

[REDACTED]
Gallatin, TN
[REDACTED]

07 July 2024

Chrysler Headquarters
Warranty Support
1000 Chrysler Dr.
Auburn Mills, MI 48326
888-327-4236

CC:
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, D.C. 20590

RE – Lifetime Brake Lifetime Warranty – 1993 Chrysler Town and Country – recall 96V099000 – Bendix10 Brake System

This is a follow-up to multiple phone calls and most recently a letter dated 12 March 2024 on the subject above related to a warranty claim on our 1994 Chrysler Town and Country minivan VIN 1C4GH54RXPX [REDACTED].

We drive this van on a regular basis despite the power brake system being non-functional. We have discovered there is a lifetime warranty on certain components of the Bendix 10 Brake System, one of which is a failed ABS Power Brake pump. The Bendix 10 system is known to be a very high failure system during its lifetime.

As recommended in previous phone calls with Chrysler Motors, we have discussed this warranty replacement with multiple Chrysler dealerships in middle Tennessee. Each of them was not at all friendly or interested in assisting us in confirming the part failure. Most refused to even allow us to bring the vehicle to the dealership for service.

As an auto mechanic with more than 50 years of experience servicing a wide variety of vehicles, I have confirmed the ABS pump, which is already verified as a high-failure component, has failed. The application of 12VDC input to the pump produces no rotation or other action. Given the know failure history of this pump, we are certain this component has failed and request once again that you provide the replacement part to us. At a minimum, you could provide us the part. It would be nice to have the dealership perform the "lifetime" warranty repair referenced in the recall, but a new or remanufactured pump would be a great idea.

We know of no reason why Chrysler would not honor this lifetime warranty. We have received no communication from Chrysler subsequent to our calls or the letter sen on 12 March 2024. We hope this is an oversight on Chrysler's part.


We have included a quote from a source able to provide a remanufactured component. We think it is fair to ask you to source and deliver this part to us.

I look forward to at least a written response to this second inquiry. A phone call would be nice as well.

[REDACTED]

12

Shopping For:

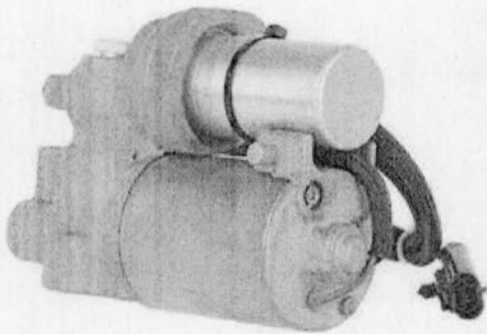
 **1993 Chrysler Town & Country**

Don't see the part you searched for?

Search your part number using our part interchange & find interchangeable parts for your application.

1 - 1 of 1 results for **12-4103**

Sort By:




Cardone Remanufactured 2 Terminal ABS Pump and Motor Assembly - 12-4103

Part #: 12-4103 Line: A1

★★★★★ 5.0 (1)

 **Fits 1993 Town & Country**

\$611.99 Each

+ Refundable Core \$29.00 

Limited Lifetime Warranty

Material: **Metal**

Terminal Type: **Pin**

Connector Gender: **Male**

[REDACTED]
Gallatin Tn
[REDACTED]

12 March 2024

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For background, my wife and I are about to retire. I am [REDACTED] starting Social Security in April. My wife is [REDACTED]. We have seven children, the oldest of which is now [REDACTED] the youngest of which is [REDACTED]. We have thirteen grandchildren and five great grandchildren.

We have been a family that has done considerable car work. From restoration of over ten Ford Escorts to restoration of two Bricklins, we have always done our own car work. We have owned multiple Ford Explorers and still own a 2010 Eddie Bauer version.

When our children were very small, we combined two early 1980s versions of the short wheel base Chrysler minivan into a single van. It was Blue and Brown. Our family has great memories of that van and those times when we wanted a nice minivan but could not afford one.

One of our plans is to take the 1993 and the 2014 T&C vans to local car shows with a theme of "that was then, this is now" to show how far Chrysler has come with the minivan. That will be a fun time.

We are a Chrysler family. Our current stable of Chryslers includes the following:

1993 Town and Country

165000 miles

We purchased this van from the original owner 3 years ago. It is a great example of the van we could never afford when our children were small. When I found it, my [REDACTED] year old son told me I had to buy it because it was "the van we wanted when I was little".

2000 Dodge Dakota Super Cab

> 300000 miles

We are about to replace the bed and repaint this truck (rust in the bed) and replace the motor and transmission for our [REDACTED] year old son, a Sophomore at Austin Peay University

2003 Dodge Neon SXT

> 300000 miles

We purchased this car for our daughter for a "campus car" four years ago. It is a manual shift car, and has served her very well as she traveled around Middle Tennessee. She graduates from Austin Peay University in May of 2024 with a degree in Kinesiology. We will likely upgrade her. We may keep the Neon just because it is a neat car.

2014 Chrysler Town and Country

175000 miles – we purchased this van four years ago to replace our prior Chrysler minivan – a 2008 Voyager - and transferred the license plate – [REDACTED] to it. Our son called this "the nicest car we have ever owned" ;-). We are currently considering options for the "Empty Nest" replacement for this van which will be paid for soon. My wife really likes the Pacifica....

Our goal is to give the van to a young lady who recently gave my wife a kidney.

Our [REDACTED] year old son and his family recently chose a 2022 Pacifica when choosing their first minivan.

This letter is regarding the 1993 Chrysler T&C VIN 1C4GH54RXPX [REDACTED]

The van was covered by recall 96V099000 which makes the brake pump covered by a lifetime warranty (see enclosed copy of the recall). The recall was performed years ago.

I drive this van every weekend without power brakes and with the ABS light on, because the booster pump, a high failure item, is no longer functioning. The result is a VERY stiff brake pedal.

Despite our calls to Chrysler support, and subsequent discussions with dealers at their request, we have been unsuccessful at obtaining a replacement brake pump for this van.

Despite a call with factory support indicating Chrysler would honor the warranty provided a dealer would confirm the failure, we have been unable to find a dealer in Middle Tennessee to agree to confirm the booster pump is bad. We spoke with the dealership in Gallatin, Mt. Juliet, Franklin and Columbia. The Columbia dealer gave us a little hope, but after they spoke with factory support they called me back to tell me the pump is no longer available. (There are pumps available on EBay and other specialty locations). All of the dealers indicated even if they confirmed the pump was bad and they were able to replace the pump, they would have to install the pump and none of them had the necessary tools (The tools are available on EBay as well).

For reference – I have confirmed the pump is bad by applying 12 volts directly to the pump – the pump does not respond to that input.

One of the dealers recommended I go to third party parts replacement. Given brakes are a safety item, I am not comfortable with venturing into a 3rd party solution.

So – I am requesting Chrysler honor the lifetime warranty. I have purchased a new brake master cylinder – still in the Chrysler factory box – I can purchase a pump (for \$900.00) from one of a variety of resources. And I don't care if the dealer installs it provided they give the van the care required of a 30 year old vehicle. (The Columbia dealer apparently still has a mechanic familiar with this Bendix 10 issue).

One of the dealers told me the lifetime warranty is no longer valid because once the parts are unavailable, that is the end of the van's lifetime. My response was that I doubt that is Chrysler's official position.

It is true I will likely purchase the pump and perform the repair myself if Chrysler refuses to honor their warranty. However, I thought I would give Chrysler one more chance to honor the warranty before we do that.

Thanks for your time. I look forward to a positive outcome to this situation.

Sincerely,
[REDACTED]

BOURSTON TN



NASHVILLE TN 370

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