

NEF-010

C.L. 10864907-8219

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

April 10, 2016

[REDACTED]  
Glencoe, IL [REDACTED]

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Legal Department

MAY -2 2016

Re: My Blue 2004 Dodge Caravan Vin: 1D4GP45R54B [REDACTED]

Dear Fiat Corporation of America:

My wife and I are in receipt of your letter dated January 22, 2016, (attached) in which you say you are extending the fuel tank warranty another 15 years for our 12-year-old car, and then, buried in the letter, report that our 2004 Dodge Caravan Mini-van has a flaw which "may result in the vehicle stalling after refueling." Your letter takes this flaw too lightly, and your solutions, to replace the gas tank and pay us back for bogus repairs that did not fix the problem, is too little, too late.

Our minivan began stalling after fueling shortly after purchase (we bought the car new) and continues to do so. This stalling issue has resulted in life-threatening situations for my family, loss of regular use of the minivan, and multiple visits and complaints to our local dealership. Chrysler brushed off our complaints in 2008, 2009, 2011, and 2014 (service reports attached), even as social media and your own service department reported this problem was widespread on this model minivan.

In 2009 my wife took a cross-country trip with our young child and our dog in the minivan. She refueled on the Ohio Turnpike, merged back on the freeway, and the car stalled as she was accelerating to join the 70-mph traffic. It was only luck, her quick thinking, and her ability to manhandle a truck without power to the shoulder that saved their lives. Thank God.

She consulted a trusted mechanic at her New York destination who noted many Dodge vehicles had this problem, but Dodge had not recalled the vehicles or given instructions on how the stall should be fixed. He advised her to refuel carefully, drive around to get through the stall before entering a freeway, and go directly to our Dodge dealership on her return home.

I've attached the record from that visit (November 2009) to the dealer, Fields Jeep in Northfield, IL. Rather than fix the problem (a float valve in the gas tank) the dealership offered to replace a "failed" fuel pump for \$723. This was a big charge (\$500 is the average cost of a fuel pump replacement in our area) for a repair that didn't seem quite right, so we declined that "service." The fuel pump is still working fine today, and the van is still stalling after refueling. Now that we have your letter, we find Dodge knew the answer for a long time before alerting us.

ET  
51016  
SMD

I have experienced the same stall after refueling multiple times. The stall occurred at highway speeds and while making left turns. During left turns, the minivan stops broadside in oncoming traffic. It has become my practice with this car to drive around side streets after fueling to wait for the stall under controlled conditions. The chronic stalling has led to loss of normal use for the minivan (my wife prefers not to drive it).

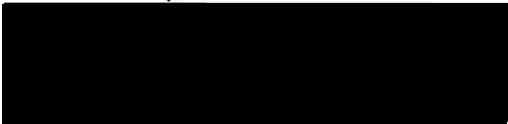
My point is this: Dodge Chrysler knew of this problem in this version of the Dodge Caravan in 2009 and by then was receiving multiple complaints about stalling after refueling. But the company failed to recall the car or contact us for seven years. How many people weren't as lucky as my wife and died from this problem? How could your company choose profitability over customer safety?

Was Chrysler so busy with the bankruptcy bailout and strapped for cash that you hid this problem? And now this lame offer of a 15-year gas tank warranty for a 12-year old car?

We have been a Chrysler family. This is the third Dodge minivan I have owned. Please contact me and explain how Chrysler/FCA plans to compensate us for our loss of use of the car, the personal peril you ignored, and your callous disregard for us as customers as we complained about the issue year after year while maintaining a service relationship with your dealership.

Chrysler needs to perform a full recall for this car. And we expect a vehicle replacement, given the neglect we've experienced.

Sincerely,



cc:  
Consumer Product Safety Commission  
Sergio Marchionne, FCA US, LLC  
Lisa Madigan, Illinois Attorney General

2016 APR 21 PM 4:08  
EXECUTIVE SECRETARIAT  
RECEIVED/MTSA

January 22, 2016

124963

  
GLENCOE, IL   


1D4GP45R54B 

Dear 

This letter is to inform you that the warranty period (3 years or 36,000 miles) on your vehicle's fuel tank has been extended to a period of 15 years/unlimited miles. This extended fuel tank warranty coverage applies to certain 2004-2005 model year Chrysler Town and Country and Dodge Caravan / Grand Caravan minivans. Our records show that you either own or lease one of the vehicles affected by this extended warranty.

We are extending the fuel tank warranty period because some of the affected vehicle population may experience a condition where the fuel shut-off float, in the multifunction control valve sticks, which may result in the vehicle stalling after refueling. If you are experiencing this condition now or in the future, simply contact your dealer to have the appropriate repairs performed. **Conversely, if you do not experience this condition, then your fuel tank multifunction control valve is operating correctly and no repair is necessary.**

If you have already experienced this stalling after refueling condition and previously paid for a repair, you may be eligible to receive a reimbursement. You may complete the enclosed Customer Reimbursement Claim Form and send your original receipts, invoices and/or repair order to the following address for reimbursement. Your claim will be acted upon within 60 days of receipt:

FCA US LLC Customer Center  
P.O. Box 21-8004  
Auburn Hills, MI 48321-8004  
Attn: Reimbursement

If you have questions or need any assistance, please contact your dealer or the FCA US LLC Customer Care. FCA US LLC Customer Care is available 24 hours a day / 7 days a week. They can be reached at: 1-800-247-9753 (800-Chrysler) or 1-800-423-6343 (800-4ADodge).

Please keep this letter in your glove box along with your vehicle's other warranty information for future reference if necessary. This warranty extension applies only to the fuel tank condition described above; the other terms and the "What's Not Covered" items of your warranty remain the same as stated in your Warranty Information book.

FCA US LLC is taking this action to demonstrate its commitment to your continued satisfaction.

FCA US LLC

**ONLY IN A** **Jeep** **FIELDS Jeep, Inc.**

670 Frontage Road  
Northfield, Illinois 60093  
(847) 446-5100  
www.fieldsauto.com

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 60 BOBBI FELIX

GLENCOE, IL  
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	DODGE CARAVAN	1D4GP45R54E		47786/47786		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30MAR04 IS			18:00 15JUL08			CASH	15JUL08
R/O OPENED	READY	OPTIONS: DLR:SKOKIE ENG:3.3_Liter MPI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES "CHECK ENGINE" LIGHT IS ON						
	CKE REPLACED EGR ASSY						
	45 MUSGRAVE, RICHARD LIC#: 45						
	C					243.78	243.78
	1 4861635AG VALVE				101.59	101.59	101.59
	1 5277928 GASKET-EGR TUBE FLANGE				4.90	4.90	4.90
47786	P0406 EGR SENSOR FAILURE REPLACE EGR ASSY VERIFY REPAIR OK						

B	PERFORM 23-POINT VEHICLE CHECKUP						
	9023 PERFORM 23-POINT VEHICLE CHECKUP						
	45 MUSGRAVE, RICHARD LIC#: 45						
	C					0.00	0.00
47786	INSP OK						

C**	WATERPUMP LEAKING						
	CAUSE: EXCESSIVE CLEARANCE3						
	07500111 Pump, engine water - Pressure test and						
	replace 3.3-3.8 liter engine (B)						
	45 MUSGRAVE, RICHARD LIC#: 45						
	W						(N/C)
	1 4781157AC PUMP						(N/C)
	1 4781172AA GASKET-WATER PUMP TO FRON						(N/C)
	2 68024160AA *COOLANT						(N/C)

47786 FRONT SEAL LEAKING ON WATER PUMP REPLACE WATER PUMP VERIFY REPAIR OK

D**	BELT NOISY & FALLING OFF						
	- SEE LINE C-NEW BELT WAS DAMAGED THROUGH OUTER						
	RIB-REPLACED BELT						
	45 MUSGRAVE, RICHARD LIC#: 45						
	C					0.00	0.00
	1 4593684AA BELT-SERPENTINE				51.75	51.75	51.75

ONLY IN A Jeep	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<p>IN CONNECTION WITH YOUR TRANSACTION, FIELDS AUTO GROUP MAY ACQUIRE INFORMATION ABOUT YOU AS DESCRIBED IN THIS NOTICE, WHICH WE HANDLE AS STATED IN THIS NOTICE.</p> <p>1. We collect, mergeable information about you from the following sources: - Information that is shared from you on applications or other forms and information about your transactions with us.</p> <p>2. We do not disclose, nor do we reserve the right to disclose, any nonpublic information about our customers, customers or former customers to anyone, except as permitted by law. We may disclose nonpublic personal information about you, as a consumer, customer or former customer, to non-affiliated third parties as permitted by law.</p> <p>3. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.</p> <p>As Field's Jeep we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.</p>	<p>The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms.</p>	LABOR AMOUNT	
	PARTS AMOUNT		
	GAS, OIL, LUBE		
	SUBLET AMOUNT		
	MISC. CHARGES		
	TOTAL CHARGES		
	LESS ADJUSTMENTS		
SALES TAX			
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

**ONLY IN A** **Jeep** **FIELDS Jeep, Inc.**

670 Frontage Road  
Northfield, Illinois 60093  
(847) 446-5100  
www.fieldsauto.com

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 60 BOBBI FELIX

GLENCOE, IL  
HOME:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	DODGE CARAVAN	1D4GP45R54E		47786/47786		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
30MAR04 IS			18:00 15JUL08			CASH	15JUL08
R/O OPENED	READY	OPTIONS: DLR:SKOKIE ENG:3.3_Liter MPI					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
47786	WATER PUMP/PULLEY MISALIGNED FROM BEARING FAILURE CAUSING NEW						
	AFTERMARKET BELT TO JUMP AND CUT THRU OUTSIDE RIB, REPLACE BELT						

C							
	08:32 15JUL08	16:35 15JUL08					

ONLY IN A Jeep	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<p>IN CONNECTION WITH YOUR TRANSACTION, FIELDS AUTO GROUP MAY ACQUIRE INFORMATION ABOUT YOU AS DESCRIBED IN THIS NOTICE, WHICH WE HANDLE AS STATED IN THIS NOTICE.</p> <p>1. We collect, mergeable information about you from the following sources: - Information that is shared from you on applications or other forms and information about your transactions with us.</p> <p>2. We do not disclose, nor do we reserve the right to disclose, any nonpublic information about our customers, customers or former customers to anyone, except as permitted by law. We may disclose nonpublic personal information about you, as a consumer, customer or former customer, to non-affiliated third parties as permitted by law.</p> <p>3. We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic, and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.</p> <p>As Field's Jeep we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.</p>	<p>The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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/terms.</p>	LABOR AMOUNT	243.78
	PARTS AMOUNT	158.24	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MISC. CHARGES	100.00	
	TOTAL CHARGES	502.02	
	LESS ADJUSTMENTS	0.00	
SALES TAX	14.24		
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

CUSTOMER #:



\*INVOICE\*

PAGE 1

GLENCOE, IL

HOME:

BUS:

CONT: N/A  
CELL:

SERVICE ADVISOR: 60 BOBBI FELIX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	04	DODGE CARAVAN	1D4GP45R54E		62337/62337	
DEL DATE	PROD DATE	WARR EXP	PROMISED	RATE	PAYMENT	INV DATE
30MAR04 DD			18:00 04NOV09		CASH	04NOV09
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:3.3 Liter MPI		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

CHANGE OIL AND FILTER, LUBE CHASSIS AND DRIVELINE WHERE APPLICABLE, CHECK AND TOP OFF FLUIDS AND TIRE PRESSURE AND PERFORM SAFETY INSPECTION  
 01 CHANGE OIL AND FILTER, LUBE CHASSIS AND DRIVELINE WHERE APPLICABLE, CHECK AND TOP OFF FLUIDS AND TIRE PRESSURE AND PERFORM SAFETY INSPECTION  
 21 SCHMIDT, THOMAS LIC#: 21  
 CM  
 1 5281090BA FILTER-ENGINE OIL 7.35 21.00 21.00  
 5 68026604AA 5W30 QT 2.00 1.96 9.80

B RT SLIDING DOOR ONLY OPENS ABOUT 4" AND WON'T CLOSE ALL THE WAY EITHER  
 - REPLACED RT SLIDING DOOR HARNESS-WAS SHORTING OUT  
 21 SCHMIDT, THOMAS LIC#: 21  
 C  
 1 4868122AE CHANNEL-SLIDING DOOR RIGH 174.75 185.99 185.99  
 62337 DOOR HARNESS SHORTING, REPEAC 174.75 174.75 174.75

C AFTER FILLING UP WITH GAS & DRIVING ABOUT 1/4 MILE THE CAR STUTTERS - NEEDS NEW FUEL PUMP\$723-CUSTOMER DECLINED  
 21 SCHMIDT, THOMAS LIC#: 21  
 C  
 62337 CUST-INFORMED FUEL PUMP FAILING APPROX 723.00 DECLINED @ THIS TIME 0.00 0.00

D PERFORM 23-POINT VEHICLE CHECKUP  
 9023 PERFORM 23-POINT VEHICLE CHECKUP  
 21 SCHMIDT, THOMAS LIC#: 21  
 C  
 62337 BATTERY GETTING WEAK TESTED @ 370 A RECOMMENED ORIGINAL ALSO, CUST 0.00 0.00

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

At Field's Jeep we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.

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CUSTOMER #:



\*INVOICE\*

PAGE 2

GLENCOE, IL

HOME:

BUS:

CONT: N/A  
CELL:

SERVICE ADVISOR: 60 BOBBI FELIX

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLUE	04	DODGE CARAVAN	1D4GP45R54E		62337/62337	
DEL DATE	PROD DATE	WARR EXP	PROMISED	RATE	PAYMENT	INV DATE
30MAR04 DD			18:00 04NOV09		CASH	04NOV09
R.O. OPENED	READY	OPTIONS:	DLR:	ENG:3.3 Liter MPI		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

DECLINED APPROX 145.00  
 ORIGINAL BATTERY FAILING \$141

FIVE STAR



DESCRIPTION	TOTALS
LABOR AMOUNT	206.99
PARTS AMOUNT	191.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	398.89
LESS ADJUSTMENTS	0.00
SALES TAX	17.27
PLEASE PAY THIS AMOUNT	416.16

At Field's Jeep we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately. Thank You.

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CUSTOMER #: [REDACTED]



**FIELD'S Chrysler Jeep Dodge Ram**

\*INVOICE\*

2800 Patriot Blvd.  
Glenview, IL 60026  
(847) 446-5100  
www.fieldscjd.com

GLENCOE, IL [REDACTED]  
HOME: [REDACTED]  
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 87 NICOLE HOJNACKI

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLUE	04	DODGE CARAVAN	1D4GP45R54E [REDACTED]	[REDACTED]	93461/93461	[REDACTED]	
DEC. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAR04	DI		WAIT 26AUG14			COUP	26AUG14
R.O. OPENED		READY	OPTIONS: DLR	ENG:3.3_Liter MPI 1)75K CLUB			
			MEMBERSHIP 09/25/12				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	EXPRESS OIL & FILTER CHANGE, LUBE CHASSIS & DRIVELINE APPLICABLE, CHECK & TOP OFF FLUIDS, CHECK & RESET TIRE PRESSURES AND PERFORM A MULTI POINT INSPECTION						
1E	EXPRESS OIL & FILTER CHANGE, LUBE CHASSIS & DRIVELINE APPLICABLE, CHECK & TOP OFF FLUIDS, CHECK & RESET TIRE PRESSURES AND PERFORM A MULTI POINT INSPECTION						
	95 RIQUERME,JAIME LIC#: 95					16.47	16.47
	CX					2.52	2.52
	5 68055891AA SW30 QT					7.85	5.88
	1 5281090BA FILTER-ENGINE OIL						5.88

\*\*\*\*\*  
 B PERFORM 23-POINT VEHICLE CHECKUP  
 9023 PERFORM 23-POINT VEHICLE CHECKUP  
 96 AGUILAR,TRINADAD LIC#: 96  
 ISP (N/C)  
 GTIRE TIRE TREAD DEPTH MEASURES AT 6/32NDS OR GREATER, TIRE REPLACEMENT NOT NEEDED AT THIS TIME  
 96 AGUILAR,TRINADAD LIC#: 96  
 ISP (N/C)  
 \*\*\*\*\*

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 0.55  
 CUST ADVISED CHECK ENGINE  
 LIGHT IS ON, POWER STEERING  
 FLUID LEAK IS PRESENT--FURTHER  
 DIAGNOSIS IS NEEDED, AND  
 EXHAUST SHIELD IS LOOSE \$24.95  
 LOF COUPON APPLIED

 <b>At Fields Chrysler Jeep Dodge Ram we are committed to your satisfaction. If you are not completely satisfied, please contact the Service Manager immediately.</b> <small>Disclaimer Of Warranties</small> Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. The following limited warranty applies: 90 days or 3000 miles on parts, 90 days from date of repair order on labor. We are not responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. Signature x	DESCRIPTION	TOTALS
	LABOR AMOUNT	16.47
	PARTS AMOUNT	18.48
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.55
	TOTAL CHARGES	35.50
	LESS ADJUSTMENTS	10.00
	SALES TAX	1.67
	PLEASE PAY THIS AMOUNT	27.17

CUSTOMER COPY



**U.S. CONSUMER PRODUCT SAFETY COMMISSION**  
4330 EAST WEST HIGHWAY  
BETHESDA, MARYLAND 20814-4408

Antoinette E. Lubin  
Library Technician  
Office of the Secretary/ Office of the General Counsel

Tel: 301-504-6988  
Fax: 301-504-0127  
Email: alubin @cpsc.gov

April 19, 2016

NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
1200 New Jersey Avenue, SE  
West Bldg. W41-306  
Washington, DC 20590

**Re: Not Within the Consumer Product Safety Commission's Jurisdiction**

Dear Sir or Madam:

Enclosed are letters received by the U.S. Consumer Product Safety Commission (CPSC). The Commission cannot process the enclosed requests or letters. The products or matters that are the subject of the correspondence do not fall within our jurisdiction. As a result, we do not maintain any records responsive to the request and cannot respond to the concerns of the correspondent.

We are forwarding the requests or letters for whatever action your agency deems appropriate. We have notified the correspondent about the referral. If you have any questions or concerns, please contact us.

Sincerely,

A handwritten signature in black ink that reads "AE Lubin". The signature is stylized and cursive.

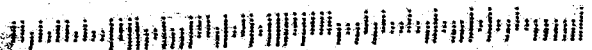
Antoinette E. Lubin

Enclosure

[Redacted]  
Glencoe, IL [Redacted]

Consumer Product Safety Commission  
Bethesda Offices and Official Mailing Address:  
U.S. Consumer Product Safety Commission  
4330 East West Highway  
Bethesda, MD 20814

2081434423 0015



**CONSUMER PRODUCT SAFETY COMMISSION**  
**4330 EAST WEST HIGHWAY**  
**BETHESDA, MD 20814**

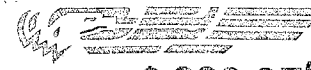
**OFFICIAL BUSINESS**  
**PENALTY FOR PRIVATE USE \$300**  
**CPSC Hotline 1-800-638-2772**

OS-010

CAP DISTRICT  
MD 207  
15 APR '16  
PM 1 L

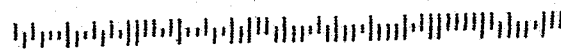


U.S. POSTAGE >> PITNEY BOWES



ZIP 20814 \$ 000.67<sup>5</sup>  
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