

TO: Congressman Frank Pallone ✓
Congresswoman Jan Schakowsky
NHTSA Executive Director Jack Danielson

September 12, 2020

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

RE: Chrysler Recall #685/NHTSA Campaign ID # 96V099000

To Whom It May Concern (As marked above):

First of all, I want to thank you for taking the time to read my complaint/concern regarding Chrysler-Fiat's disregard in following the guidelines/warranty as laid out in the above recall. I am mailing an exact copy of this letter to each of you in your capacity of overseeing the NHTSA, in regards to vehicle safety and warranties, in the hope that I have finally reached the appropriate authority in this matter. I have been pursuing this matter for over three years, with the local Chrysler dealer's support.

I have been fighting Chrysler FCA, it's managers, filed a complaint with the NHTSA, the FCA, and with the Washington State Attorney General's office (who sent them a letter on my behalf). Chrysler has ignored all attempts to mediate. I read a Google news article about how you ordered Ford to extend transmission warranties on recent defective transmissions. I realized this is my final chance at resolving this warranty issue. And, I am extremely thankful and will honor your final decision.

As you can imagine, I have accumulated quite a stack of evidence and records of my contacting various entities, dealer memo's, court case in 1997, and copies of applicable information regarding the recall and of the Magnuson-Moss Warranty Act. I am enclosing what I feel are the most appropriated documents. If you would like additional information of any kind, that can be prodied in a very timely matter.

CRD NEF109 MAIL

OCT 6 '20 7:09PM

I will begin with a brief back story:

I late 2016, I purchased a 1993 Dodge Grand Caravan at an auction. Everything functioned correctly. Since I really liked the vehicle, I proceeded to rebuild the entire drive train, including: Front axles, wheel hubs and bearings, struts, front brake rotors and calipers, tie rod ends, etc. Shortly thereafter, the power assist for the brakes failed resulting in the need for extreme pedal pressure to adequately stop the vehicle. This safety hazard is still in existence today.

Upon further research, I determined the the actuator and pump motor in the ABS system had failed. The specific assembly is the **Bendix 10 ABS Unit**, manufactured by **Allied Signal**. **A court case was settled in 1997 in California requiring Chrysler to extend warranty coverage as listed under "Documents" in this letter.**

The warranty on the brake system was extended to 10 years, with the exception of the hydraulic pump assembly, actuator assembly and pump motor assembly, which were given a **lifetime warranty**. These three item make up 90% of the units capability.

These are the parts I need and the reason for this letter. I followed the correct protocol, as prescribed in the warranty, by taking it to Hanna Chrysler Jeep here in Vancouver, Washington. They agreed with my diagnosis and also agreed that it was under warranty and both the labor and parts would be at no charge.

This is were the problem begins. Apparently, Chrysler had obsoleted all parts for this Allied Signal ABS assembly. The dealership told me, if I could find the parts, they would pay me for them and install them for free. (Technician's name is Sean Smith.) Several weeks of searching turned up nothing, as did references from Chrysler FCA and inventory control who were in agreement that they were lifetime warrantied parts.

Since I couldn't locate the parts I figured I was out of luck, as were thousands of other Chrysler owners who were unlucky enough to purchase a vehicle with this unit in it.

However, a couple months ago, I found that A1 Cardone Reman has begun rebuilding the original OEM Chrysler ABS Hydraulic Assembly cores to original OEM specifications. These are the "exact match" units that, according to the Magnuson Moss Warranty Act, can be substituted under the lifetime warranty. Once again I contacted the dealer who was willing to buy it and install it for free, but the dealer needs approval from Chrysler FCA. However, Chrysler FCA refused to allow it saying that there was NO LIFETIME WARRANTY. But there IS such a warranty.

At first, Chrysler FCA acknowledged the lifetime warranty, then they refused to substitute an equivalent part (as required) and just 4 months ago, the operations manager directed customer service to deny the existence of the warranty. I contacted the State of Washington Attorney General's office. They sent a letter to Chrysler, which was ignored. So, I am left with the US Congress to help me. As the Director of and also the Chairpersons of the Oversight Committee of the NHTSA, I feel you have the power to make this right, or at least show me the error of my ways. I read in the news that recently you were able to force Ford to extend its warranty on a defective transmission. That's what motivated me to contact you.

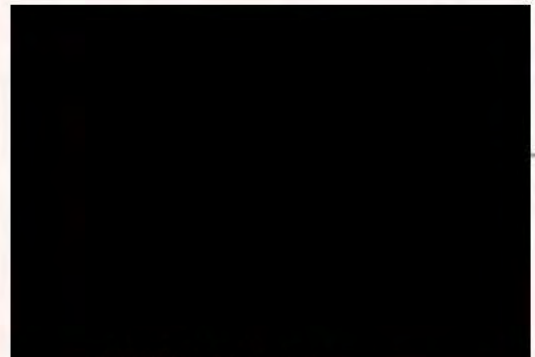
What am asking is for the Chrysler Corp to purchase the ABS unit from A1 Cardone and install it in my (and possibly other) vehicles at no charge as per the original warranty. I need someone with the authority to prove said warranty exists and for them to abide by it. A side benefit of doing this will remove Chrysler's future responsibility for the warranty as A1 Cardone offers their own warranty which would supersede Chrysler's.

DOCUMENTATION:

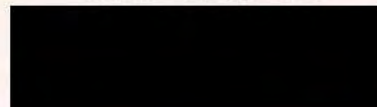
I am enclosing the numerous documents from various sources, including the NHTSA and dealer bulletins, documents on the new rebuilt ABS assemblies and applicable parts of the Magnuson-Moss Warranty Act, and copies of emails showing some of my communication attempts with Chrysler. I also have records of over 50 phone calls made regarding this issue (not included).

Please feel free to contact me via email ([REDACTED]) US mail or by phone ([REDACTED]) for any additional information or clarification you may need. I have about 100 pages of notes and various documents. I realize the pandemic is top priority and will wait patiently. Please acknowledge receipt of this letter as soon as possible.

Thank you very much for reading my request. I look forward to your response.



Vancouver, WA



THIS IS A RESENEED OF MY PREVIOUS EMAIL WITHOUT THE MISTAKES. I realize the Covic-19 situation will slow thing down considerably.

I have been fighting Chrysler to make good on the "Lifetime" Warranty regarding defective ABS Brakes for 3.5 years. Dick Hnna Chrysler Service Center, Mopar Warranty and NTHSA back me up. Chrysler now claims that this recall never existed. Sate of Washington AG office sent a letter to no avail.

I read a Google news article on April 28, 2020 about how Congressman Pallone got Ford Motor Company to extend the transmission warranties on Ford Fiesta. I am trying to enlist Pallone's and Jan Schakowsky's and the head of the NHTSA's help in pursuing this matter to its rightful conclusion, as it is a clear violation of the court's and federal gov. recall agreement, and the Magnuson-Moss Warranty Act. This packet will contain over 400 hours of work obtaining evidence, dates, names, phone numbers, emails and conversations with FCA Chrysler/Fiat. There are several thousand people who will be affected by the outcome of your work. I am contacting, by mail, everyone at his Washington office. Please. Please take a few minutes to read about my case. At least you will find it VERY interesting reading about big corporations stepping on the little consumer who pays their salaries. I am a mechanical engineer and also have a degree in Business Management. It will be a very large packet. Respectfully,

BE SAFE.

TO: VP of Marketing
Chrysler Corp
2018

To whom it may concern:

I apologize for having to involve you in this issue but I was taught in business College to contact the vice President of marketing if all else fails. This letter is in regards to the Bendix 10 brake system lifetime warranty settlement back in 1997. I have enclosed several documents including, the court findings, warranty information, my vehicle's (1993 Dodge Grand Caravan) diagnosis and remedies.

To bring you up to speed, the Bendix 10 ABS brake system turned out to be a major pain for Chrysler as it was grossly defective. (Chrysler discontinued it in there vehicles after 3 years.) As a result, a civil suit was filed in Santa Clara, California for remedies. The courts and Chrysler agreed upon a buy back for past repairs paid for by the owners and an extended warranty plan. This plan included 100000 mile or 10 year warranty on all Bendix abs brake parts. However, the pump assembly and the actuator were warrantied for lifetime.

I own such a vehicle. When my appendix system failed, I was instructed by a dealer to get an official diagnosis made before warranty repairs commenced.

Wilsonville Oregon Chrysler refused to look at it. Beaverton Chrysler gave me the run around. Finally after several phone calls, Dick Hannah Chrysler, in Vancouver, Washington, did the diagnosis and agreed I needed the lifetime warranty parts. Sean Smith was the service manager at the time. He is now in sales.

However, for some reason Chrysler has chosen to obsolete all of the parts. There are no Parts available anywhere as they have been used or thrown away. As a purchasing manager, I fail to understand why a company would obsolete parts mandated by the government to be available for lifetime warranty replacement. I'm sure some kind of statistical analysis would give you an H sub Zero of some quantity to keep on hand.

I have now been driving over 6 months with no power assist in my brakes. If an accident happens, Chrysler may be held liable. I have made over 30 phone calls to different people including, Chrysler customer service and have been promised calls back which never happen. I was also offered \$900 for my van which is ridiculously low since the entire powertrain and running gear, including: front struts, front axles, front hubs, wheel bearings, front discs and calipers, tie rod ends, tires, and interior have been replaced with new within the last year. I love my van. All this replacement work was done before I knew about this situation. I am [redacted] years old on a limited income and have always bought Chrysler products all my life.

(over)

To: Chrysler Group, LLC. Corporate Offices
1000 Chrysler Dr.
Auburn Hills, MI. 48326

Sep. 10, 2018

Atten: Accounts Payable
VP of Marketing

RE: 1993 Dodge Grand Caravan Bendix Lifetime Warranty – VIN 1B4GH54R3P [REDACTED]
Recall #685

To Whom It May Concern:

On September 10, 2017 I informed you of my plight regarding the lifetime warranty on my Bendix brake system parts.

On February 7, 2018, I gave you my intentions to change the brake system to a non-defective standard power brake system. (This procedure has precedence in the state of California in 1997.) I have completed the change out and I am billing you for the Parts and Shop Labor at your shop rate as agreed. Your lack of response indicated you agreed to the terms in my letter.

You have 30 days from the date of this letter to get a check in my hands. Failure to do so will be considered willful default on this invoice and I will initiate proceedings in Multnomah County, OR Small Claims Court. Failure to appear will result in a judgment against you. This includes the Registered Agent, and VP of Marketing and Kieth Standard and others. I apologize for the high handed demeanor, but history demands it. I will not go away. Please be civil. Itemized billing attached.

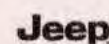
[REDACTED]
Vancouver, WA
[REDACTED]

P. S. I did not charge you for the time I spent at the dealership & for the estimated 16 hours I spent on the phone talking to various cust. supe & other management at Chrysler & scouring the parts. ~~Also~~, [REDACTED]

Your recent contact with Dodge Customer Ca

Inbox x

Dodge Customer Care CustomerCareCSI@inmome... Wed, Aug 9, 2017, 12:01 F
to me



Dear [REDACTED]

Thank you for contacting Dodge Customer Care on 08-02-2017. It is important that we provide you with the best possible ownership experience. To help us do so, we invite you to complete our brief survey regarding your recent experience communicating with JOHN at Dodge Customer Care. Your feedback is a valuable tool to help improve the experience of our customers. Your participation in the survey process is completely voluntary.

[Start the Survey](#)

[Privacy Policy](#)

This survey will be available for three days.

Thanks again,

JoAnn Heck
Customer Care

No re
Start

Original Recall from the NHTSA

Manufacturer's Report Date [REDACTED]

NHTSA CAMPAIGN ID Number

September 03, 1996 [REDACTED]

96V099000

NHTSA Action Number

Component

EA94028

SERVICE BRAKES, HYDRAULIC:ANTILOCK

Potential Number of Units Affected

321,000

Summary

[REDACTED]
THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.
[REDACTED]

Consequence

IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Remedy

DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLE IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES (EXCEPT FOR THE BRAKE ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE). OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

Notify

SYSTEM: BRAKES; HYDRAULIC; ANTI-SKID SYSTEM. VEHICLE DESCRIPTION: PASSENGER VEHICLES AND MINI-VANS EQUIPPED WITH ANTI-LOCK BRAKE SYSTEMS (ABS). NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHRYSLER AT 1-800-853-1403. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

CHRYSLER TOWN AND COUNTRY 1993: SERVICE BRAKES, HYDRAULIC:ANTILOCK

Make : CHRYSLER

Model : TOWN AND COUNTRY **Year :** 1993

Build Dates : 1990-07-01 - 1993-06-01

NHTSA CAMPAIGN ID Number : 96V099000

Date Owner's Notified: 1996-09-03

Date Received by ODI: 1996-06-13

Date Added to Database: 1996-06-18

Manufacturers Involved: Chrysler (FCA US LLC)

Manufacturer's Responsible for the Recall:

Manufacturer Campaign Number: 685

Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK

Potential Number Of Units Affected : 321000

Summary:

THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.

Consequence:

IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

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DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLES IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES "EXCEPT FOR THE BRAKE ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE". OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

Report Initiator: ODI

V Report

Regulation Part Number:

Federal Motor Vehicle Safety Standard Number:

Notes:

SYSTEM: BRAKES; HYDRAULIC; ANTI-SKID SYSTEM. VEHICLE DESCRIPTION: PASSENGER VEHICLES AND MINI-VANS EQUIPPED WITH ANTI-LOCK BRAKE SYSTEMS 'ABS'. NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHRYSLER AT 1-800-853-1403. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY

ADMINISTRATIVE ACTION'S AUTO SAFETY HOTLINE AT 1-800-484-0000

**Subject: WARRANTY COVERAGE EXTENSION
ON BENDIX 10 ABS COMPONENTS**

NO. D-96-19
DATE June-1996

FOR ☐ C/P/D dealer
☐ J/E dealer
☐ All dealers
☐ Zone office
☐ Field

This bulletin is issued to clarify dealer inquiries regarding the warranty coverage on certain ABS brake components.

Effective immediately, the warranty on Bendix 10 ABS components is extended to 10 years or 100,000 miles, whichever comes first. The ABS brake piston seal and pump motor assembly are extended to lifetime as per Recall #685. This extension applies to the vehicle regardless of ownership.

Bendix 10 ABS was used on 1990-1993 Chrysler New Yorker, Salon, Fifth Avenue, Imperial and Dodge Dynasty. 1991-1993 Chrysler Town & Country, Dodge Caravan / Grand Caravan and Plymouth Voyager / Grand Voyager. 1991-1992 Dodge Monaco and Eagle Premier.

NOTE: 1990 vehicles built through March 26, 1990 (MDH 03-26-XX) are equipped with a Bosch ABS brake system, and therefore are not included in the recall or the extended warranty.

The covered Labor Operations (LOP), LOP description and warranty coverage are as follows:

Labor Operation	Description	Coverage
05-25-25-01	Pressure/Return Hose Assembly, replace	10/100
05-30-17-02	Proportioning Valve w/switch, replace	10/100
05-40-07-02	Hydraulic Assembly, test & replace	Lifetime
05-40-07-93	Piston Assembly Actuator, replace (TSB 05-13-92 & 05-24-94)	Lifetime
05-40-25-02	Master Cylinder Reservoir, replace	10/100
05-45-04-01	Pump Supply Filter, replace	10/100
05-45-04-90	Pump Supply Filter, replace (TSB 05-24-94)	10/100
05-60-02-02	Pump/Motor Assembly, replace	Lifetime
05-60-03-01	Accumulator Assembly, replace	10/100
05-65-01-01	Primary Pressure Transducer, replace	10/100
05-45-03-90	Primary Pressure Transducer, replace (TSB 05-24-94)	10/100
05-65-02-01	Boost Pressure Transducer, replace	10/100
05-45-03-91	Boost Pressure Transducer, replace (TSB 05-24-94)	10/100

Reviewed by ☐ Service Manager ☐ Parts Manager ☐ Office Manager ☐ Other Page 1 of 2

Working To Be The Best.

VEHICLE DESCRIPTION: PASSENGER VEHICLES AND MINI-VANS EQUIPPED WITH ANTI-LOCK BRAKE SYSTEMS (ABS).

NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHRYSLER AT 1-800-853-1403. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.

No. 685

August, 1996

To: All Dodge, Chrysler-Plymouth and Jeep(R) Eagle Dealers

Subject:

Safety Recall # 685 - ABS Actuator Piston and Pump/Motor Assemblies

Models:

Vehicles Listed Below Equipped With a Bendix-10 Antilock Brake System:

^ 1991 Through 1993 Model Year Dodge Caravan/Grand Caravan; Plymouth Voyager/Grand Voyager; and Chrysler Town & Country (AS)

^ Late-1990 Through 1993 Model Year Dodge Dynasty; Chrysler New Yorker, Salon (AC), Fifth Avenue and Imperial (AY)

^ 1991 and 1992 Model Year Eagle Premier and Dodge Monaco (BB)

Note : 1990 vehicles built through March 26, 1990 (MDH 0326XX) are equipped with a Bosch antilock brake system, and therefore, are not included in this recall or the extended warranty.

A small number of the involved vehicles may experience ABS hydraulic control unit actuator piston seal wear and/or hydraulic pump/motor deterioration. To correct this condition, ABS system must be tested and the actuator pistons and/or pump/motor replaced if necessary. If testing determines other ABS components are faulty, repairs are to be performed using the revised service and diagnostic procedures manual (81-699-96086) and existing parts. Submit a separate warranty claim using the existing labor operation numbers.

IMPORTANT : Some of the involved vehicles may be in dealer used vehicle inventory. Be sure to complete this recall service on these vehicles before retail delivery. Dealers should perform this recall on vehicles in for service as determined by using DIAL System Function 70 or VIP.

Details of this service action are explained in the following sections.

Service Procedure Videotape

No videotape of the service procedure for this recall will be provided.

Dealer Notification & Vehicle List

Involved dealers: Each dealer to whom involved vehicles were invoiced (or the current dealer at the same street address) will receive a copy of this dealer recall notification letter and a list of the involved vehicles by first class mail.

The Vehicle List is arranged in Vehicle Identification Number (VIN) sequence. Owners known to Chrysler are also listed. The lists are for dealer reference in arranging for service of involved vehicles.

Other dealers: Each Dodge, Chrysler-Plymouth and Jeep/Eagle dealer who does not receive a copy of this dealer recall notification letter by first class mail.

Recall info

888 327-4236

DIAL System Functions 53, 70 and VIP

All involved vehicles will be entered to DIAL System Functions 53, 70 and VIP at the time of recall implementation for dealer inquiry by VIN as needed.

Parts

Important :Due to the small number of vehicles expected to require repair, no parts will be distributed initially to dealers. Dealers are requested to order Actuator Piston Assembly packages through normal methods only for scheduled repairs. Dealers must contact the STAR Center (1-800-850-STAR Ext. 5) to order Pump/Motor Assemblies. The technician must perform the ABS diagnostic tests prior to contacting the STAR Center and have the results available for review.

Refer to the table for the appropriate actuator piston assembly package and/or pump/motor assembly.

Each Actuator Piston Assembly Package includes:

- 1 - Primary Piston Assembly 1 - Clip, Hydraulic Assembly Push Rod (4294036)*
- 1 - Secondary Piston Assembly 1 - Gasket, Hydraulic Assembly Mounting (4485527)*
- 1 - Snap Ring 1 - Long Handle Cleaning Aid and Lint Free Cloth

* Hydraulic assembly push rod clips and gaskets for NON-REMANUFACTURED Actuator Piston Packages must be ordered separately.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for the service with their dealers only if specific symptoms occur. A copy of the owner notification letter is included.

Enclosed with each owner notification is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Completion Reporting and Reimbursement

Claims for vehicles which have been serviced must be submitted on the DIAL System. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use one of the labor operation numbers and time allowances as shown.

Add the cost of the recall parts package(s) plus applicable dealer allowance to your claim.

NOTE :Any other ABS repairs must be performed according to the Bendix Anti lock 9 & 10 Service and Diagnostic Procedures Manual and/or applicable Technical Service Bulletins and a separate claim must be filed for reimbursement.

Removed actuator piston assemblies and pump/motor assemblies must be returned to the Warranty Material Return Center. Timely parts return is critical in assuring an adequate supply of future repair parts. Dealers will be charged back for parts which are not promptly returned.

Note :See Warranty Administration Manual, Recall Claim Processing Section for complete recall Vg processing and material return instructions.

If a vehicle is not Available

available for service for a known reason, let us know by filling out the pre-Disposition Form portion of the Owner Notification Form or describe the reason

Chrysler Corporation

CIMS 482-00-85

800 Chrysler Drive East

Auburn Hills, Michigan 48326-2757

Following the above procedures will expedite the processing of your claim.

If you have any questions or need assistance in completing this action, please contact your Zone Service Office.

thank

05-67-01-01	Differential Pressure Switch, replace	10/100
05-45-02-90	Differential Pressure Switch, replace (TSB 05-24-94)	10/100
08-14-18-02	Right Front Wheel Speed Sensor, replace	10/100
08-14-18-03	Left Front Wheel Speed Sensor, replace	10/100
08-14-18-04	Right Rear Wheel Speed Sensor, replace	10/100
08-14-18-05	Left Rear Wheel Speed Sensor, replace	10/100
08-14-18-94	All Four Wheel Speed Sensors, inspect (TSB 05-10-93 Rev A)	10/100
08-14-18-95	One or Both Front Wheel Speed Sensors, replace (TSB 05-10-93 Rev A)	10/100
08-14-18-96	One or Both Rear Wheel Speed Sensors, replace (TSB 05-10-93 Rev A)	10/100
08-65-56-01	Pump/Motor Relay, replace	10/100
08-19-10-01	Controller Antilock Brake, replace	10/100
08-65-57-02	System Relay, replace	10/100
08-65-57-03	Warning Lamp Relay, replace	10/100
08-65-57-04	System/Warning Lamp Relay, replace	10/100
08-80-14-01	Dual Function Switch, replace	10/100
05-30-17-90	Dual Function Switch, replace (TSB 05-07-91)	10/100
08-90-70-01	Wiring Harness, replace	10/100
08-65-57-90	Wiring Jumper Harness Assembly (TSB 05-05-92)	10/100
05-50-01-91	Brake Pedal Return Spring Kit (TSB 05-08-92 Rev A)	10/100

This warranty extension also covers DRB III and MDS diagnosis if required.

Parts / repairs not listed above are excluded from this warranty extension. For example, basic brake system components such as calipers, brake pads, ... are excluded.

Before proceeding with repairs, technicians should review the recently released Service and Diagnostic Procedures Manual for Bendix Antilock 9 and 10 (Publication #81-699-96086). The new test fixture (Miller #6997) should be used to test and repair the Bendix system.

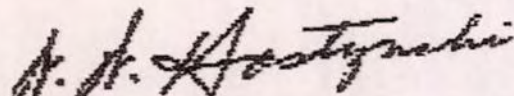
Customer notification of the Recall and Warranty extension will begin when an adequate supply of replacement parts are available.

Owners who have previously paid for a repair involving the covered parts described above within the extended warranty time period, are eligible for reimbursement consideration. To request reimbursement, owner's should send their original receipts, keeping a copy for their records to:

Chrysler Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
ATTENTION: Recall #685 Reimbursement

Should customers require further assistance regarding this issue, they should be directed to call 1-800-853-1403.

Please insure all dealership personnel are updated on this coverage extension.



W. W. Hostynski
Manager,
Warranty Administration

DLR5-306

VANCOUVER, WA



NHTSA
1200 New Jersey Ave. SE.
West Building
Washington, DC
20590

Attn: Exec. Director



888-633-9640

Alexander Law Group, LLP is a nationally recognized, award-winning personal injury law firm with offices in San Jose and San Francisco, California. The attorneys of the Alexander Law Group have decades of experience with outstanding results litigating difficult and complex cases against major insurance companies, large corporations, public and government entities. Call us now at 888.633.9640 for a Free Case Evaluation.

chrysler abs brake recall and buy back

On April 15, 1996, Chrysler Corporation, facing a barrage of consumer complaints, a government investigation and a class action lawsuit, agreed to fix 275,000 1991-93 minivans [Caravan C-V, Dodge Caravan, Grand Voyager, and Town and Country], 67,000 Chrysler New Yorkers, Imperials and Dynasties, and 4,000 1991-92 Earle Premier and Dodge Monacos with Bendix ABS brakes manufactured by AlliedSignal.

The Bendix 10 ABS system utilizes a hydraulic pump that is erratic and results in reduced braking power assistance that causes a wide range of "unusual" responses under different braking conditions.

As part of its agreement, Chrysler will repair, free of charge, defective ABS brakes, will extend the warranty to 100,000 miles on ABS brake parts, and will "buy back" from owners the cost of previous brake repairs. The terms of the "reimbursement" program are still being negotiated.

The agreement to pay owners for money they wasted in repairing a defective vehicle is a key provision of the class action lawsuit Chrysler has been defending and has precedence in the 1994 buy back of 33,000 minivans by Nissan at an estimated cost of \$200,000,000. 1987-90 Nissan minivans had been the subject of three recalls because of engine failures and fires before The Alexander Law Firm filed suit in April 1993.

On February 2, 1994, one week before the hearing on plaintiff's motion to certify a national class action, Nissan negotiated a settlement of the class action, stipulated to the certification of a national class, and resolved a federal investigation by the National Highway Traffic and Safety Administration by voluntarily agreeing to the first known buy back of defective vehicles, in this case 33,000 vans at fair market value [\$5,000 to \$7,000]. For additional details see Johnson v. Nissan Motor Company Inc., U.S.A., Santa Clara County Superior Court No. 730558. Wall Street Journal, February 4, 1994, page A2. San Jose Mercury, C1, San Francisco Chronicle, A5.

Through this class action lawsuit, Plaintiffs, and members of the Class, have demanded that Chrysler be compelled to recall and retrofit all vehicles manufactured between 1990 and 1995 which contained Bendix 10 ABS system, be ordered to replace the existing Bendix 10 ABS systems with a non-defective braking system and pay restitution of all costs incurred by Plaintiffs in connection with the replacement or repair of the Bendix 10 ABS systems installed in their vehicles. The class action also seeks economic damages for the diminution in value of Chrysler vehicles and punitive damages to ensure that Chrysler never again callously disregards the safety of its customers and the public.

The complaint is based on Chrysler's breach of its written warranty and the implied warranty provisions of California's Uniform Commercial Code, breach of the implied warranty and fitness provisions of California's Song-Beverly Consumer Warranty Act, unfair and fraudulent business practices under California Business and Professions Code §§17200 et seq., negligent misrepresentation, and equitable relief.

Because Chrysler's announcement extends only to certain 1991 to 1993 models years and does not include all relief demanded by the class, the class action will continue to assure all owners full and complete

what make,model,year and

Submitted by [mws919](#) on Sat, 02/06/2010 - 10:23.

what make,model,year and engin size?

1992 chrysler town and

Submitted by [triplechase](#) on Sun, 02/07/2010 - 10:13.

1992 chrysler town and country AWD 3.3l abs brake system the master has already been replaced but still the brake pedal is hard as a rock

you will need to replace the

Submitted by [lowerballjoint](#) on Sun, 02/07/2010 - 08:05.

you will need to replace the brake booster!

their is no brake booster it

Submitted by [triplechase](#) on Sun, 02/07/2010 - 10:15.

their is no brake booster it has abs

here's the recall info for

Submitted by [mws919](#) on Sun, 02/07/2010 - 10:27.

here's the recall info for the problem you are having, call the dealer and have them run your vin for any open recalls. let us know how you make out. mws919

THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.

IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLES IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES (EXCEPT FOR THE BRAKE ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE). OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

All other dealers: Each Dodge, Chrysler-Plymouth and Jeep/Eagle dealer who does not receive a Vehicle List will receive a copy of this dealer recall notification letter by first class mail.

DIAL System Functions 53, 70 and VIP

All involved vehicles will be entered to DIAL System Functions 53, 70 and VIP at the time of recall implementation for dealer inquiry by VIN as needed.

Parts

Important :Due to the small number of vehicles expected to require repair, no parts will be distributed initially to dealers. Dealers are requested to order Actuator Piston Assembly packages through normal methods only for scheduled repairs. Dealers must contact the STAR Center (1-800-850-STAR Ext. 5) to order Pump/Motor Assemblies. The technician must perform the ABS diagnostic tests prior to contacting the STAR Center and have the results available for review.

Refer to the table for the appropriate actuator piston assembly package and/or pump/motor assembly.

Each Actuator Piston Assembly Package includes:

- 1 -- Primary Piston Assembly 1 -- Clip, Hydraulic Assembly Push Rod (4294036)*
- 1 -- Secondary Piston Assembly 1 -- Gasket, Hydraulic Assembly Mounting (4485527)*
- 1 -- Snap Ring 1 -- Long Handle Cleaning Aid and Lint Free Cloth

* Hydraulic assembly push rod clips and gaskets for NON-REMANUFACTURED Actuator Piston Packages must be ordered separately.

Owner Notification and Service Scheduling

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class mail. They are requested to schedule appointments for the service with their dealers only if specific symptoms occur. A copy of the owner notification letter is included.

Enclosed with each owner notification is an Owner Notification Form. The involved vehicle and recall are identified on the form for owner or dealer reference as needed.

Completion Reporting and Reimbursement

Claims for vehicles which have been serviced must be submitted on the DIAL System. Claims submitted will be used by Chrysler to record recall service completions and provide dealer payments.

Use one of the labor operation numbers and time allowances as shown.

Add the cost of the recall parts package(s) plus applicable dealer allowance to your claim.

NOTE :Any other ABS repairs must be performed according to the Bendix Anti lock 9 & 10 Service and Diagnostic Procedures Manual and/or applicable Technical Service Bulletins and a separate claim must be filed for reimbursement.

Removed actuator piston assemblies and pump/motor assemblies must be returned to the Warranty Material Return Center. Timely parts return is critical in assuring an adequate supply of future repair parts. Dealers will be charged back for parts which are not promptly returned.

Note :See Warranty Administration Manual, Recall Claim Processing Section for complete recall claim processing and material return instructions.

Vehicle Not Available

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- Bendix 10 AB...

(1) such warrantor must as a minimum remedy consumer product within a reasonable time and without charge, in the case of a defect, malfunction, or failure to conform with such written warranty;

MMWA
(2) notwithstanding section 2308(b) of this title, such warrantor may not impose any limitation on the duration of any implied warranty on the product;

Massachusetts Act
(3) such warrantor may not exclude or limit consequential damages for breach of any written or implied warranty or such product, unless such exclusion or limitation conspicuously appears on the face of the warranty; and

(4) if the product (or a component part thereof) contains a defect or malfunction after a reasonable number of attempts by the warrantor to remedy defects or malfunctions in such product, such warrantor must permit the consumer to elect either a refund for, or replacement without charge of, such product or part (as the case may be). The Commission may by rule specify for purposes of this paragraph, what constitutes a reasonable number of attempts to remedy particular kinds of defects or malfunctions under different circumstances. If the warrantor replaces a component part of a consumer product

(A) which the consumer reasonably can be expected to perform or have performed and

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(B) which are necessary to keep any consumer product performing its intended function and operating at a reasonable level of performance.

(10) The term "remedy" means whichever of the following actions the warrantor elects:

(A) repair,

(B) replacement, or

(C) refund;

except that the warrantor may not elect refund unless (i) the warrantor is unable to provide replacement and repair is not commercially practicable or cannot be timely made, or (ii) the consumer is willing to accept such refund.

(11) The term "replacement" means furnishing a new consumer product which is identical or reasonably equivalent to the warranted consumer product.



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