED]
[REDACTED]

CELL

[REDACTED]

REF 10743257

2nd Request

2nd Request

2nd Request

June 26, 2015

Chrysler Corp.

Customer Care

PO Box 21-8004

A Hills, Michigan 48321-8004

Dear Sir:

As noted; this is my second request regarding a problem with my 2006 Chrysler Sebring. I am not going to duplicate the information already noted in the enclosed copy of the letter/data from February 2015.

To date I have not yet received an acknowledgement/status to my letter regarding the listed Chrysler Customer Service case # [REDACTED]. I am also adding a copy of a web listing that the 2006 Chrysler Sebring at issue is only suitable for parts/major engine replacement. This was as result of the nonresponse of Chrysler Corp. to my February letter / pending case # [REDACTED] and diagnosis of the Kindle Auto Plaza dealer, Cape May Court House, NJ.

Since I have not received any information/notification/acknowledgement/status/response regarding my noted claim I have copied the NJ Division of Consumer Affairs on this issue

Kindly advise of the status of my case/letter.

[REDACTED]

Rio Grande, N.J. [REDACTED]

Cc: NJ Division of Consumer Affairs

PO Box 45027

Newark, NJ 07101

Eddie's Auto Body Shop

637 Rt.9

Cape May, NJ. 08204

Phone: 609-884-4613 Fax: 609-884-7907

REF 10743257

INVOICE

Org. Est. [REDACTED]

INVOICE

Print Date: 01/27/2015

Rio Grande, NJ [REDACTED]

Home : [REDACTED]

Cust ID : [REDACTED]

2006 Chrysler - Sebring - 2.4L, In-Line4 (148CI)

Lic # : [REDACTED]

Odometer In : 43351

VIN # : 1C3EL46X3 6N [REDACTED]

Part Description / Number	Qty	Sale	Ext	Labor Description	Hours	Extended
COOLANT	1.00	19.95	19.95	CHECK FOR COOLANT LEAK		0.00
COOLANT				WATER PUMP - Remove & Replace - In-Line4	4.20	378.00
TIMING BELT KIT WITH WATERPUMP	1.00	285.26	285.26	- [Includes: R&I Timing Belt.]		
TCKWP265A				(Additional) - TIMING BELT - Remove & Replace Where Air Cond interferes add	0.20	18.00
SHOP SUPPLIES	1.00	10.00	10.00	(Additional) - TIMING BELT - Remove & Replace Where Power Steering interferes add	0.20	18.00
4				A/C SYSTEM - Complete Charge - All Applicable Models - [Includes: Recover, evacuate, and recharge system.]	0.50	45.00
				(Combination) - TIMING BELT TENSIONER - Remove & Replace In-Line4	0.10	9.00

Org. Estimate 838.03 Revisions 0.00 Current Estimate 838.03

Labor:	468.00
Parts:	315.21
Sub:	783.21
Tax:	54.82
Total:	838.03
Bal Due:	\$838.03

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

REF 10743257

CUSTOMER #:

INVOICE

KINDLE AUTO PLAZA
P.O. BOX 730
C.M.C.H. NJ 08210

PAGE 1

RIO GRANDE, NJ

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 1114 LORETTA ANTORINO

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE		MILEAGE IN/ OUT		TAG
SILVER		06	CHRYSLER SEBRING		1C3EL46X36N			43471/43471		T8707
DEL DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT	INV. DATE
01JAN06 DD				16:30 16FEB15				0.00	CASH	03MAR15
R.O. OPENED			READY		OPTIONS: DLR:		ENG:2.4_Liter			

13:26 16FEB15 15:39 03MAR15

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES CRANKSHAFT LEAKING AFTER REPLACING WATERPUMP AND
TIMING BELTZDIAG PERFORM DIAG CHECK FRONT END PLAY OF SEAL
PUSHING OUT RECOMEND TEAR DOWN OF ENGINE OR
REPLACING LONGBLOCK

1120 DILKS, JAMES LIC#: 3172

PARTS:	0.00	LABOR:	99.95	OTHER:	0.00	TOTAL LINE A:	99.95
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OUR GOAL IS TO MAKE YOU COMPLETELY SATISFIED
IF FOR ANY REASON WE HAVE NOT ACHIEVED OUR
GOAL PLEASE CONTACT PAUL STADNICAR
609-778-1672

602300123
KINDLE FORD MERC-LINE LN
525 1/2 MI. HARBOR BLVD
CAPT MAY CT HOUSE, NJ 08210
(609) 465-5000

Term ID: 006

Ref #: 023

Sale

DISCOVER

Entry Method: Swiped

03/05/15

15:45:26

Inv #:

Appr Code:

Apprvd: Online

Batch#:

Total:

\$ 106.95

Customer Copy

ON CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. 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.

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.

DESCRIPTION

TOTALS

LABOR AMOUNT	99.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	99.95
LESS INSURANCE	0.00
SALES TAX	7.00
PLEASE PAY THIS AMOUNT	106.95

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

CUSTOMER SIGNATURE