

CL-11278715-7287

12/30/19

To whom it may concern,

My name is [REDACTED] and I am writing to respectfully request that you review my concerns elaborated on in this letter.

My husband and I purchased a Chrysler Town and Country mini-van in December of 2016. The year of the vehicle purchased is a 2016. The VIN is 2C4RC1BG8 [REDACTED]

We have always maintained the vehicle. We never missed an oil change/inspection and have had the oil changes done consistently at the same location (Youngs Car Dealership of Owosso, MI). There was only one done at a different location due to travel. The oil change/inspections were done at the attached dates and miles. This is to show you proof that we have monitored and maintained the vehicle. I can provide proof from the dealership upon request.

On 11/4/19 at 102,750 miles, while my husband was driving on a busy road (M21 in Owosso, MI), the van lost the ability to accelerate while traveling approximately 40 mph. My young son [REDACTED] was in the vehicle with him. After the vehicle stopped in the middle of the busy road, he was able to inch it very slowly to a dealership who stated there was a problem with the transmission. Luckily he was not hit when the vehicle failed. We had it towed to a local mechanic we know, who also diagnosed it with a transmission problem (the transmission pump seized, causing loss of hydraulic pressure). We then later had it towed to Slingerland car dealership of Owosso, MI. They diagnosed the same issue.

We were told the repair would cost approximately \$4,075. As we called around to see if we could get a better price, we were told by many dealerships and mechanics that there was a recall for vans on the transmission (but that it did not apply to our van vin # for some reason). We were told that transmission issues are common in 2016 town and country Chrysler vans. We researched and found recall S44 (also referred to as 16V461000) that began August 18th, 2016. The manufacture dates for vans in this recall are July 31, 2015 to April 18, 2016. The manufacture date for our van is 12/05/15, which falls within these dates.

Although our van had the same issue as the recall, and falls within the same dates of the recall, no one has been able to describe why our vehicle was not included in the recall.

I also found through my research that Chrysler has a Goodwill assistance program. I called for the first time on 11/5/19 to try to better understand the system and if it could assist us. When I first began to call each day, the vehicle had not yet been towed to the Chrysler dealership (Slingerland). I called every day and each day was told someone would call me back the next day. They never did until I had the vehicle towed to the dealership (no one informed me that was necessary for them to call and answer my questions, they each told me I would get a call the next day). I spoke to numerous people, many of which who were rude. One person even hung up on me. The names of individuals I spoke with who did not give me complete information included Marta (11/6), Maria (11/6, she hung up on me), Danielle, Jennifer (11/6), Tanisha, Tammy (11/11) and Micalena (11/11). These are just a few of the names and dates. I called every day,

ODI #11278715
Goodwill Assistance Cas [REDACTED]

EA
1.10.2020
UD

Pg 1 of 3
RR

2-3 times a day until I was finally referred to a manager named Luke. During this time, I was unable to pay to have the car repaired so we were without a vehicle.

Initially, Luke stated he was going to be unable to assist me in helping with any costs. After much deliberation, he agreed to get me assistance with some of the costs. He provided me with a check that I received on 11/21/19 in the amount of \$659.28. After proof the repair was done he sent an additional \$800 that I received on 12/3/19. My goodwill assistance case number was [REDACTED]

The vehicle was repaired and paid for on 11/21/19 in the amount of \$4,075.09. The total amount that Luke was able to supply to me was \$1,459.29. This means that I still paid \$2,616.81 out of my own pocket. While I appreciate the assistance, this amount of money is still a substantial amount for a repair that I believe should have been part of a recall.

Due to the safety issue with this transmission, I filed a complaint with NHTSA on 11/7/19. I have yet to hear any follow up from the filed complaint as of 12/30/19. My ODI # is 11278715.

I respectfully ask that both Chrysler and NHTSA review this case and ultimately make the decision to refund me the remaining \$2,616.81. I believe strongly that the recall can, and should be, extended to all Town and Country vans made during the recall dates.

You can contact me at the following:

[REDACTED]

Chesaning, MI [REDACTED]

Cell: [REDACTED]

Email [REDACTED]

[REDACTED]

12/30/19

ODI #11278715

Goodwill Assistance Case [REDACTED]

Dates and Miles of Oil Changes and Inspections

Date of Transmission Failure 11/4/19 at 102,750 miles.

10/21/19 at 101,670 miles

06/20/19 at 94,237 miles

03/15/19 at 86,218 miles

11/16/19 at 77,205 miles

08/01/18 at 68,331 miles

04/13/18 at 60,497 miles

Estimated January 5th 2018 at approximately 53,000 miles (while traveling)

10/23/17 at 47,831 miles

09/08/17 at 42,500 miles

07/21/17 at 39,224 miles

03/24/17 at 32,097 miles

ODI #11278715

Goodwill Assistance Ca



METROPLEX MI 480

02 JAN 2020 AM 10 L



US Department of Transportation
NHTSA
ODI (NVS-210)
1200 New Jersey Avenue SE
West Building
Washington, DC 20590

20590-

