

From: [REDACTED]
To: [REDACTED]
Subject: FW: Info for ODI# 11240317
Date: Thursday, August 1, 2019 11:24:59 AM

From: [REDACTED]
Sent: Thursday, August 01, 2019 9:15 AM
To: [REDACTED]
Subject: FW: Info for ODI# 11240317

[REDACTED]

[REDACTED]

[REDACTED]

Per your agent's request, I am submitting documentation regarding my claim:

ODI# 11240317

Incident Description

My wife was driving our Chrysler minivan through town when the vehicle began to experience power failure and erratic behavior. While trying to avoid an accident, my wife managed to get the vehicle at a very slow pace to the nearest mechanic who was able to diagnose the transmission problems by hooking it to his system scanner. The error codes associated with this diagnosis can be found on the provided documentation.

Attached are photos documenting the Chrysler's vehicle recall info and the paperwork provided by the mechanic that inspected my vehicle's powertrain/transmission problems. The issues described in the recall are identical to issues found on my vehicle. Chrysler will not acknowledge my vehicle due to my VIN being outside of the recall manufacturing window. Although my vehicle was manufactured during the same time the recall references, Chrysler said it was "VIN Specific", and my vehicle was not on their list vehicles acknowledged by the recall, and that I was responsible for the issues related to my vehicle and subsequent repairs in association with the vehicle. I'm afraid that if my vehicle is experiencing this problem that I might not be the only one and that Chrysler may not have recalled enough vehicles and this could happen to others with potentially fatal results.

I would like Chrysler to acknowledge the problem, repair it, and notify other owners with vehicles similar to mine so that they may avoid a potentially hazardous problem with their car.

Thank you for your time and consideration,

[REDACTED]

[IMG_68861.jpg](#) 132.3KB

[IMG_68871.jpg](#)123.9KB

[20190729_112055_1564413686687~3.jpg](#)823.1KB

[20190729_112055_1564413686687~2.jpg](#)3MB

Superior Auto Care

2112 Del Prado Blvd
Cape Coral, FL 33990
Phone: 239-574-2121 Fax: 239-360-7119

INVOICE

Number: [REDACTED]

Save old parts ☐ Y ☐ N (Core may apply)

North Fort Myers, FL [REDACTED]

Home [REDACTED]

Cust ID [REDACTED]

FLORIDA REGISTRATION:

MV# [REDACTED]

____ month/____ mile warranty on all
parts and labor unless otherwise specified.

Proposed completion date:

Mon 07/29/2019

Date / Time:

07/29/2019 11:20 am

2015 Chrysler - Town & Country Touring
3.6L V6 (220CI) VIN(G), 6 speed Automatic 62TE, 4-Wheel
Lic #: [REDACTED] Odometer In: 101371
VIN #: 2C4RC1BG6 F [REDACTED] Odometer Out: 101372

*U/Used R/Rebuilt RC/Reconditioned Part Description / Number	Qty	NC/No Chg/Warranty Sale	Ext	RD/Reduced Labor Description	Extended
Used Transmission 75 Used	1.00	1,680.00	1,680.00	TRANSAXLE ASSEMBLY - Remove & Replace - All Applicable Models - [Includes: Perform Relearn procedure.]	658.00
ATF+4 ATF	9.00	9.99	89.91	**Customer complaints of transmission slipping/ bumping gears. Codes- P0868-Line pressure low/ P0944-Loss Of hydraulic pump prime/ P0733 Gear error in 3rd/ P083B LC pressure switch rationality. All codes are transmission related & transmission is also making a internal whining noise. Tech recommends to lower unit and inspect or replace with new unit.**	
Shop Supplies		15.00	15.00	Hazardous Materials	10.00

[Payments - [Payments -]]

Charges based on: Hourly rate ☐ Flat rate ☐ Both apply ☐
Intended Method: Cash ☐ Check ☐ Charge ☐

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN: I UNDERSTAND THAT, UNDER
STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED \$ 100. ____ I REQUEST A
WRITTEN ESTIMATE. ____ I DO NOT REQUEST A WRITTEN ESTIMATE. AS LONG AS THE REPAIR COSTS DO NOT
EXCEED \$ ____ THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
____ I DO NOT REQUEST A WRITTEN ESTIMATE. SIGNED _____ DATE _____

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above
repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the
purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a tear down &
reassembly fee of \$ _____ will be applied.

SIGNED: _____ DATE _____

A storage fee of \$ _____ per day may be applied to vehicles which are not claimed within 3 working days of
notification of completion

**This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste
disposal. ***FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a
\$1.50 fee for each new or remanufactured battery sold in the State of Florida.

Labor:	658.00
Parts:	1,784.91
SubTotal:	2,442.91
HazMat:	10.00
Tax:	159.44
Total:	2,612.35
Bal Due:	\$2,612.35

FLORIDA REGISTRATION:

MV# [REDACTED]

_____ month/ _____ mile warranty on all
parts and labor unless otherwise specified.

Proposed completion date:**Mon 07/29/2019**

Date / Time :

07/29/2019 11:20 am

2015 Chrysler - Town & Country Touring

3.6L, V6 (220CI) VIN(G), 6 speed Automatic 62TE, 4-Wheel

Lic # :

Odometer In: 101371

VIN # : 2C4RC1BG6 FR [REDACTED]

Odometer Out: 101372

Warranty Ext	RD/Reduced Labor Description	Extended
380.00	TRANSAXLE ASSEMBLY - Remove & Replace - All Applicable Models - [Includes: Perform Relearn procedure.]	658.00
89.91	**Customer complaints of transmission slipping/ bumping gears. Codes- P0868-Line pressure low/ P0944-Loss Of hydraulic pump prime/ P0733 Gear error in 3rd/ P083B LC pressure switch rationality. All codes are transmission related & transmission is also making a internal whining noise. Tech recommends to lower unit and inspect or replace with new unit.**	
15.00	Hazardous Materials	10.00

**Kelley Blue Book**[®]
The Trusted Resource**Power train: automatic transmission****NHTSA CAMPAIGN ID:**

16V461000

Report Date:

JUN 23, 2016

Vehicles Affected:

26298

Consequence:

If the transmission loses hydraulic pressure, the vehicle may lose motive power, increasing the risk of a crash.

What You Should Do:

Chrysler will notify owners, and dealers will replace the transmission pump, free of charge. The recall began on August 18, 2016. Owners may contact Chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is S44.

Summary:

Chrysler (FCA US LLC) is recalling certain model year 2015-2016 Chrysler Town & Country, Dodge Grand Caravan vehicles manufactured July 31, 2015, to April 18, 2016, 2016 Dodge Journey vehicles manufactured August 17, 2015, to January 29, 2016, and 2016 RAM ProMaster vehicles manufactured August 15, 2016, to April 15, 2016. The transmission



Kelley Blue Book®

The Trusted Resource



Summary:

Chrysler (FCA US LLC) is recalling certain model year 2015-2016 Chrysler Town & Country, Dodge Grand Caravan vehicles manufactured July 31, 2015, to April 18, 2016, 2016 Dodge Journey vehicles manufactured August 17, 2015, to January 29, 2016, and 2016 RAM ProMaster vehicles manufactured August 15, 2016, to April 15, 2016. The transmission pump may seize causing a loss of hydraulic pressure.

To see if your specific vehicle is affected

[1-800-247-9753](tel:1-800-247-9753) or nhtsa.gov

Tip: Recalls don't affect every vehicle of the same year, make and model. You'll need your car's 17-digit Vehicle Identification Number (VIN) to know for sure.

[Where do I find my VIN?](#)

[Show less details](#) 

Recall information provided by the [National Highway Traffic Safety Administration](#)

Featured Service Centers

near North Fort Myers, FL [33903](#) 