



National Transportation Safety Board
Washington, DC 20594 | www.NTSB.gov
OFFICE OF THE MANAGING DIRECTOR

MAR 20 2018

CL-11081650-3609

March 6, 2018

[Redacted]
Federal Way, WA [Redacted]

Via E-mail: [Redacted]

Dear [Redacted]

Thank you for your February 13, 2018, letter to the National Transportation Safety Board (NTSB) regarding your concerns with certain Chrysler minivans.

To provide you some background, the NTSB is an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation—railroad, highway, marine, and pipeline. We determine the probable cause of the accidents and issue safety recommendations aimed at preventing future accidents. In addition, we carry out special studies concerning transportation safety and coordinate the resources of the federal government and other organizations to provide assistance to victims and their family members affected by major transportation disasters. The NTSB derives this authority from Title 49 *United States Code* Chapter 11. We have no regulatory authority over trucks or other motor vehicles.

The regulation of motor vehicle safety equipment is the responsibility of another federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to NHTSA. If you wish to contact NHTSA directly regarding your concerns, you can do so at <https://www-odi.nhtsa.dot.gov/VehicleComplaint>.

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2018 MAR -9 12:04 PM

I wish you the best, and I appreciate your concerns for transportation safety.

Sincerely,

Paula Sind-Prunier
Chief
Executive Secretariat

cc: National Highway Safety Administration
Executive Secretariat
w/ Enclosure

AM
3-23-18
ND

Date: Feb. 13, 2018

National Transportation Safety Board Headquarters
490 L Enfant Plaza, SW
Washington, DC 20594

Dear Sirs:

This letter and attached info sheets have to do with a certain failure mode common with certain Chrysler built minivans. I believe this failure mode could cause accidents on our now over crowded streets and highways.

At present, I know you people are investigating the causes of certain Amtrak train wrecks. A couple of words on the train system I worked on starting in 1973. It was the underground train system at Seattle Tacoma Airport built by Westinghouse. We had two loops in which we could run three two car trains. Everything was automatic. Wayside electronics talked to the trains and the trains talked back to wayside and to Central Control. Guess you could call this positive train control. No matter what kind of failure occurred, the system shut down in a safe manner.

Not so with certain Chrysler made minivans. I do not consider when driving your car down the highway, the ignition shuts itself off and you go gliding down the road with no power steering a safe shut down.

So what happens when the ignition problems occur? With both my 2012 Dodge Grand Caravan and the Chrysler Town and Country I take the car to a Chrysler dealer. They test drive it, I get the car back; they say no problem found. I get more failures, I take the car back; and again they say, could not duplicate the problem. And again and again it goes.

Pressure needs to be put upon Chrysler to resolve this potentially dangerous failure mode on the first trip to the garage.

Aw, I can see it now. A person driving a Chrysler minivan has their first ignition shut off, problem. The car glides onto a railroad crossing, stops, and it won't restart. The panic aroused driver fails to see the crossing arms come down around the car. Aw, another train wreck for you people to investigate.

Sincerely

ANY FEEDBACK ON THE ENCLOSED LETTER APPRECIATED

[REDACTED]
Federal Way, WA [REDACTED]

Phone: [REDACTED]

e-mail: [REDACTED]

March 7, 2017
+ Nov., Dec. 2017

My 2010 Chrysler Ignition Problem

First Occurrence: February 2, 2017. I was approaching a traffic light in Fife, when the car's ignition failed. RPM went to 0 and power steering went away. The failure was completely unexpected and I handled the problem badly such that I backed into a pick-up truck behind me causing damage to the back of my car, no damage to the pick-up truck. It's quite clear to me, had this ignition problem not occurred, the back of my vehicle would be damage free today.

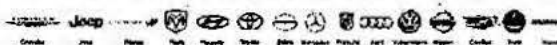
There was one failure on the third, one on the forth, three failures on the fifth. The problem appeared to vanish with use of spare key fob. Then, two ignition failures on the 24th followed by two failures on the 25th followed by two failures on March first. The last failures were with the use of the spare key fob.

I have noted that all failures come with the warm-up cycle of the car. That is to say all failures occurred with the engine temperature gage registering below the first mark. No ignition problems so far at running temperatures. Same for Nov., Dec. Problems, Hard to restart 2 times.



CUSTOMER #:

LARSON AUTOMOTIVE GROUP



LARSON CHRYSLER JEEP DODGE RAM

2001 N. Meridian

Puyallup, WA 98371

Phone: (253) 845-1725

March 2, 2017

INVOICE

PAGE 1

FEDERAL WAY, WA

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 6829 JOSEPH JACKSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	CHRYSLER Town & Coun	2A4RR6DXXAR		67142/67148	T118	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DE			WAIT 07MAR17		0.00	CASH	07MAR17
R.O. OPENED		READY	OPTIONS: ENG:4.0 Liter				

08:01 07MAR17 14:45 07MAR17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A DIAGNOSTIC-CUSTOMER STATES WHILE CRUISING ON ROAD, IGNITION SHUTS OFF AND HE HAS NO POWER STEERING. PLEASE CHECK AND ADVISE. CUSTOMER HAS HAD SEVERAL OCCURANCES OF THE ISSUE. SEEMS TO HAPPEN PRIMARILY WHEN VEHICLE IS COLD AND WARMING UP. HAS NOT HAD ISSUES AFTER VEHICLE IS WARM. WOULD USUALLY RESTART NORMALLY AFTER RECYCLING IGNITION. A FEW TIMES IT TOOK SEVERAL SECONDS BEFORE IT WOULD FIRE UP.

32 DIAGNOSTIC

4851	C					91.00	91.00
67148	1.00	Test drove vehicle, unable to duplicate concern. checked for codes, found none. checked for gas cap and tabs, found none related. will need to let vehicle sit over night until cool to properly diag and duplicate concern as per customer description. test drove vehicle 6 hours later for 7 miles. unable to duplicate. need to leave over night					

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction. If our service was satisfactory tell your friends; If not, please tell us immediately. All claims for adjustment must be accompanied by this invoice. We enjoyed doing business with you!

DISCLAIMER OF WARRANTIES

Any warranties on the product 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 the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

The information contained on the estimate, worksheet and/or repair order is incorporated herein by reference.

TERMS

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS. A 15% RESTOCKING CHARGE WILL BE APPLIED ON ALL MERCHANDISE RETURNED FOR CREDIT. NO RETURNS AFTER 30 DAYS.

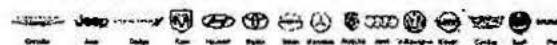
A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

DESCRIPTION	TOTALS
LABOR AMOUNT	91.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	91.00
LESS INSURANCE	0.00
SALES TAX	8.55
PLEASE PAY THIS AMOUNT	99.55

Signature

CUSTOMER #:

LARSON AUTOMOTIVE GROUP



LARSON CHRYSLER JEEP DODGE RAM

2001 N. Meridian

Puyallup, WA 98371

Phone: (253) 845-1725

INVOICE

FEDERAL WAY, WA

PAGE 1

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 7562 KATHY GOECKNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	CHRYSLER Town & Coun	2A4RR6DXXAR		88058, 88058		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN10 DE			18:00 18DEC17		0.00	CASH	21DEC17

R.Q. OPENED: READY: OPTIONS: ENG: 4.0_Liter

09:41 18DEC17 12:31 21DEC17

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES WHILE DRIVING VEHICLE IT WILL JUST SHUT OFF AND HAS NO POWER STEERING.

09 CUSTOMER STATES WHILE DRIVING VEHICLE IT WILL JUST SHUT OFF AND HAS NO POWER STEERING.

3380	C				79.50	79.50
------	---	--	--	--	-------	-------

88058 0.50 0.5 Test drove with customer and was unable to duplicate. Let vehicle sit and get cold. Test drove and was unable to duplicate. Found no codes in PCM, WCM, or TIPM. Found Star Case for stall. Case states to check wire harness at thermostat for possible rub through on the ASD circuit. Inspected wiring harness and removed some of the tape. Found no damage to harness. Re-wrapped harness. Found flash update for TIPM for start and stall condition. Flash updated TIPM and PCM. Removed intake hose and found throttle body is dirty. Cleaned throttle body. Test drove 3rd time and still was unable to verify concern.

B MULTI POINT INSPECTION

01 MULTI POINT INSPECTION

3380	C				0.00	0.00
------	---	--	--	--	------	------

88058 Both front hub bearings worn, power steering flush, lhc plate bulbs out.

EST: 0.00

18DEC17 09:41 SA: 7562

CUSTOMER PAY SHOP SUPPLIES / HAZARDOUS WASTE FOR REPAIR ORDER 3.98

NOTE: I WASHED 4000 PHASES BUT BOTH - 0.00

actually test drive this car

709.04 for today's work

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DESCRIPTION	TOTALS
LABOR AMOUNT	79.50
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	3.98
TOTAL CHARGES	83.48
LESS INSURANCE	0.00
SALES TAX	8.26
PLEASE PAY THIS AMOUNT	91.74

Signature

CUSTOMER #:

LARSON AUTOMOTIVE GROUP

INVOICE

LARSON CHRYSLER JEEP DODGE RAM

2001 N.Meridian

Puyallup, WA 98371

Phone: (253) 845-1725

FEDERAL WAY, WA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7562 KATHY GOECKNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	10	CHRYSLER Town & Coun	2A4RR6DXXAR		90604/90604		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DD			18:00 25JAN18		0.00	CASH	25JAN18
R.O. OPENED		READY	OPTIONS: ENG:4.0 Liter				

08:27 25JAN18 09:56 25JAN18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	REPLACE	IGNITION SWITCH PER CUSTOMER					
	0880455Z	REPLACE	IGNITION SWITCH PER CUSTOMER				
	3380	C			318.00	318.00	318.00
	1	68210156AB	RECEIVER-WIRELESS IGNITION NODE		280.00	280.00	280.00
90604	2.00	2.0	Removed left dash cover, lower knee bolster, radio bezel, upper dash pad, and replaced ignition switch. Reinstalled all parts. Programmed WCM (Ignition switch) and keys. Test drove and verified operation.				

EST: 822.00 25JAN18 08:27 8A 7562

2 Failures after sw replacement

Next day Fri 26th 7 Failures running to estate sale and back to Lakewood via Puyallup. Estate sale at 3580 S. 356th St., Auburn, WA 98001

Thank you for this opportunity to serve you. It is our aim to perform all repairs requested on this repair order to your complete satisfaction.

If our service was satisfactory tell your friends; if not, please tell us immediately. All claims for adjustment must be accompanied by this invoice. We enjoyed doing business with you!

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DESCRIPTION	TOTALS
LABOR AMOUNT	318.00
PARTS AMOUNT	280.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	598.00
LESS INSURANCE	0.00
SALES TAX	59.20
PLEASE PAY THIS AMOUNT	657.20

Signature

2010 Chrysler Ignition Problem

Ignition shuts off while car is dri

Thursday Jan. 25th

Ignition switch assembly replaced. On way back to Lakeview 2 failures.

Friday Jan 26th

Let car warm up to first mark on temp gauge. Then started driving east on 85th street to estate sale at 356th. St., Auburn, WA. After one half hour of driving near Puyallup the ignition shut off and power steering went away. Then another failure occurred while driving on Pioneer. Had breakfast in Puyallup and then it was off to the estate sale - no problems to that point. On the way back to Lakewood, I experienced 5 ignition shut downs. On one occurrence I was approaching a green light and thought I would stop and restart on the side road. When attempting a right angled turn with no power steering I only got part way into the turn when I could not turn the wheel anymore - Had to apply brakes and restart in the intersection. That was spooky and the reason I no longer want to drive this car again before it is fixed.

I will be writing letters to Chrysler Corporate Office Headquarters in Auburn Hills, MI. concerning this ignition problem. I will also be writing a letter to the National Transportation Safety Board in Washington, DC as these types of ignition failures represent a possible accident on the Nation's highways. I'm not the only one experiencing these Chrysler product failures.

Now back to the failures on the 26th. A prelude to failure seems to be: a stiffening of the power steering before the failure occurs. The car seems to be running a little on the rough side. RPM seems to become a bit erratic - not the ride though.

Miles: 90,704

One Failure on
way to Larson



FEDERAL WAY, WA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7562 KATHY GOECKNER

COLOR		YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
		10	CHRYSLER Town & Coun	2A4RR6DXXA		90704/90704	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN10 DE			18:00 07FEB18		0.00	CASH	06FEB18
R.O. OPENED		READY	OPTIONS: ENG:4.0 Liter				

08:27 30JAN18 14:10 06FEB18

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES IGNITION WILL SHUT OFF WHILE DRIVING

09 CUSTOMER STATES IGNITION WILL SHUT OFF WHILE

DRIVING

3380	C				159.00	159.00
1	5277928	GASKET-EGR TUBE FLANGE		6.74	6.74	6.74

90704 1.00 1.0 Test drove and was unable to verify concern. Found stored code in PCM P0406 EGR position sensor circuit high. Cleared code. Using scanner actuated egr valve and found normal function. Verified no opens or shorts between egr valve and PCM. Cleared code and test drove 3 more times and was unable to duplicate concern. Found star cases for wiring harness rubbing through on thermostat housing. Inspected wiring harness and found no damage. Found TSB for stall due to WCM. TSB states to flash update WCM. WCM was replaced last visit per customer request and is updated to latest software. Contacted customer and was informed to drive for more than 45 min. Test drove two times for an hour at a time and was unable to duplicate. At this time suggest replacing EGR valve. A stuck open EGR valve will cause a stall concern.

B** REPLACE EGR VALE

50 MISCELLANEOUS REPAIRS

3380	C				159.00	159.00
1	4593888	AC VALVE-EGR		246.00	246.00	246.00

90704 1.00 1.0 Installed new EGR valve. Using scanner actuated EGR valve and verified operation.

EST: 0.00 30JAN18 08:27 SA: 7562

CUSTOMER PAY SHOP SUPPLIES / HAZARDOUS WASTE FOR REPAIR ORDER 25.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	318.00
PARTS AMOUNT	252.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	595.74
LESS INSURANCE	0.00
SALES TAX	58.98
PLEASE PAY THIS AMOUNT	654.72

Signature

2001 North Meridian Puyallup, WA 98371
(253) 845-1725

NOTE: My Dodge (2010) Grand Cherokee ignition problem



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
	SARAH HEMMINGER	1857	06/02/16
	LABOR RATE	LICENSE NO.	COLOR
			SILVER/GREY
	YEAR / MAKE / MODEL	MILEAGE	DELIVERY DATE
	17 / DODGE TRUCK / GRAND CARAVAN (3. / 4DR	143,501	08/30/11
FEDERAL WAY, WA	VEHICLE I.D. NO.		SELLING DEALER NO.
	2 C 4 R D G D G 2 C R		PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE
			05/26/16
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

LABOR & PARTS

1888

CUSTOMER STATES THAT WHEN STARTING THE CAR IT WILL START AND RUN FOR A FEW SECONDS THEN DIE, ONCE RUNNING THE VEHICLE HAS DIED DIED WHILE DRIVING PLEASE CHECK AND ADVISE CONFIRMED HARD START AT TIMES OR NO START, TESTED AND FOUND WCM DEFECTIVE CAUSEING NO IGN RUN. NOTE THAT THE CHECK ENG LIGHT IS ON WITH FAULTS FOR P0304 CYL #4 MISSFIRE. ALSO WILL LIKELY NEEDS A LEFT CYL HEAD. NEEDS WCM FOR NO START. REMOVED DASH ASSY TO GAIN ACCESS TO WCM, REPLACED WCM AND PROGRAM. NOTE THAT IF CUSTOMER HAS ANY ADDITIONAL KEY FOBBS THEY WILL ALSO NEED TO BE PROGRAMED BEFORE THEY WILL ALSO WORK

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SPECIAL ORDER ITEMS.
A 15% RESTOCKING CHARGE WILL BE
APPLIED ON ALL MERCHANDISE
RETURNED FOR CREDIT.
NO RETURNS AFTER 30 DAYS.

A CHARGE HAS BEEN ADDED WHERE APPROPRIATE FOR THE DISPOSAL OF HAZARDOUS WASTES SUCH AS ENGINE OIL, ANTIFREEZE, SOLVENTS, ATF, ETC.

*Thank
You*

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1			RECEIVER	221.97	221.97	221.97
						JOB # 1 TOTAL PARTS	221.97
						JOB # 1 TOTAL LABOR & PARTS	882.93

Added Operation (1MONTYK @ 06/01/2016 11:43)

TECHNICIAN NOTED DURING REPAIRS CODE P304 SET IN PCM
CHECK AND ADVISE
SCANNED CODES, P304 PRESENT, PERFORM LEAK DOWN AND COMPRESS
ION TEST, FOUND LEAKAGE ON CYL 4, NEEDS LEFT CYL HEAD.
FILLED OUT DIAG SHEET AND ATTACHED
REPLACED LEFT HEAD, BEON REMOVAL OF CAMS FOUND BARNER TO
EXHAUST CAM LOBES ON #2 CYL. SCORED, MULTIPLE ROCKING SHEET
CATCHY AND ARE NOT MOVING FREELY, REPLACED EXHAUST CAM,
LIFTERS AND ROCKERS. TIGHTENED AND VER. REPAI

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1		PK3.6-LT-HEAD	3.6 LT HEAD			
JOB # 2	1		68078604-AA	GASKET CH 09001004			
JOB # 2	1		5184455-AI	GASKET CY 09001004			
JOB # 2	1		5184595-AE	GASKET CY 09001004			
JOB # 2	1		5184596-AE	GASKET CY 09001004			
JOB # 2	1		68093232-AA	GASKET EX 14062002			
JOB # 2	1		68141353-AC	HEAD CYLI 09003004			
JOB # 2	1		68048953-AB	ANTIFREEZE 01081004			
JOB # 2	6		5184331-AC	GASKET IN 09001004			
JOB # 2	6		5184562-AC	GASKET IN 09001004			
JOB # 2	2		68065196-AA	CLEANER B 01081025			
JOB # 2	1		68082860-AB	ADHESIVE 01081005			
JOB # 2	1		5184377-AF	CAMSHAFT 09015001			
JOB # 2	12		5184296-AF	ARM VALVE 09043001			
JOB # 2	12		5184332-AA	TAPPET VA 09041004			
JOB # 2	-1		68141353-AC	CORE RETURN			
					JOB # 2 TOTAL PARTS	0.00	
					JOB # 2 TOTAL LABOR & PARTS	0.00	

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
JOB # 1				06/02/16	RENTAL	

1000

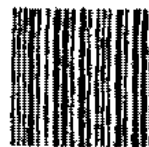


20594

AMOUNT
\$0.50
R23039100373-02



1000



20594

U.S. POSTAGE
PAID
FEDERAL WAY, WA
98003
FEB 13 18
AMOUNT
\$0.71
R23039100373-02

RECEIVED
AT 11:50 AM
FEB 22 A 9 23

National Transportation
Safety Board Headquarters
490 L'Enfant Plaza, SW
Washington, D.C. 20594