

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOQ \(NHTSA\);](#) [REDACTED]
Cc: [NHTSA ODI CRD;](#) [REDACTED]
Subject: ODI-11421245
Date: Wednesday, June 23, 2021 1:36:02 PM

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Additional information for complaint # 11421245

Dear NHTSA,

I have submitted a complaint last week under the number 11421245 last week.

I have additional information to share with my complaint.

Please add this information to my case. See attachments.

The number of vehicles in the last NHTSA Recall Quarterly Report 16V-461 shows 3,917 vans not repaired for this recall.

This sound excessive and supports the probability that many van's VINs were not included in the original recall.

Many complaints from owners of vans experiencing this issue have stated that their VIN numbers were not included even though the mfg date falls into the right time frame.

See some of the more recent examples. This will likely rise as these vans are now hitting the failure mileages of 60,000 miles and above.

One complaint in particular stated that the manufacture reduced the power train warranty from 100,000 to 60,000 miles possible after some of the products have been produced.

This does not sound ethical or legal.

What evidence do I need to collect about my problem to get the company to reimburse me for out of pocket costs for this failure ?

Will this have to go to a class action lawsuit before the company is held responsible for customer payments ?

Will injury and lives lost be the turning point ?

How come the NHTSA hasn't required Chrysler to redo the VIN numbers that meet the recall description ?

Thank you,

[REDACTED]
[REDACTED]
Salina, KS
[REDACTED]

Case # 11421245

[REDACTED]
Quality Control Analyst



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Automatic Transmission Torque Converter problem 3

Failure Date: 08/10/2019

I was traveling westbound on the PA turnpike, going up a hill at 70 mph with cruise control on when my vehicle suddenly began losing acceleration and wouldn't shift gears. The rpm gage was going very high. I quickly disabled the cruise control and pulled over onto the shoulder of the road, not an easy feat in the midst of heavy turnpike traffic (I am thankful that I was not hit by a tractor trailer). I put the vehicle in park and put on my emergency flashers. The check engine light came on. After calling my husband on the phone, I turned off the vehicle and called interstate emergency towing to take me to the nearest Chrysler dealership about 20 miles away. The employee at the

dealership noted that there had been a transmission-related recall on 2016 Chrysler town and country minivans that were manufactured during specific months and that my minivan fell within the specified timeframe. However, at a later date I was told that my minivan VIN was not a part of the recall, even though the service department determined that there was an issue with the transmission pump which caused a loss of power (part of the initial recall problem). Please see the initial estimate that is attached. They ordered a new transmission pump, which we had to wait almost a week to come in. The day that the transmission pump arrived, my husband asked them to email him the estimate so that he could show Chrysler that our van had the same issue as the initial recall. Once the dealership learned that we were contesting the recall, they claimed that they did not have to replace the transmission pump after all. When we went to pick up the van, they said that they only had to replace the torque converter (see final invoice attached). We think that they are trying to cover up the fact that our van should have been covered and fixed under the recall, and/or they do not want the recall expanded.


Other Power Train related problems of the 2016 Chrysler Town & Country

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 Power Train problem 3


Failure Date: 04/08/2021

TI the contact owns a 2016 Chrysler town and country. The contact stated while driving 40 mph, the vehicle shifted into neutral independently and the vehicle started to decelerate. The contact stated that the vehicle kept shifting in neutral and back into drive while driving to his residence. The service vehicle soon warning light was illuminated. The vehicle was not yet diagnosed nor repaired. The manufacturer was made aware of the failure. The failure mileage was 66,618.

 Power Train problem 4

Failure Date: 02/21/2021

TI the contact owns a 2016 Chrysler town and country. The contact stated that while his wife was driving 50 mph, the vehicle stalled. The contact stated that the check engine warning light illuminated after the vehicle was parked. The vehicle was towed to jt's dodgeland of columbia (190 greystone blvd, columbia, SC 29210) where it was diagnosed as a hydraulic shift pump failure. The vehicle was not repaired. The contact referenced NHTSA campaign number: 16v461000 (power train) as a solution to the failure however, the VIN was not included. The manufacturer was notified of the failure and referred the contact to NHTSA for assistance. The approximate failure mileage was 70,000.

 Power Train problem 5

Failure Date: 08/15/2020

TI the contact owns a 2016 Chrysler town and country. The contact stated that while his wife was driving at 65 mph, the vehicle stalled with the check engine warning light illuminated on the instrument panel. The contact's wife was able to pull the vehicle off to the side of the highway. The contact's wife was able to restart the vehicle however, the vehicle would not move forward. Due to the failure, the contact's wife had the vehicle towed to christopher's Dodge ram (16655 w colfax Ave, golden, CO 80401) where the vehicle was yet to be diagnosed. Upon investigation, the contact linked the failure to NHTSA campaign number: 16v461000 (power train) however, the VIN was not included. The manufacturer had yet to be notified of the failure. The vehicle had yet to be repaired. The failure mileage was approximately 71,000.

 Power Train problem 6

Failure Date: 08/10/2020

TI the contact owns a 2016 Chrysler town and country touring. The contact stated while driving 50 mph, the vehicle hesitated without warning. The contact stated he parked on the side of the road. The vehicle was not drivable. The vehicle was towed to an independent mechanic and the mechanic was made aware of the failure. The contact called the local dealer, hometown Chrysler Jeep Dodge ram located at 228 s wilson st, vinita, ok 74301, (918) 256-6455, to notify the dealer of the failure. The vehicle had not been diagnosed nor repaired as of yet. Upon investigation, the contact associated the failure with NHTSA campaign number: 16v461000 (power train) however, the VIN was not included. The manufacturer had not been informed of failure. The failure mileage was 96,100.



Power Train problem 7

Failure Date: 07/12/2020

The contact owns a 2016 Chrysler town and country. The contact stated that while driving at various speeds, there was an abnormal sound coming from the vehicle with the accelerator pedal depressed. The contact stated that while moving off from a traffic light, the vehicle failed to exceed 10 mph with the check engine warning light illuminated. The vehicle was taken to an independent mechanic and the contact was informed that the vehicle was subjected to a recall. Zeigler Chrysler Dodge Jeep ram of plainwell (1186 m-89, plainwell, mi 49080) and zeigler Chrysler Dodge jeep ram (3939 stadium dr, kalamazoo, mi 49008) were contacted and informed the contact that the VIN was not subjected to a recall. The manufacturer was also notified of the failure and confirmed that the VIN was not included in a recall. The contact linked the failure to NHTSA campaign number: 16v461000 (power train) however, the VIN was not included. The vehicle was not repaired. The failure mileage was 103,000.



Power Train problem 8

Failure Date: 07/07/2020

Driving my daughter to soccer practice, my vehicle suddenly lost power, as I turned into a park entrance and came to a complete stop behind other cars waiting to park. (please note that moments before I was driving on city streets and highway). After coming to a complete stop, when I pressed the gas pedal the car would sputter and jerk but did not move forward. I was almost rear ended. Van would not move. I was in a stop and start situation in the parking area of a park. Upon leaving the park, I tried to drive but the van but it would not move forward. I had the van towed home. The car was evaluated by a certified Chrysler technician who informed me that I needed a new hydraulic transmission pump, consistent with a recall on my year, make and model. However after further investigation I was told that my vehicle did not qualify for repairs under recall s44 as my VIN number was not recalled. Please include my VIN in this recall. The vehicle is currently being held at the Chrysler dealership in lawrenceville, GA.

 Power Train problem **20**


Failure Date: 09/18/2019

I have about 71000 miles and my car when pushing on the gas revved up the rpm's and would not move forward. My mechanic said my transmission fluid pump is bad. There is a recall for this exact issue for 2016 Chrysler town and country vans manufactured when mine was however my VIN is not included in the recall. Chrysler should do the right thing and include all those affected with this issue.

 Power Train problem **21**


Failure Date: 08/25/2019

The van slows to nearly a crawl when going up any incline.

 Power Train problem **22**

Failure Date: 08/22/2019

Tl the contact owns a 2016 Chrysler town and country. While driving various speeds, the vehicle stalled, the steering wheel seized, and the check engine indicator illuminated. The contact referenced NHTSA campaign number: 16v461000 (power train). The vehicle was towed to jeff belzer's Chevrolet Dodge ram kia (21111 cedar Ave, lakeville, mn 55044, (952) 232-6897) where it was diagnosed that the transmission needed to be replaced. The vehicle was not repaired. The manufacturer was informed of the failure. The failure mileage was 109,000.

 Power Train problem **23**

Failure Date: 08/19/2019

I was picking my daughter up from softball practice when my vehicle stopped shifting on the highway. We were at a stop light and pushing the gas practically did nothing. The vehicle wouldn't move. Once it did move slowly it wouldn't shift. My rpms went up to 5 at one point. My husband tried to drive it to the dealership but only made it about 2 miles from our house before we'r had to call a tow truck. I have a 2016 Chrysler town and country with less than 70k miles. I called Chrysler after discovering this was actually a recall issue. Oddly enough my VIN was supposedly not affected, however, my \$4000 transmission rebuild receipt says differently. Of course Chrysler also said my warranty didn't cover this issue.

 Power Train problem **24**

Failure Date: 08/15/2019

Transmission recall! while driving through traffic with my [redacted] old daughter my vehicle suddenly stopped moving when hitting the gas! after learning it was the transmission I called 2 Chrysler dealerships and was told it was no longer covered by warranty. But when air searched on the NHTSA page I come to find out that 2016 Chrysler Town & Countrys have a whole recall on transmissions! I am now in the hole over \$5000 in repairs!



Power Train problem 25

Failure Date: 06/19/2019

TI-the contact owns a 2016 Chrysler town and country. The contact stated that the vehicle while driving started reeving, slipping and died out. The contact called the dealer liberty auto city 1000 e park Ave, libertyville, IL 60048 (847) 362-3800 and they told the contact that he was out of warranty and there were no recalls on the vehicle. The manufacturer was emailed and offered the contact a partial reimbursement but the contact still had to pay \$2500 in labor costs. The manufacturer made the contact retrieve maintenance records. The manufacturer offered a little more in helping with the costs but contact refused to pay those fees since he thought they knew about the defective transmission before he purchased the vehicle. . The contact researched and found out the manufacturer lowered the warranty from 100,000 miles to 60,000 in 2016. The manufacturer gave the contact an ultimatum of taking their offer by July 31, 2019 or the offer would be cancelled. The failure mileage was 63,000. Tf.



Power Train problem 26

Failure Date: 06/18/2019

Cylinder 2 misfire. Cause is a bad left cylinder head.



Power Train problem 27

Failure Date: 06/09/2019

While at a stop sign car stopped working. It would not start so we had a new battery put in. Then the next day while driving 60 mph on a highway lost all ability to accelerate, steer or break. Was able to restart the car a few moments later and drove a few more miles and while turning right onto a busy intersection the same thing happened. We are very lucky we were not hit by another vehicle in any of these situations!



Power Train problem 28

Failure Date: 06/04/2019

I rented the van. I was at a stop sign, when crossing the van was slow/ sluggish and I saw a car coming from my left speeding and I pressed on the gas to accelerate and the van did not accelerate as expected, I thought this was due to my experience with a minivan and weight of this type of vehicle, but later realized this was a 6 cylinder and which I did have experience and recall this van not giving me the speed to cross in time yo potentially avoid the accident I had.



Power Train problem 29

Failure Date: 06/01/2019

TI the contact owns a 2016 Chrysler town and country. While driving 60 mph up a hill, the vehicle began to shift hard and the check engine warning indicator illuminated. The contact stated that the vehicle began to overheat after the failure. The vehicle was taken to an independent mechanic who found four unknown failure codes related to the transmission. The mechanic associated the failure with NHTSA campaign number: 16v461000 (power train). The contact called bluebonnet Chrysler Dodge (located at 547 s seguin Ave, new braunfels, TX 78130, (830) 606-3463) and was informed that the VIN was not included in a recall. The vehicle was not diagnosed or repaired. The manufacturer was notified. The failure mileage was 120,000.

Recall Quarterly Report

16V-461

Manufacturer Name : Chrysler (FCA US LLC)
NHTSA Recall No. / MFR Recall No. : 16V-461 /S44
Recall Subject : Loss of Power from Transmission Pump Failure
Owner Notification Beginning Date : AUG 18, 2016
Owner Notification End Date: AUG 18, 2016



Report #	Submission Date	Report Quarter	Recall Population	Total Remedied	Total Unreachable	Total Removed
6	JAN 16, 2018	2017-4	26,298	22,481	168	8
5	OCT 20, 2017	2017-3	26,298	22,085	186	1
4	JUL 19, 2017	2017-2	26,298	21,435	197	1
3	APR 11, 2017	2017-1	26,298	19,685	223	1
2	JAN 24, 2017	2016-4	26,298	17,701	0	1
1	OCT 24, 2016	2016-3	26,299	11,283	0	1