

[REDACTED]
Gallatin Tn
[REDACTED]

12 March 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 Warranty – 1993 Chrysler Town and Country – 96V099000 – Bendix10 Brake System

For background, my wife and I are about to retire. I am 66, starting Social Security in April. My wife is 60. We have seven children, the oldest of which is now 47, the youngest of which is 18. 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 35 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 18 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 – "BURTBUS" 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.

R

Our 35 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 1C4GH54R[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]

JUSTIA

CHRYSLER TOWN AND COUNTRY 1993: SERVICE BRAKES, HYDRAULIC:ANTILOCK

Make : CHRYSLER

Model : TOWN AND
COUNTRY

Year : 1993

Build Dates : 1990-07-01 - 1993-06-01

NHTSA CAMPAIGN ID Number : 96V099000

Date Owner's Notified:
1996-09-03

Date Received by ODI:
1996-06-13

Date Added to Database:
1996-06-18

Manufacturers Involved: Chrysler (FCA US LLC)

Manufacturer's Responsible for the Recall:

Manufacturer Campaign Number: 685

Component: SERVICE BRAKES, HYDRAULIC:ANTILOCK

Potential Number Of Units Affected : 321000

Summary:

THE ABS HYDRAULIC CONTROL UNIT CAN EXPERIENCE EXCESSIVE BRAKE ACTUATOR PISTON SEAL WEAR CAUSING PUMP-MOTOR DETERIORATION.

Consequence:

IF THIS CONDITION OCCURS, THE ABS FUNCTION COULD BE LOST AND REDUCED POWER ASSIST WOULD BE EXPERIENCED DURING VEHICLE BRAKING INCREASING THE POTENTIAL FOR A VEHICLE ACCIDENT.

Remedy:

DEALERS WILL TEST THE VEHICLE'S ANTI-LOCK BRAKE SYSTEM AND REPAIR THE VEHICLES IF NECESSARY. ALSO THE WARRANTY ON ALL ABS COMPONENTS WILL BE EXTENDED TO 10 YEARS OR 100,000 MILES "EXCEPT FOR THE BRAKE

ACTUATOR PISTON ASSEMBLY AND THE PUMP-MOTOR ASSEMBLY WHICH WILL HAVE A LIFETIME COVERAGE". OWNERS WILL ALSO BE REIMBURSED FOR PREVIOUS ABS COMPONENT REPAIR COSTS.

Report Initiator: ODI

V Report

**Regulation Part
Number:**

Federal Motor Vehicle Safety Standard Number:

Notes:

SYSTEM: BRAKES; HYDRAULIC; ANTI-SKID SYSTEM. VEHICLE DESCRIPTION: PASSENGER VEHICLES AND MINI-VANS EQUIPPED WITH ANTI-LOCK BRAKE SYSTEMS 'ABS'. NOTE: OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT CHRYSLER AT 1-800-853-1403. ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S AUTO SAFETY HOTLINE AT 1-800-424-9393.



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