

From: [4ME](#)
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CED](#)
Subject: ODI-11509811
Date: Wednesday, March 8, 2023 10:39:32 AM

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From: [REDACTED]
Sent: Tuesday, March 7, 2023 9:10 AM
To: nhtsa.webmaster@dot.gov <nhtsa.webmaster@dot.gov>
Subject: Fw: Chat Transcript | [REDACTED]

#source: webchat

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REFERENCE 11509811

Good Morning Above is a call transcript of my original contact with Chrysler on my sudden engine failure. Please note 2 points. 1 The rep states that the issue could be the result of normal wear and tear. And 2 he ignored my repeated requests to speak to a Supervisor.

I also called the local Chrysler dealer and spoke with the service manager and described my 2 incidents of sudden engine failure. He replied by telling me that he would do some checking and call me back. He called back to tell me he could not find any service bulletins or performance issues with sudden engine failure. He also said 5 of his mechanics were sitting at a table on break and he shared my experience and that they offered about 14 potential reasons. With regards to inspecting the van for \$149 they would just check everything that my local mechanic checked and most likely have the

same outcome of not finding the issue. He suggests that i trade in the vehicle.

Both of these responses are unacceptable and Chrysler needs to be accountable for this issue and its resolution.

It is my hope and prayer that you concur and that you can get Chrysler to treat this problem for what it is, namely a serious safety issue with the potential for serious injury and or loss of life to myself and or others.
Sincerely

[REDACTED]

----- Forwarded Message -----

From: US Customer Care <uscustomer@fcagroup.com>

To: [REDACTED]

Sent: Saturday, February 25, 2023, 09:01:19 AM CST

Subject: Chat Transcript [REDACTED]

Chat Started: Saturday, February 25, 2023, 09:02:46 (-0500)

(10s) Stella: Hi, I am Stella! Thanks for contacting Stellantis Customer Care. I'd be happy to assist you today. (If you want to save this transcript, select the three bars next to the message box.)

(14s) Stella: By the way, yes, I'm a robot. I want to help you find your answers quickly and easily! If you ever need a human touch, ask for a Customer Care Advocate and I'll get one for you.

(17s) Stella: I see that you have questions about Recall Information. Here are answers to frequently asked questions. If you need something else, you must select Other before typing your question.

(20s) Stella: {ChatWindowButton:Schedule a recall appointment,Recall Reimbursement,Do I have a recall?,Other}

(1m 5s) Visitor: Customer Care Advocate

(1m 10s) Stella: Oops! I see that you did not select the option "Other" above so I need you to type your question again. If you would prefer to chat with a Customer Advocate you can type "Advocate" in the message box below.

(1m 57s) Visitor: Advocate

(2m 2s) Stella: Got it, let me get an advocate to join this conversation to better answer your questions.

(2m 5s) Stella: We have advisors available on Monday-Friday, 7 a.m. - 11 p.m., and Saturday, 9 a.m. - 5 p.m.

Agent Chatbot successfully transferred the chat to button NAFTA Chrysler Brand Chat

Chat Started: Saturday, February 25, 2023, 09:05:07 (-0500)

Chat Origin: NAFTA Chrysler Brand Chat

Chat Transferred From Stella To Jomar

(2m 29s) Jomar: Thank you for chatting with us, my name is Jomar with Chrysler Customer Care.

Please keep the chat window open to participate in a brief survey at the completion of our conversation.

(2m 34s) Jomar: Hi! I hope you're having a good day. Can I have your name and concern please?

(7m 3s) Visitor: My name is [REDACTED] and i own a 2011 town and country minivan. Yestyerday at 70 mph on the interstate then engine just died and nearly caused a major pile up, This is the second time in a month. And both times i have it towed and the mechanics cant find or diagnose the proble. PLEASE

help me as this is a major safety concern

(9m 53s) Jomar: Good morning [REDACTED]. I appreciate the time you have taken to contact us with regard to your concern about how your vehicle stopped while you are on the road. I'm sorry to hear that this happened on your vehicle twice in a month already. I'd be happy to assist you with this concern. May I know what is the name of the dealer where you brought the vehicle to the first time?

(11m 6s) Visitor: Both times i took it to my local mechanic. Heiken Garage in Cedar Rapids, Iowa.

(11m 53s) Jomar: I see. May I know if you tried bringing your vehicle over to one of your local Chrysler dealership? Also, may I know if you are the original owner of this vehicle?

(13m 10s) Visitor: No i havent taken it to the dealer because as a disabled retire senior i cant afford dealer rates and no i am not the originak owner.

(16m 39s) Jomar: I see. Actually, I still recommend bringing the vehicle to one of the Chrysler dealers. The service staff at our Chrysler dealership is our technical experts and your best resource as we rely heavily on their expertise. They will inspect the vehicle and provide you the technical details as they have hands-on accessibility to your vehicle. As much as I want to assist you, here in our end, we cannot assist with technical issues.

(19m 3s) Visitor: I came accross an article online this morning that said you had a recall on engines dying on minvans, And with all diue respect this is not a techical issue it is a SAFETY issue and i as well as others could have been killed yesterday

(20m 23s) Jomar: Let me check your vehicle information and see if you have an open recall for the vehicle. Can you please provide your phone number, email address, mailing address, and the approximate mileage on the vehicle?

(24m 59s) Visitor: My name is [REDACTED], my address is [REDACTED], Cedar Rapids, Iowa [REDACTED]. My phone number is [REDACTED]. My email is [REDACTED] and the van has 150,000 miles. Will you please send me a trancript of our conversation and will you please have a Supervisor contact me. No disrepect but i feel you are failing to see the gravity of this sitution. I and other could have lost our lives yesterday.

(30m 25s) Jomar: Thank you for providing your information, [REDACTED]. I checked your vehicle information but it shows that it doesn't have an open recall for the vehicle. I understand that you really need to have the vehicle fixed to avoid this thing to happen again. I also understand that it is hard for you to bring the vehicle to a Chrysler dealership, however, since your mechanic is already struggling to figure out what the issue is, then I really recommend bringing the vehicle to your local Chrysler dealer.

(34m 29s) Visitor: I understand that you are probably trained to refer me to your dealer . But again this is a MAJOR SAFETY issue and i am asking you to take this to your supervisor and have them contact me. So are you telling me that at one point you had a major recall issue on this problem but you are no longer addressing it or owning the problem.

(37m 56s) Visitor: If you had a major recall then you shoiuld already know the cause ??

(39m 26s) Visitor: I can go to the dealer but i cant afford and shouldnt have to pay for a defect issue

(41m 23s) Jomar: We recognize your vehicle might be the same make and model of those being recalled but your vehicle doesn't contain the defective part. Chrysler is able to determine which vehicles were or were not built with the part being recalled and identifies that by the Vehicle Identification Number (VIN) and your vehicle is not included in the affected group. And based on your Vehicle Identification Number (VIN), 2A4RR8DG2BR [REDACTED], which we have on file, there are no recalls or special coverage for your vehicle related to the concern you are experiencing. Although we do understand your position, fter a vehicle has been in service for several years, many factors (usage, owner maintenance, age and wear, etc.) can contribute to difficulties that are beyond the control of the vehicle's manufacturer.

(43m 30s) Visitor: PLEASE send me a transcript of our conversation and PLEASE have a supervisor contact me.

(48m 44s) Jomar: I apologize but we only receive chat in our end, you can try and contact our phone support at 800-247-9753. Regarding the transcript, you can save it by clicking on the 3 dots in the chat box, but if you want it to your email, I can also send it there as well.

(49m 33s) Visitor: PLEASE email me a copy


(49m 58s) Jomar: Understood. Please expect an email within an hour for the transcript of this chat.

(50m 16s) Visitor: thank you for your time

(50m 26s) Jomar: I apologize if I cannot provide a more favorable response in my end. But still, is there other cocnerns that I can check for you?

(50m 42s) Visitor: No

(51m 7s) Jomar: Understood. Thank you for contacting Chrysler Customer Care. I really appreciate you

contacting us today. Again, my name is Jomar. Please chat with us again if you need further assistance or call Chrysler Customer Care at 800-247-9753. Have a great weekend. 

ref: 