

**SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF BROOME**

ROBERT TOMASSINI, on behalf of himself
and all others similarly situated,

Plaintiff,

v.

CHRYSLER GROUP LLC,

Defendant.

SUMMONS

INDEX NUMBER CA2014002230

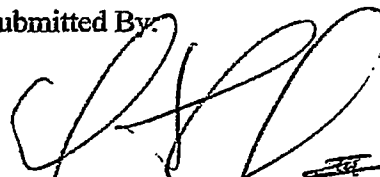
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TO THE ABOVE-NAMED DEFENDANT:

You are hereby summoned and required to serve upon plaintiff's attorney an answer to the Plaintiff's Class Action Complaint in this action within twenty days after the service of this summons, exclusive of the day of service, or within thirty days after service is complete if this summons is not personally delivered to you with the State of New York. In case of your failure to answer, judgment will be taken against you by default for the relief demanded in the complaint.

The basis of the venue designated is the residence of the Plaintiff.

Submitted By:



Elmer Robert Keach III, Esquire
LAW OFFICES OF ELMER ROBERT
KEACH, III, PC

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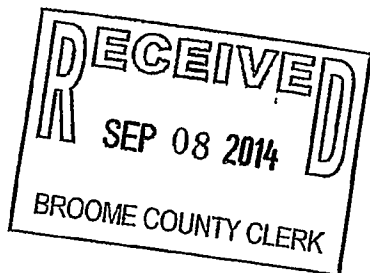
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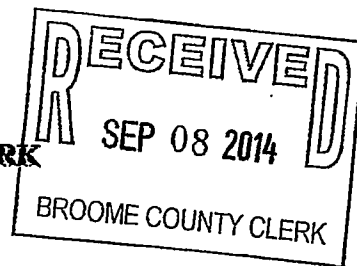
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Dated: September 5, 2014



**ATTORNEY FOR PLAINTIFF AND
THE PROPOSED CLASS**

**SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF BROOME**



**ROBERT TOMASSINI, on behalf of himself
and all others similarly situated,**

Plaintiff,

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CLASS ACTION COMPLAINT

INDEX NUMBER

CA 2014002230

JURY TRIAL DEMANDED

CLASS ACTION COMPLAINT

Plaintiff, Robert Tomassini, on behalf of himself and all others similarly situated, by and through his undersigned counsel, brings this action against Defendant Chrysler Group LLC, ("Chrysler" or "Defendant"), and for his Complaint alleges the following upon personal knowledge as to his own acts based, and on the investigation conducted by his counsel as to all other allegations:

SUMMARY OF THE ACTION

1. Plaintiff brings this class action on behalf of himself and all other persons in the State of New York who purchased and/or leased (collectively, "purchasers") Chrysler and Dodge minivans, including Grand Caravan and Town & Country, model years 2008 through 2011 ("Chrysler Minivans") equipped with a tire pressure monitoring system ("TPMS") containing a metal alloy valve stem on each tire (collectively, the "Class").

2. A TPMS is an electronic system designed to monitor the air pressure inside the pneumatic tires on various types of vehicles. TPMS report real-time tire-pressure information to the driver of the vehicle by utilizing pressure sensors in the wheels which transmit pressure information to the vehicle's instrument cluster.

3. The Firestone tire recall in the late 1990s (which was linked to more than 100 deaths from rollovers following tire tread-separation) led the United States Congress to enact legislation which mandated the use of TPMS technology in all light motor vehicles (under 10,000 pounds), to help alert drivers of under-inflation events. This legislation mandated that by 2008 all new passenger car models must be equipped with a TPMS.

4. Chrysler touts the TPMS system on its minivans. For instance, Chrysler's brochure for its 2010 Town and Country states that, "[w]ith features such as Blind Spot Detection System, SmartBeam™ intelligent headlamps, Tire Pressure Monitoring System, and more, Town & Country is prepared for life's unforeseen events" available at http://www.chrysler.com/en/pdf/2010_town_country.pdf (accessed on August 28, 2014).

5. The valve stem, a critical component of the TPMS, is subject to corrosion as it sits exposed to the road on each tire of the vehicle. When the valve fails, the results can be catastrophic, as air releases from the tire without warning causing a blow out at any speed. As detailed herein, numerous class members have experienced these life threatening risks. This defect is unreasonably dangerous, as it can cause a driver to lose control of the vehicle, and there is often no warning before the valve stems fails. Indeed, Chrysler recognized the risk posed by a corroded valve stem, and in later model vehicles, replaced the metal alloy valve stems with a new rubberized part that was less likely to corrode. Nevertheless, Chrysler has failed to recall the inherently dangerous metal alloy valve stems or reimburse vehicle owners for the inevitable failure of this critical part.

6. Chrysler has long been on notice that metal alloy valve stems were defective and not fit for their intended purpose of properly and effectively maintaining the air pressure in tires. Such notice derived from Chrysler's own knowledge about the corrosion risks to car parts made

from metal alloys that do not sufficiently resist corrosion, from feedback from its customers during repairs, both directly and through its dealers, from complaints in the National Highway Transportation Safety Administration ("NHTSA") database beginning as early as July 2009, and from a Transport Canada Active Defect investigation of the Chrysler Minivans' corroded valve stems, opened in October 2010. Transport Canada, Active Defect Investigations, available at: <http://www.tc.gc.ca/eng/motorvehiclesafety/safevehicles-defectinvestigations-information-active-1239.htm> (accessed on August 11, 2014). All Chrysler Minivans were manufactured in Canada at Chrysler's Windsor, Ontario, manufacturing plant.

7. Chrysler actively concealed and/or failed to notify the public of the existence and nature of the defect or of the possible safety issues presented by the defect. Chrysler has not recalled the Chrysler Minivans to replace the defective valve stems; it has not offered to replace the defective valve stems to its customers free of charge; and it has not offered to reimburse owners, present or past, who incurred costs relating to TPMS valve stem replacement and the necessary tire replacement.

8. Plaintiff alleges that Chrysler is responsible and liable for the costs of inspecting and replacing the TPMS valve stems with valve stem assemblies made of corrosion-resistant material, and replacing any tires that failed as a result of loss of air due to the failure of defective TPMS valve stems.

PARTIES

9. Plaintiff, Robert Tomassini, is and was, at all times relevant hereto, a citizen and resident of the State of New York, and brings this action in his individual capacity and on behalf of all others similarly situated. In or about April, 2012, Plaintiff purchased a 2010 Town & Country from a dealer in New York State. Currently and at all times since the time of purchase,

the vehicle is and has been registered and insured in the State of New York. Plaintiff intended to use, and currently continues to use, the vehicle in New York.

10. Defendant Chrysler Group LLC ("Chrysler") is a domestic corporation, with its principal place of business and national headquarters located in Auburn Hills, Michigan. Defendant designs, manufactures and sells automobiles throughout the United States, including in the State of New York, under the Chrysler brand name and the through its Dodge and Jeep brands. Defendant does business in New York. Defendant advertises, distributes, and sells Chrysler Minivans at multiple places of business in New York through Defendant's dealers, including in New York State, where Plaintiff purchased his vehicle.

JURISDICTION AND VENUE

11. This Court has jurisdiction over this action because Defendant operates its business in the State of New York, County of Broome, among other places in the country.

12. Venue in this Court is proper under CPLR Section 503. Defendant regularly conducts business in the State of New York and within Broome County. There are Chrysler dealerships in Broome County, including Binghamton Chrysler Jeep Dodge, 1279 Upper Front Street, Binghamton, New York, as well as many more Chrysler Dealerships throughout New York.

13. Plaintiff brings causes of action based solely on and arising under the New York General Business Law ("GBL"), breach of warranty, and negligence, and seeks declaratory relief as an equitable remedy allowable under the consumer statute, GBL §349, et seq. The claims of Plaintiff and the Class are claims for violations of New York law and arise from Defendants' acts and omissions involving purchasers and lessees of the Class Vehicles in New York.

FACTUAL BACKGROUND AND SUBSTANTIVE ALLEGATIONS

14. Plaintiff purchased his 2010 Chrysler Minivan in 2012 from a wholesale dealer located in New York. Plaintiff's vehicle had approximately thirty-seven thousand (37,000) miles on it at the time he purchased it.

15. From the date of purchase to the present, Plaintiff serviced his vehicle in a timely and proper manner.

16. On August 15, 2013, Plaintiff noticed that his left rear tire was rapidly losing air. He took his Chrysler Minivan to Conte Brothers Automotive in Cherry Hill, New Jersey, to repair the problem. At this point his Chrysler Minivan had approximately forty-seven thousand (47,000) miles. Upon inspection, the mechanic determined that the valve stem had corroded to the point where it could no longer hold air in Plaintiff's tire. The notation on Plaintiffs' invoice for the replacement costs stated, "CHECK LEFT REAR TIRE. VALVE IS BROKEN." Plaintiff paid the entire amount of one hundred twenty-eight dollars and thirty five cents (\$128.35) billed for labor and parts related to the replacement of the valve stem. Chrysler paid nothing.

17. On June 16, 2014, Plaintiff took his Chrysler Minivan to Union Auto Repair in Endicott, New York, to repair a problem with his right rear tire which was losing air. At this point his Chrysler Minivan had approximately fifty-six thousand (56,000) miles. Again, the mechanic determined that the valve stem in that TPMS had corroded and needed replacement. The notation on Plaintiffs' invoice for the replacement costs stated, "REPLACE RIGHT REAR VALVE STEM." Plaintiff paid the entire amount of thirteen dollars and fifty cents (\$13.50) billed for labor and parts related to the replacement of the valve stem with a non-TPMS rubber valve stem. Chrysler paid nothing.

18. Plaintiff sought reimbursement from a Chrysler representative for the repair expenses he incurred when he needed to replace the two failed valve stems on his vehicle, but Chrysler refused to provide it. Plaintiff additionally sought information from a Chrysler representative with respect to an updated rubber TPMS valve stem replacement, but was told that no such updated part existed for his vehicle.

19. From 2008 onward, including the time of Plaintiff's original sale date in April 2012, Chrysler, through its dealerships, employees, agents, and servants, represented to the public that the Chrysler Minivans containing the defective valve stems were in good condition and fit for their intended purpose. This representation allowed Defendant to place the Chrysler Minivans in commerce and profit from their sales. However, Chrysler knew from the time of manufacture that the TPMS valve stems were made out of metal alloys that could not sufficiently resist corrosion; therefore, the Chrysler Minivans contained a dangerous, inherent defect from the point of manufacture.

20. Chrysler, through its dealerships, agents, servants, and employees, was also put on actual and/or constructive notice of the defective valve stem from National Highway and Traffic Safety Administration Office of Defects Investigation (NHTSA-ODI) reports dating back to July 2009, and most likely earlier. The NHTSA-ODI website allows consumers to "identify and report problems you might be having with your vehicle, tires, equipment or car seats." See <https://www-odi.nhtsa.dot.gov/ivog/> (last accessed August 7, 2014) ("If you think you have a problem, we want you to tell us about it.").

21. The Office of Defects Investigation reviews and analyzes complaints to determine whether to issue recalls. The Vehicle Safety Complaint filing form specifically includes required fields for the name, telephone number, and email address for the complainant, in addition to VIN

number for the vehicle (which are apparently tested by an online database). See <https://www-odi.nhtsa.dot.gov/VehicleComplaint/index.xhtml> (last accessed August 7, 2014). NHTSA-ODI does not share complainants' personal information with the general public, and a complaint is only added to a public NHTSA database only after it removes all information from complaint fields that personally identify a complainant. See <https://www-odi.nhtsa.dot.gov/ivog/> (last accessed August 7, 2014).

22. NHTSA-ODI specifically states on its website that:

Government analysts review each complaint in a timely fashion. If warranted, the Office of Defects Investigation (ODI) will open an investigation to determine if a safety defect trend exists. Some of these investigations result in safety recalls.

While you may or may not be contacted by a NHTSA-ODI investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends.

Thus, NHTSA-ODI complaints are made by individuals who must identify themselves and must enter detailed contact information and an accurate VIN number, and these complaints are reviewed and analyzed by the federal government.

23. NHTSA-ODI reports almost one hundred thirty (130) complaints, specifically concerning the instant Chrysler Minivans' defective valve stems, dating back to July 2009. True and accurate copies of these complaints are attached hereto as Exhibit A. The following quotes are drawn from the complaints compiled in this exhibit.

24. A number of these complaints allege that Chrysler Minivan owners contacted Chrysler directly about the defect as early as March 2010:

- **"I requested that fourth TPMS be replace[d], however, the local dealership and Chrysler HQ Customer Service adamantly refused to replace the remaining one."**

- **“Chrysler is not willing to do anything as far as warranty or defective parts [are] concerned. Their service writer’s opinion was- ‘well, you do live in the Northeast and we do get poor weather.’”**

25. A number of these complaints allege that Chrysler was notified of the failure:

- **“Manufacturer was made aware of the problem [but] did not offer any assistance”.**
- **“The manufacturer was notified and stated they would replace it but the contact had to pay for the repair.”**
- **“The dealer was notified of the failure and they informed the contact that the part needed for repairs was on backorder for a period of two to three months.”**

26. Owners of Chrysler Minivans have been told by Chrysler representative’s that Chrysler Minivans had a substantial issue with TPMS valve stems corroding and failing, and that the failure was so common that the TPMS valve stems were on backorder:

- **“The vehicle was driven to the dealer where the contact was informed that the failure was common but he would need to purchase a replacement.”**
- **“The dodge dealership says this is a common occurrence but will not cover it under warranty.”**
- **“Told by dealership this is a common problem with these tire pressure sensor valve stems on dodge caravans.”**
- **“The dealer replaced the sensor with a rubber valve stem. The contact stated that the air sensor was on back order and he did not know when they would be available.”**

- "First time this happened it was several weeks before they could replace the stem for us Because they were on back order...there had been so many problems they couldn't keep up!"

27. Several complaints allege that Chrysler Dealerships acknowledged the pervasiveness of the valve stem problem during the repairs:

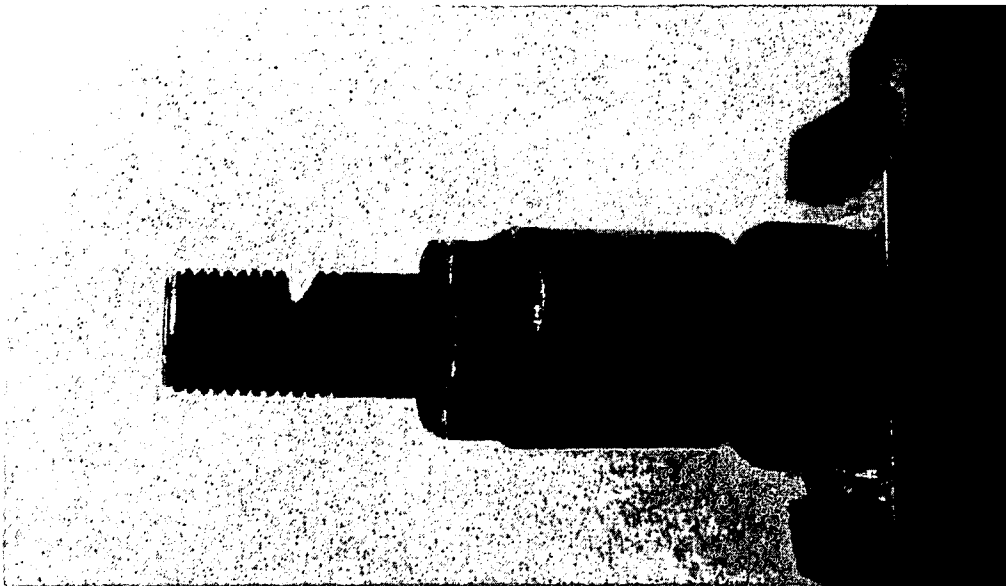
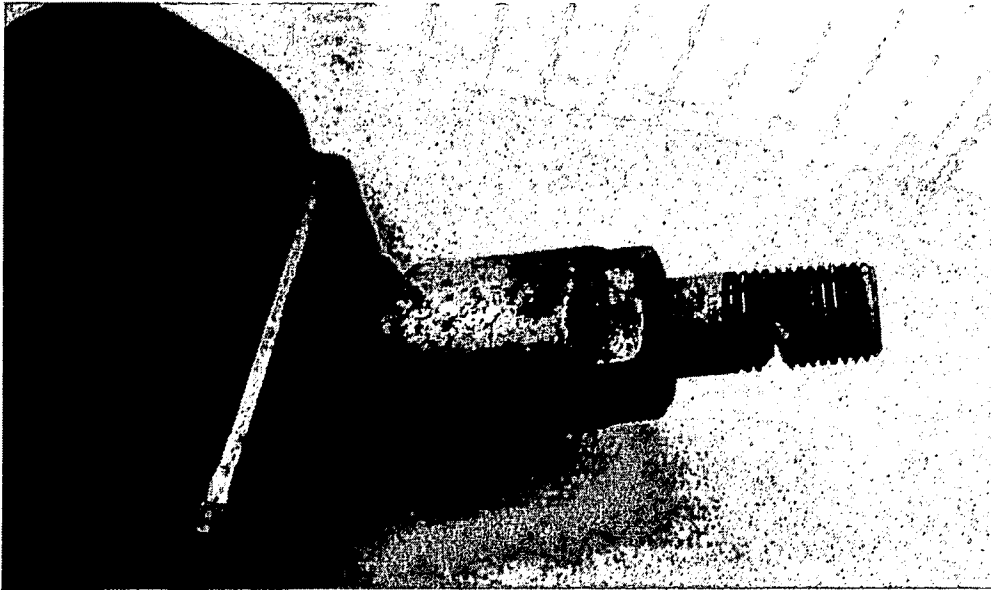
- I contacted Golling Chrysler [and] I spoke with the service person.... I asked him if there were others were having similar problems with the valve stems. He indicated that they were having problems with them. I then asked him if Chrysler was having problems with the stems why the other two stems had not been replaced. He advised that Chrysler has indicated that good stems should not be replaced. I asked if he would guarantee those two stems and he indicated he would not because of the problems they were having."
- "The Dodge Dealerships says this is a common occurrence but will not cover it"

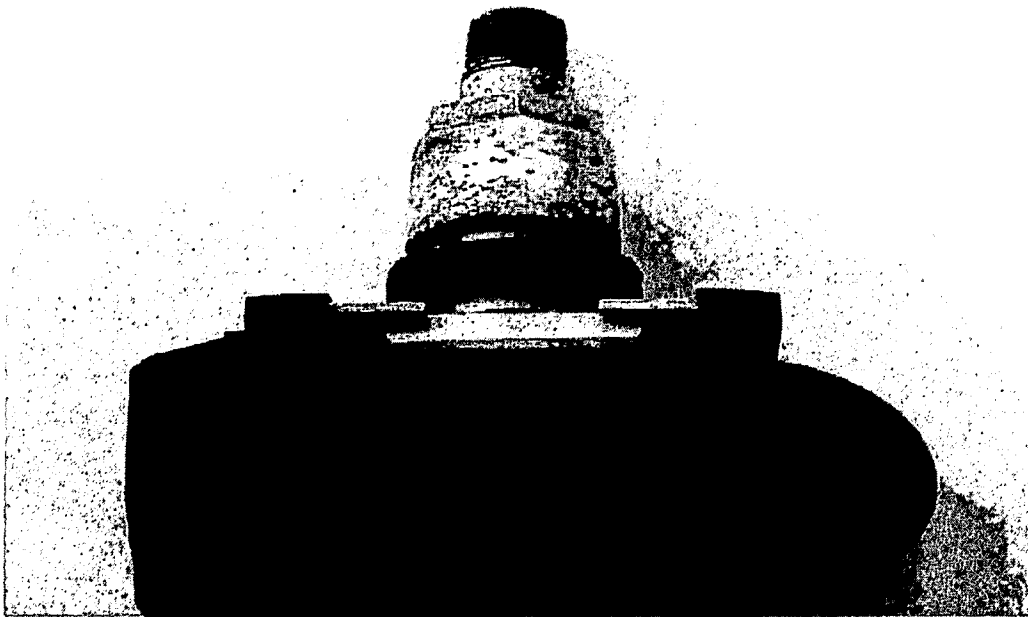
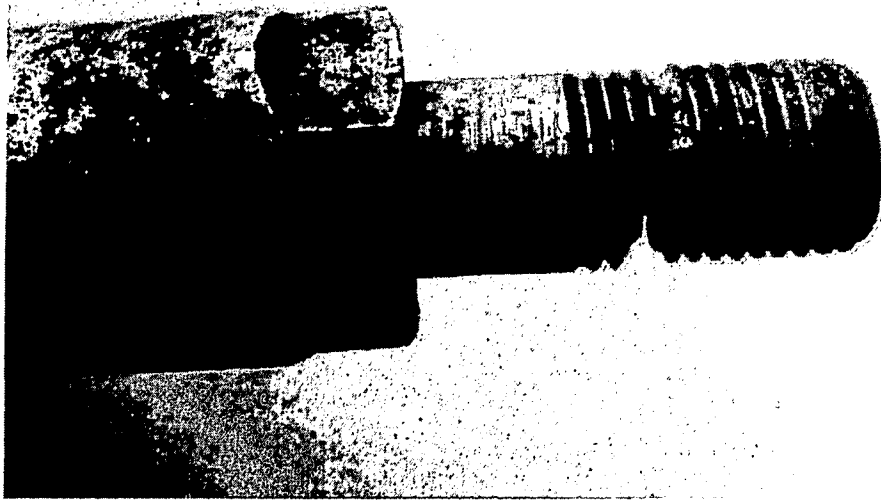
28. One owner even remarked that the dealership ran out of their stock of valve stems. This comes as no surprise, since a significant number of complaints report repeated instances of failing valve stems.

- "Tire valve stem broke, resulting in an immediate flat tire. This is the second failure on this vehicle. I have had this happen on more than one of the same make & model of vehicles."
- "The sensor has now broken off three separate tires."
- "Within less than 3 months all four stems have broken."

29. Accordingly, based upon these admissions by Defendant's authorized representatives, Defendant was aware of the inferior quality and workmanship of the TPMS valve stems, that Defendant was aware that these components, due to these defects, would corrode and fail.

30. The complaints all allege that, upon inspection of the deflated or deflating tire, the valve stems had corroded to the point that it broke when touched. By way of both example of this and evidence in the Plaintiff's case, below are images of Plaintiff's corroded valve stem, which he replaced on or about June 16, 2014:





31. Defendant's defective valve stems pose a significant safety risk to drivers. A number of Chrysler Minivan owners reported that their tires failed due to corroded valve stems while they were driving at highway speeds:

- "Low pressure light came on while driving 70 MPH... pulled over to check tire... while checking the tire pressure in tire the TPMS sensor/valve stem broke causing all of the air to escape from the tire."
- "While driving approximately 55 MPH, the tire sensor unit indicated that one of the tires was low on pressure and the rear driver's side tire became flat. The contact mentioned that the tire valve had failed."
- "Blown tire and valve stem *TGW while driving 65 MPH";
- "While driving (at 30 MPH) in our 2008 Dodge Caravan, the right front TPMS valve stem broke off and the tire immediately deflated.... Moved vehicle to side of road."

32. The failure becomes especially dangerous when driving at high speeds because the tires deflate instantly and without warning.

- "Front valve stem broke driving on the highway causing the tire to immediately go flat."
- "Tire valve stem broke off while at highway speed causing the tire to immediately deflate."
- Tire went flat in "less than 8 seconds."
- "Tire sensors blowout or failed without any prior notification."

33. An instantaneous tire deflation can cause drivers to lose control of their vehicles, especially a rear tire failure at speed. Losing half of the rear cornering stiffness leaves a driver with an over-steering vehicle characterized by much higher steering gain, yet with a very long response time. The ultimate cornering force capacity of the vehicle-rear is reduced to almost half.

34. Because of this long response time, a driver attempting a quick maneuver may initially sense the vehicle is not reacting and thus apply more steering input. When the vehicle does respond a second or two later, this natural reaction, combined with the above mentioned higher steering gain, make it very likely the car is going to over respond. Also, having halved the ultimate lateral force capacity of the rear of the vehicle, it is very easy to spin out. The vehicle is now more stable going backward. Unfortunately, while the vehicle is sideways, it is also possible for the sliding rim of the failed tire to dig into the pavement or for the car to hit a curb or other hazard, or to go off the road and trip in soft soil.

35. The NHTSA complaints demonstrate that drivers have experienced loss of vehicle control because tires have deflated instantly and without warning due to the TPMS valve stems:

- "Valve stem broke off two time [2] on separate occasions, caused tires to lose air quickly, and resulted in tire failure and a loss of control, car crashed into curb."
- "The second one [failed] while I was driving the vehicle... My children and I could have been killed if I didn't pull over immediately."

36. Chrysler Minivan owners may not only lose control of their vehicle but may also become stranded in unsafe locations due to the failure of the TPMS valve stems:

- "Twice in the past two months the aluminum valve stems that hold the TPMS sensors on our Grand Caravan have broken off. 1st incident in April while vehicle was parked in driveway and second while my wife and children, age 5 and 4 years, were traveling at highway speeds. The second

incident stranded my wife and children in 100+ degree heat for close to an hour while they had to wait for AAA to arrive and change the spare for them.”

- “Two vehicles required towing due to unsafe location at time of failure.”
- “Car picked up from Frank Stifter where he indicated only one valve stem was bad. I asked that he show me what he saw and shared with Frank that our mechanic warned and documented two front stems bad. He insisted only one and showed me. After leaving I went back to Wolbert Auto who specifically showed me that not only were the front two corroded and cracked (nut and valve) but that the back two were already corroding and could soon crack. Same day 07/07/2011 called Chrysler and indicated they may want to replace all four and that it is a safety issue. Later on 07/07/2011 took my two daughters to movies and tires fail on exit... Thank goodness I was on a ramp and not 79 S at a much higher speed. My children were devastated.”
- “We had the dealer replace the TPM valve stem but they had to order it and it took a week to get the part. I asked them to change the other 3, but they said they will only replace one valve at a time as they fail. My wife was 9 months pregnant at the time and this is our only car, so I was concerned that it would happen again, possibly while driving since it had broken so easily. Sure enough, two weeks later a second valve stem failed and the tire went flat very fast. Luckily, I was just on my way back to the hospital to bring her a few things and driving slowly on a residential street.”

37. Defendant’s defective valve stems not only require Chrysler Minivan owners to risk their safety and pay for replacement valve stems, but also to replace tires that were destroyed as a consequence of the defect:

- “One vehicle also required replacement of brand new tire that was destroyed at the time of rapid deflation”
- “The almost new tire (less than 25,000KM) was also destroyed in the process of bring the vehicle to a safe stop.”

- "Tire was part of a new set of four bought only 2 days before and had approx. 400 miles of usage."

38. Chrysler's failure to address the defect in its TPMS valve stems continue to this day. Forums for tire replacement companies provide yet another example of this longstanding problem that Chrysler refuses to address. Multiple representatives in the industry specifically identify Chrysler vehicles as suffering from this defect more than those of other car manufacturers. See Jim Smith, Readers Comments: TPMS Sensor Corrosion a Big Issue, November 8, 2012, <http://www.tirereview.com/reader-comments-tpms-sensor-corrosion-a-big-issue/> ("We have seen more corrosion on Chrysler/Dodge/Jeep vehicles than others [and] I do see a problem with sensors on Chrysler cars to be more than other brands.")

39. On information and belief, Chrysler changed the design of the TPMS valve stems sometime in 2011, moving toward the use of corrosion-resistant rubber rather than metal alloy.

40. Despite almost one hundred thirty (130) NHTSA complaints, online forums discussing the issue, an open Transport Canada investigation on the defect, and actual notice from its consumers, directly and through its dealers, Chrysler has failed to: (1) disclose the existence of the TPMS valve stem defect to consumers, (2) inform them of the safety issues presented, (3) replace the valve stems bound to fail, or (4) reimburse owners for prior repairs.

41. Moreover, Defendant has continued to replace the defective valve stems with valve stems made of the same metal alloys that could not withstand corrosion in the first place, as evidenced by the following NHTSA complaints:

- I contacted Golling Chrysler on Telegraph Road in Bloomfield Hills, MI. I spoke with the service person, adam, the problem was fixed it in about an hour and a half. My daughter advised me that her father--in--law had a similar problem with the valve stems on his Ch[r]ysler vehicle. I asked Adam about the valve stems on the two front tires. He indicated that those stems were checked and there were no

problems with them. I asked him if there were others were having similar problems with the valve stems. He indicated that they were having problems with them. I then asked him if Chrysler was having problems with the stems why the other two stems had not been replaced. He advised that Chrysler has indicated that good stems should not be replaced. 2009 CHRYSLER TOWN AND COUNTRY NHTSA ID Number 10445109 (January 24, 2012)

- 2009 Dodge Grand Caravan valve stem failure. In Nov we went out for Thanksgiving supper come out and found front left tire flat, valve stem was broken off and could not find cap or valve. Van had about 38,000 on it. This Sunday pulled back into drive and in matter of seconds rear right went flat. Found same problem. Went over to check left rear and found crack in stem within 1/32" below cap, I called for new stems dealer is out of stock so the van must sit. I will have to put rubber stems in and deal with the light so I can use the van. Now what would happen if my wife or myself with kids and grandkids are on a trip busy roads, lots of traffic and this would happen. When these blow tires are flat in seconds. Its makes me afraid to drive [knowing] this could happen. \$74.25 each per stem not including labor. This is not fair or should not be [allowed] on vehicles. 2009 DODGE GRAND CARAVAN NHTSA ID Number 10411902 (July 11, 2011).

42. The durational limitations in Chrysler's Limited Basic Warranty, as applied to Plaintiff and Class Members, are unconscionable. Chrysler knew about the inherent defect in the valve stem: (1) when it manufactured the valve stem from metal alloys (which cannot sufficiently resist corrosion), (2) when individuals began to lodge complaints with NHTSA as early as July 2009, (3) when Transport Canada opened its investigation into the defect in October 2010, and (4) before Plaintiff's purchase of his Chrysler Minivan in 2012. Still, Chrysler opted not to warn the potential or eventual purchasers about the defect. Moreover, Chrysler limited its warranty to three (3) years or thirty-six thousand (36,000) miles to insulate itself from liability once the corroded valve stems failed.

43. Plaintiff neither knew, nor could have known, about the defective materials Chrysler used to manufacture the TPMS valve stems at the time he purchased his Chrysler Minivan. Chrysler manufactured a vehicle it knew contained an inherent defect but did not

inform Plaintiff of the defect when he agreed to purchase his Chrysler Minivan or at any time subsequent to his purchase. Further, Chrysler's warranty intentionally limited the company's liability for the known defect, and Plaintiff and putative class members never had the opportunity to bargain for a warranty that would have covered the defect because they had no knowledge about its existence. As such, Chrysler's material omission concerning the existence of the defect rendered the warranty unconscionable as applied to Plaintiff and Class Members.

CLASS ACTION ALLEGATIONS

44. Plaintiff brings this action on his own behalf and on behalf of all other persons similarly situated, pursuant to Article 9 of the New York Civil Practice Law & Rules. Plaintiff seeks class certification under Section 901(a) and, in conjunction with or alternatively, Section 906.

45. The Class which Plaintiff seeks to represent is defined as:

All residents of the State of New York who purchased and/or leased the following Chrysler Minivans: (a) the 2008-2011 Chrysler Town & Country; and (b) the 2008-2011 Dodge Grand Caravan, which were first sold or leased as new vehicles on or after June 10, 2009.

Excluded from this Class are any person, firm, trust, corporation, or other entity related to or affiliated with Defendant; any person, firm, trust, corporation, or other entity who purchased a Chrysler Minivan for resale from Defendant; or any person, firm, trust, corporation, or other entity who has an action against Defendant for damages for personal injury or death or for property damage other than to tires or the valve stems themselves.

NUMEROSITY

46. The members of the Class are so numerous that joinder of all members is impracticable. The precise number of Class Members can only be ascertained through discovery, which includes Defendant's sales, service, maintenance and complaint records. The disposition of their claims through a class action will benefit both the parties and this Court.

COMMON QUESTIONS OF LAW AND FACT

47. There is a well-defined community of interest in the questions of law and fact affecting the members of the Class.

48. There are questions of law and fact common to all members of the Class: specifically, Plaintiff's claims arise from the same event or practice or course of conduct by the Defendant which gives rise to the claims of the putative Class, and Plaintiff's claims are based upon the same legal theories as those of the putative Class. The Defendant has engaged in a pattern and practice, in violation of the law, of not informing purchasers or potential purchasers of the known defect in the Chrysler Minivans' valve stems. The resolution of this issue—to wit, whether Defendants knew about the defect and did not inform Plaintiff and Class Members—is a common question of fact and law, which will affect all members of the class in the same manner.

49. The questions of law and fact common to the Class predominate over questions which may affect individual members, and include the following:

a. whether the valve stems manufactured by Defendant in the Chrysler Minivans contained defects that caused the valve stems to corrode and fall apart;

b. whether all, or an identifiable portion, of the Chrysler Minivans possess the defect alleged;

c. whether the Defendant violated New York's Deceptive Practices Act, N.Y. Gen. Bus. Law § 349;

d. whether the defective valve stems in the TPMS constitute a breach of express warranty;

e. whether the time limits and exclusion of tire replacement in the Limited Basic Warranty are unconscionable and therefore unenforceable, given Defendant's knowledge about the defect;

f. whether Class Members are entitled to actual damages and if so, the appropriate amount thereof;

g. whether members of the Class are entitled to be notified and warned about the defect and are entitled to the entry of final and injunctive relief compelling Defendant to issue a notification and warning to all Class Members concerning such a defect;

h. whether Defendant deliberately failed to disclose material facts to Plaintiffs and the Class Members;

i. whether Defendant issued an express warranty which was limited by time despite Defendant's knowledge that the defect may become apparent after the warranty period had expired; and

j. whether Defendant manufactured defective valve stems in the TPMS and should replace them, along with any destroyed tires, at no cost to the Class Members, because of the safety hazards presented.

TYPICALITY

50. The claims and defenses of Mr. Tomassini, as the representative Plaintiff, are typical of the claims and defenses of the Class because the Plaintiff and the Class Members all owned Chrysler Minivans with defective valve stems that were manufactured and sold by Defendant. Plaintiff, like all Class Members, purchased his Chrysler Minivan without having received any warning or notification from the Defendant of the defect.

ADEQUACY OF REPRESENTATION

51. Mr. Tomassini, as the representative Plaintiff, will fairly and adequately assert and protect the interests of the Class as:

- a. Plaintiff has hired attorneys who are experienced in prosecuting class action claims and will adequately represent the interests of the Class;
- b. Plaintiff has no conflict of interest that will interfere with the maintenance of this class action; and
- c. Plaintiff has suffered a consumer-related injury and damages

PREDOMINANCE

52. Questions common to the Class predominate over those that only affect individual owners. This case involves two (2) specific models of cars manufactured from 2008 to 2011 in the same place. The defective part is interchangeable from one model and year to the next. The valve stems are defective regardless of who drives the Chrysler Minivans or how they are driven. Liability will primarily be predicated upon the jury's evaluation of the design and/or materials used for the defective valve stems and Defendant's awareness of the problem, as well as its efforts to resolve it.

SUPERIORITY

53. A class action provides a fair and efficient method for the adjudication of controversy for the following reasons:

- a. The common questions of law and fact set forth above predominate over any questions affecting only individual Class Members;

b. The Class is so numerous as to make joinder impracticable. The Class, however, is not so numerous as to create manageability problems. There are no unusual legal or factual issues which would create manageability problems;

c. Prosecution of a separate action by individual members of the Class would create a risk of inconsistent and varying adjudications against Defendant when confronted with incompatible standards of conduct;

d. The claims of the individual Class Members are small in relation to the expenses of litigation, making a class action the only procedure in which Class Members can, as a practical matter, recover.

e. A class action would be superior to and more efficient than adjudicating thousands of individual lawsuits.

**ESTOPPEL FROM PLEADING AND TOLLING OF
APPLICABLE STATUTES OF LIMITATIONS**

54. Chrysler is estopped from relying on any statutes of limitation or repose by virtue of its acts of concealment. Upon information and belief, and as otherwise detailed herein, Defendant knew about the defect in the Chrysler Minivans for years, but concealed it and/or failed to alert purchasers or potential purchasers. Defendant maintained exclusive control over information concerning the known, but non-public, valve stem defect and the number of Chrysler Minivans at issue, and Plaintiff and Class Members could not reasonably have known about the existence of the defect or the number of Chrysler Minivans affected. Thus, Defendant is estopped from relying on any statutes of limitations or repose that might otherwise be applicable to the claims asserted herein.

FIRST CAUSE OF ACTION
(Unfair and Deceptive Trade Practices in Violation of New York General Business Law Section 349 et seq.)

55. Plaintiff hereby incorporates by reference the allegations contained in all preceding paragraphs of this Complaint as though set forth fully herein.

56. Plaintiff asserts this cause of action on behalf of himself and the Class.

57. Defendant's practices, acts, policies, and course of conduct, including its omissions, as described above, were intended to induce, and did induce, Plaintiff and the Class Members to purchase the above-mentioned Chrysler Minivans with defective TPMS valve stems.

58. Defendant sold and/or leased the Chrysler Minivans knowingly concealing that they contained the defects alleged.

59. Acts by Defendant are and were deceptive acts or practices which are and/or were, likely to mislead a reasonable consumer purchasing the vehicle. Said deceptive acts and practices aforementioned are material, in part, because they concern an essential facet of the Chrysler Minivans' functionality and safety. The sale and distribution in New York of Chrysler Minivans was a consumer-oriented act and thereby falls under the New York deceptive acts and practices statute, General Business Law § 349.

60. Defendant's practices, acts, policies and course of conduct violated New York's General Business Law Section 349 Deceptive Acts and Practices, N.Y. Gen. Bus. Law § 349 (McKinney); *et seq.*, in that:

- a. At the time of sale, Defendant knowingly misrepresented and intentionally omitted and concealed material information regarding the Chrysler Minivans by

failing to disclose to Plaintiff and Class Members the known defects in the TPMS valve stem and the known risks associated therewith.

b. Thereafter, Defendant failed to disclose the defects to Plaintiff and the Class Members, either through warnings or recall notices, and/or actively concealed from them the fact that the Chrysler Minivans' TPMS valve stems were defective, despite the fact that the company knew of such defects: (1) at the time of manufacturing, when it created the valve stems out of metal alloys which cannot sufficiently resist corrosion, (2) at the point where NHTSA began to record complaints about the defect in July 2009, and, at the very latest, (3) when Transport Canada opened an investigation into the defect in October 2010.

c. Defendant forced Plaintiff and the Class Members to expend sums of money at its dealerships to repair and/or replace the defective valve stems and deflated tires on the Chrysler Minivans, despite the fact Defendant had prior knowledge of the defects at the time of purchase.

d. Defendant also engaged in materially misleading deceptive acts and practices by advertising and selling a limited warranty while knowing that significant portions of the damages resulting from the known but concealed valve stem defect would not be revealed to the consumer until after coverage expired thereunder and that many of the defective valve stems would fail prematurely, but outside the warranty period.

e. Additionally, Defendant, in administering the limited warranty, engaged in materially misleading deceptive acts and practices by replacing corroded valve

stems with equally defective units and refusing to replace valve stems known to be defective until their actual failure.

f. Furthermore, Defendant engaged in materially misleading and deceptive acts by continuing to sell the Chrysler Minivans to the consuming public and to represent that these vehicles were in good working order, merchantable, and not defective, despite Defendant's knowledge that the vehicles would not perform as intended, represented, and warranted and that the above described defects would cause purchasers to incur significant out-of-pocket costs and expenses.

61. The aforementioned conduct is and was deceptive and false and constitutes an unconscionable, unfair, and deceptive act or practice in that Defendant has, by the use of knowing, intentional material omissions, concealed the true defective nature of the valve stems in the TPMS.

62. In making these misrepresentations of fact and/or material omissions to prospective customers while knowing such representations to be false, Defendant has misrepresented and/or knowingly and intentionally concealed material facts and breached its duty not to do so.

63. Members of the public were deceived by Defendant's failure to disclose and could not discover the defect themselves before suffering their injuries.

64. As a direct and proximate result of these unconscionable, unfair, and deceptive acts or practices, Plaintiff and the Class Members have been damaged as alleged herein, and are entitled to recover actual damages to the extent permitted by law, including class action rules, in an amount to be proven at trial.

65. Plaintiff and Class Members seek restitution of the substantial sums of money they expended to replace their Chrysler Minivans' defective TPMS valve stems and the tires destroyed as a result of the defect, which Defendant knew about prior to the sale of the Chrysler Minivans on or after June 10, 2009.

SECOND CAUSE OF ACTION
(Breach of Express Warranty)

66. Plaintiff hereby incorporates by reference the foregoing paragraphs of this Complaint as though set forth fully herein, and further states:

67. Plaintiff asserts this cause of action on behalf of himself and the Class.

68. At all times relevant hereto, Defendant was engaged in the business of designing, manufacturing, testing, inspecting, distributing, marketing, and/or selling the Chrysler Minivans to Plaintiff and Class Members.

69. At all times relevant hereto, the Chrysler Minivans were manufactured, assembled, designed and placed into the stream of commerce by Defendant.

70. Defendant, manufactured, marketed, selected the materials and qualities of such materials to be used and/or distributed Chrysler Minivans that were defective in manufacture, workmanship and/or materials when the product left the hands of Defendant.

71. The offering of a warranty is more costly for firms producing "low quality" products. Therefore, a warranty can be a credible sign of unobservable product durability. In the automotive industry, product failures are correlated with product quality. The warranty which Defendant issued with the class vehicles was a signal to the class members that the product was not unreasonably dangerous or manufactured of defective materials, quality, manufacture or workmanship.

72. In fact, when the Chrysler Minivans left the hands of Defendant, they were unreasonably dangerous, more dangerous than a purchaser would expect because a purchaser could neither ascertain that the material used to create the valve stems would fail to resist corrosion, nor anticipate that the defective valve stems would corrode to the point of releasing air from the Chrysler Minivans' tires and causing them to instantly deflate.

73. Plaintiff and Class Members, acting as reasonably prudent people, could not discover that the Chrysler Minivans were defective as described herein, or perceive the danger of the defective valve stems.

74. Plaintiff and Class Members utilized their Chrysler Minivans for the purpose, and in the manner, normally intended.

75. Plaintiff and the Class Members are beneficiaries of certain written warranty agreements with Chrysler. Pursuant to the Basic Limited Warranty, Chrysler agreed to provide Plaintiff and the Class Members with Chrysler Minivans in proper working order or cover "the cost of all parts and labor needed to repair any item... that is defective in material, workmanship, or factory preparation." 2010 Chrysler Town & Country Warranty. The warranty does not extend to tires, unwired headphones, or items added to the vehicle after it left the manufacturing plant. *Id.* The Basic Limited Warranty covers the instant defective valve stems for "36 months [from the date Class Members took delivery of the vehicle or the date when the vehicles were first put into service, whichever is earlier]... or for 36,000 miles on the odometer, whichever occurs first." *Id.* But for its unconscionable time limits, the Basic Limited Warranty obligates Defendant to pay for the service and replacement of the defective valve stems in the TPMS.

76. Chrysler knew, or should have known that the Chrysler Minivans were inherently dangerous and unsafe when they used metal alloys that cannot sufficiently withstand corrosion in

the construction of the TPMS valve stems, which cannot sufficiently resist corrosion. The subpar metal used to construct the valve stems allowed the valve stems to corrode to the point where they did not retain the air in the Chrysler Minivans' tires, causing them to deflate. Said defect in the Chrysler Minivans caused Plaintiff's and Class Members' damages and/or placed Plaintiff and Class Members at increased risk of damage, injury, or harm.

77. As a direct, proximate, and foreseeable result of the defective condition of the Chrysler Minivans as manufactured and sold by Defendant, Plaintiff and Class Members have suffered, and will continue to suffer, damages.

78. Plaintiff gave notice to Defendant of his vehicle's defect through Defendant's dealer and agent and its customer service division, and gave Defendant a chance to repair the defect under the Basic Limited Warranty, which Chrysler refused to do.

79. Chrysler violated the Basic Limited Warranty and any implied covenant of good faith inherent in such agreement by selling Plaintiff and the Class Members' Chrysler Minivans with limited warranties under circumstances in which Chrysler knew or should have known that the defective valve stems would fail prematurely, but beyond the warranty period.

80. At Plaintiff and Class Members' point of purchase, on or after June 10, 2009, Chrysler knew, or should have known, that the defect in the valve stems would continue to result in the corrosion of the valve stems and, subsequently, flat tires, even after the warranty periods had lapsed. But, Chrysler used its superior knowledge of the existing defect to offer a warranty which it knew, or should have known, would not cover the valve stem defects or the cost of replacement tires. Chrysler's patently unconscionable conduct in both concealing the Minivans' defect and crafting an unusable or illusory warranty renders the warranty's durational limitations unenforceable pursuant to the New York Uniform Commercial Code Sec. 2-302(1) and (2).

Thus, Chrysler breached the express warranty by providing Plaintiff and the Class with Chrysler Minivans that contained defective valve stems and refusing to repair or replace the valve stems and the tires that deflated as a result of the defect.

81. As result of the foregoing, Plaintiff and Class Members are entitled to compensatory damages for breach of express warranty in an amount to be proven at trial, and punitive damages because Defendant acted in a manner contrary to public purpose and with intent to exclude such defective valve stems. In addition, Plaintiff seeks a declaratory judgment related to the breach of express warranty claim, which is a justiciable dispute involving a common issue, as set forth herein below, in the Fourth Claim.

THIRD CAUSE OF ACTION
(Declaratory Relief)

82. Plaintiff hereby incorporates by reference the allegations contained in all preceding paragraphs of this Complaint as though set forth fully herein.

83. Plaintiff asserts this cause of action on behalf of himself and the Class as an equitable remedy pursuant to the New York Deceptive Trade Practices Act, GBL §349.

84. As alleged herein, Chrysler had and continues to have a duty to disclose to and warn the public, including purchasers and potential purchasers, of the defective nature of the TPMS valve stems.

85. By virtue thereof, Plaintiff seeks a declaratory judgment requiring Chrysler to warn all purchasers and potential purchasers of Chrysler Minivans about the defective TPMS valve stems.

PRAYER FOR RELIEF

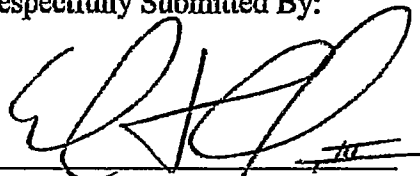
WHEREFORE, Plaintiff, individually and on behalf of all others similarly situated, prays for a judgment against Defendant as follows:

- a. For an order certifying the Class pursuant to Section 901(a) and, in conjunction with or alternatively, Section 906 of the Civil Practice Law & Rules, appointing Plaintiff as representative of the Class, and appointing the law firms representing Plaintiff as counsel for the Class;**
- b. For compensatory damages sustained by Plaintiff and the Class as a result of Defendant's unlawful, unfair, deceptive and unconscionable practices described hereinabove in the Deceptive Trade Practices Act and Breach of Express Warranty;**
- c. For punitive damages against Defendant for their unlawful, unfair, deceptive and unconscionable practices described hereinabove in the Breach of Express Warranty claims;**
- d. For declaratory relief requiring Defendants to adequately disclose the TPMS valve stem defect to the public, as described hereinabove in the Declaratory Judgment claim;**
- e. For payment of costs of suit herein incurred;**
- f. For both pre- and post-judgment interest on any amounts awarded;**
- g. For payment of reasonable attorneys' fees, and expert fees, costs and expenses; and**
- h. For such other and further relief as the Court may deem proper.**

DEMAND FOR JURY TRIAL

Plaintiff hereby demands a trial by jury on all claims so triable.

Respectfully Submitted By:



Elmer Robert Keach, III, Esquire
**LAW OFFICES OF ELMER
ROBERT KEACH III, P.C.**
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Albany, NY 12205
Tel: (518) 434-1718

Dated: September 5, 2014

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*** *Pro hac vice* admission to be sought**

**SUPREME COURT OF THE STATE OF NEW YORK
COUNTY OF BROOME**

ROBERT TOMASSINI, on behalf of himself
and all others similarly situated,

Plaintiff,

v.

CHRYSLER GROUP LLC,

Defendant.

CLASS ACTION COMPLAINT

INDEX NUMBER

JURY TRIAL DEMANDED

EXHIBIT A

**COMPLAINTS TO NATIONAL TRANSPORTATION SAFETY
BOARD**



2008 CHRYSLER TOWN AND COUNTRY

Recalls	Investigations	Complaints	Service Bulletins
5	1	654	26

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 16 - 20 out of 27 filtered from 654

Date Complaint Filed: 03/21/2012 Component(s): UNKNOWN OR OTHER	Date of Incident: 03/09/2011 NHTSA ID Number: 10452564
All Products Associated with this Complaint ▼	
0 Associated Documents	
Details ▲ Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR64X68R...	
SUMMARY: DRIVING THE CAR IN REGULAR, DRY, DAYLIGHT, CONDITIONS IN TRAFFIC AT 35MPH... ENGINE STOPS, NO POWER BRAKES, NO POWER STEERING, NO WARNING LIGHTS DISPLAYED, ELECTRICAL SYSTEM SEEMS OPERATIONAL (RADIO IS ON). CAR IS VERY HARD TO CONTROL WITH THE LOSS OF POWER STEERING/BREAKING AND THE ENGINE CAN'T BE RESTARTED UNLESS THE CAR IS IN PARK, SO I HAVE TO PULL OVER. THIS HAS HAPPENED 5 TIMES IN THE PAST 12 MONTHS, RANDOMLY. I HAVE TAKEN IT TO THE DEALERSHIP TWICE TO HAVE THIS REPAIRED, AND THEY SAY THEY HAVE NEVER HEARD ANYTHING LIKE IT. I JUST DID A GOOGLE SEARCH AND THERE IS A RECALL ON 2010 MODEL YEAR FOR A PROBLEM WITH THE EXACT SAME DESCRIPTION!!! *JS	

Date Complaint Filed: 10/11/2011 Component(s): ELECTRICAL SYSTEM , ENGINE AND ENGINE COOLING , SERVICE BRAKES, HYDRAULIC , UNKNOWN OR OTHER	Date of Incident: 06/16/2008 NHTSA ID Number: 10429496
All Products Associated with this Complaint ▼	
0 Associated Documents	
Details ▲ Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P58R...	
SUMMARY: I HAVE HAD MY VAN FOR A LITTLE OVER 3 YEARS AND HAVE ALREADY HAD TO REPLACE THE FRONT BRAKES ON IT TWICE AND THE REAR BRAKES ONCE. BOTH TIMES THE ROTORS AND BRAKE PADS HAD TO BE REPLACED. I HAVE HAD TO REPLACE ALL 4 TIRES AS WELL, AND THAT WAS ONLY AT A LITTLE OVER 40,000 MILES. I HAVE HAD TO REPLACE THE BATTERY, AND I AM NOW FIXING THE A/C & HEATING SYSTEM FOR THE THIRD TIME. AND EVERY TIME I CHECK THE MAIL I RECEIVE ANOTHER RECALL NOTICE! AND ALL THE ISSUES "COULD CAUSE A FIRE". IN ADDITION, MY REAR AUTOMATIC DOORS DO NOT ALWAYS CLOSE, I HAVE TO MANUALLY CLOSE THEM OR THEY COME BACK OPEN. I HAVE BEEN PAGED OUT OF A STORE FOR MY BACK DOORS BEING OPEN, AFTER I WATCHED THEM BEGIN TO CLOSE. I ALSO HAVE PROBLEMS WITH THE RADIO FREEZING. *KB	

Date Complaint Filed: 09/26/2011 Component(s): UNKNOWN OR OTHER	Date of Incident: 09/22/2011 NHTSA ID Number: 10427468
All Products Associated with this Complaint ▼	
0 Associated Documents	
Details ▲ Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P78R...	
SUMMARY: WHILE DRIVING ALONG AT APPROXIMATELY 45 MPH ON HIGHWAY 158 IN NORTH CAROLINA, THE TIRE PRESSURE WARNING LIGHT CAME ON. BY THE TIME THE VAN COULD BE SAFELY PULLED OVER TO THE SIDE OF THE ROAD AND STOPPED, THE LEFT FRONT TIRE WAS ALMOST COMPLETELY FLAT. THE SPARE TIRE WAS INSTALLED AND WHEN THE FAILED TIRE WAS LAID ON ITS SIDE THE VALVE STEM/TPM SENSOR FELL INSIDE THE TIRE. THE NEXT DAY THE VAN WAS TAKEN TO THE NEAREST CHRYSLER DEALER FOR REPAIR. THE DEALER STATED THAT THE RETAINING NUT THAT HOLDS THE SENSOR IN PLACE MUST HAVE CRACKED AND ALLOWED THE AIR TO ESCAPE FROM	

THE TIRE. THE MECHANIC SAID THAT HE HAS SEEN MANY OF THESE FAILURES WHERE THE ALUMINUM RETAINING NUT CRACKS. HE INSPECTED THE OTHER THREE SENSORS AND RECOMMENDED THAT THEY BE REPLACED BEFORE THEY ALSO FAIL. THE DEALER DID NOT HAVE THE NECESSARY PART TO INSTALL A NEW SENSOR AND WOULD HAVE TO ORDER IT. BECAUSE WE WERE ON VACATION AT THE TIME AND COULD NOT WAIT THE TIME TO GET THE PART, THE DEALER INSTALLED A STANDARD VALVE STEM TO GET US HOME. HE ADVISED US THAT THE WARNING LIGHT WOULD REMAIN ON CONSTANTLY UNTIL A PROPER SENSOR WAS INSTALLED. THE DEALER ALSO ADVISED US TO GET THE PROPER SENSOR AS SOON AS WE RETURNED HOME. THIS FAILURE IS A SERIOUS SAFETY ISSUE. WE WERE FORTUNATE THAT WE WERE NOT TRAVELING AT INTERSTATE SPEEDS OR THE OUTCOME COULD HAVE RESULTED IN AN ACCIDENT. CHRYSLER SHOULD BE REQUIRED TO RECALL THESE SENSORS BEFORE SOMEONE IS SERIOUSLY INJURED.

Date Complaint Filed: 07/11/2011
 Component(s): UNKNOWN OR OTHER

Date of Incident: 07/10/2011
 NHTSA ID Number: 10412588

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2B4GP45G5XR...

SUMMARY:

PROBLEM IS THE TIRE VALVE STEMS ON THE TIRE PRESSURE MONITORING SYSTEM BROKE OFF. THIS OCCURRED WITHOUT WARNING AFTER A 20 MILE DRIVE AND HAD BEEN SETTING IN A PARKING LOT FOR 10 MIN. THE END OF THE VALVE STEM JUST BLEW OFF. GOOD THING WE WERE NOT GOING DOWN THE ROAD AT 70 MPH. I SAW ON THE INTERNET HUNDREDS OF THESE HAVE BEEN OCCURRING. THIS COULD CAUSE LOSS OF CONTROL AND SAFETY FROM BEING STRANDED OR WORSE. THESE NEED TO BE RECALLED AND REPLACED WITH ONES THAT DO NOT CORRODE. I PUT NEW TIRES ON THIS VEHICLE A COUPLE OF MONTHS AGO TO BE SAFE AND NOW I CAN NOT TRUST A SIMPLE VALVE STEM !!!!!!!!!

Date Complaint Filed: 06/23/2011
 Component(s): ELECTRICAL SYSTEM , UNKNOWN OR OTHER

Date of Incident: 06/12/2011
 NHTSA ID Number: 10409571

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR44H48R...

SUMMARY:

WHILE DRIVING DOWN THE INTERSTATE AT SPEED THE WARNING INDICATOR SOUNDED AND ALL THE GAUGES ZEROED OUT AND THE VAN TEMPORARILY LOST POWER THIS HAS HAPPENED ON THREE OCCASIONS IT ONLY LAST A SECOND AND THE VAN SEEMS NORMAL AFTERWARDS. NOT SURE IF ITS A COMPUTER GLITCH OR SOMETHING ELSE.



2008 CHRYSLER TOWN AND COUNTRY

Recalls	Investigations	Complaints	Service Bulletins
5	1	654	26

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COMPLAINTS: Displaying 1 - 25 out of 30 filtered from 654

Date Complaint Filed: 03/18/2014 Component(s): TIRES , WHEELS	Date of Incident: 01/15/2014 NHTSA ID Number: 10573045
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR64X58R...	
SUMMARY: ALL VALVE STEMS BECAME CORRODED AND REQUIRED REPLACEMENT DUE TO LEAKING AND CAUSING FLAT TIRES. *TR	

Date Complaint Filed: 03/03/2014 Component(s): TIRES , WHEELS	Date of Incident: 02/03/2014 NHTSA ID Number: 10566755
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P48R...	
SUMMARY: TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT WHEN HE TOUCHED THE REAR DRIVER SIDE TIRE PRESSURE MONITORING SYSTEM VALVE STEM, IT DISINTEGRATED DUE TO CORROSION AND CAUSED THE TIRE TO BECOME DEFLATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TIRE PRESSURE SENSOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 98,000. *TR	

Date Complaint Filed: 01/31/2014 Component(s): TIRES , WHEELS	Date of Incident: 01/31/2014 NHTSA ID Number: 10562422
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): Not Available	
SUMMARY: I WAS PUTTING AIR IN REAR PASSENGER SIDE TIRE, WHEN VALVE BROKE IN HALF. STEM WAS CORRODED UPON INSPECTION. I ALSO NOTICED THAT ANOTHER STEM HAD BEEN REPLACED ALREADY (I BOUGHT THE CAR USED) AND THERE WAS STILL TWO ORIGINAL STEMS THAT WERE ALSO CORRODED AND PROBABLY NEEDED REPLACEMENT ASAP. MECHANIC SAID IT WAS PRETTY COMMON WITH TOWN AND COUNTRY VANS. *TR	

Date Complaint Filed: 01/26/2014 Component(s): TIRES , WHEELS	Date of Incident: 01/25/2014 NHTSA ID Number: 10561559
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC	

Vehicle Identification No. (VIN): 2A8HR44H88R...

SUMMARY:

WENT TO ADD AIR TO A TIRE, THE TPMS VALVE STEM SNAPPED OFF, TIRE LOST ALL AIR VERY QUICKLY. THE TPMS VALVE STEMS ARE ALL CORRODED AND ALL ARE ABOUT TO FAIL. IF ONE FAILS WHILE DRIVING, A VERY SERIOUS ACCIDENT COULD RESULT. DECIDED TO PURCHASE A DIFFERENT STYLE OF TPMS (SCHRADER WITH A RUBBER STEM, INSTEAD OF THE DANGEROUS ORIGINALS WITH THEIR CORRODING POT METAL STEMS) FOR ALL 4 WHEELS AT CONSIDERABLE EXPENSE TO ENSURE THE SAFETY OF MY FAMILY. FROM READING FORUMS AT E.G. ALLPAR, THIS IS A COMMON PROBLEM. CHRYSLER SURELY KNOWS ABOUT THESE DANGEROUS TPMS'S AND SHOULD BE PROACTIVE AND AT LEAST WARN USERS TO CHECK FOR CORROSION, AND PREFERABLY FIX THEIR PROBLEM. *TR

Date Complaint Filed: 11/04/2013
Component(s): TIRES , WHEELS

Date of Incident: 10/25/2013
NHTSA ID Number: 10550758

All Products Associated with this Complaint ▼

0 Associated Documents

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE VALVE STEM BROKE OFF AFTER WE WENT TO THE DEALERSHIP TO HAVE THE TIRES TESTS. TPMS WAS SET OFF BY THE FIRST STEM REPLACEMENT WE HAD TWO MONTHS EARLIER. WE NOW HAVE TWO REPLACEMENT VALVES ON OUR TOWN & COUNTRY. I DON'T EVEN KNOW IF THE REPLACEMENT ARE FROM THE SAME FAULTY SUPPLIER IN CHINA. BUT THE STEM ARE MADE OF THE SAME METAL RATHER THAN BRASS. PLEASE GET A RECALL OF THESE ITEMS. THE MANUFACTURER WILL DO NOTHING UNTIL SOMEONE GETS HURT AND IT DOES ME NO GOOD TO REPLACE THEM IF THEY CONTINUE TO USE THE SAME FAULTY PARTS. *TR

Date Complaint Filed: 09/26/2013
Component(s): TIRES

Date of Incident: 06/03/2013
NHTSA ID Number: 10545546

All Products Associated with this Complaint ▼

0 Associated Documents

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

VALVE STEM BROKE APART WHILE TAKING CAP OFF TO PUT AIR IN THE TIRE. *JS

Date Complaint Filed: 07/05/2013
Component(s): TIRES , WHEELS

Date of Incident: 07/02/2013
NHTSA ID Number: 10523247

All Products Associated with this Complaint ▼

0 Associated Documents

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A8HR54PX8R...

SUMMARY:

THIS IS THE SECOND OCCURRENCE. TIRE WAS LOW - FRONT RIGHT - PULLED IN TO PUT AIR IN AND WHEN UNSCREWING THE VALVE CAP, THE STEM BROKE OFF INTO MY HAND. THE LEFT REAR WHEEL DID THE SAME THING 3 MONTHS AGO. LUCKILY THE STEM DID NOT FALL APART WHILE DRIVING AS THE TIRE WENT IMMEDIATELY FLAT. EACH TIME THE COST WAS OVER 85 PLUS THE CALL TO AAA TO ASSIST. I SAW THAT OTHERS WERE HAVING THE SAME ISSUE. WITH ONLY 60000 MILES ON THE VEHICLE, THE TIRE PRESSURE MONITOR SHOULD NOT BE FAILING. WAS TOLD THIS WAS NOT COVERED UNDER WARRANTY. *TR

Date Complaint Filed: 04/04/2013
Component(s): TIRES , WHEELS

Date of Incident: 10/10/2012
NHTSA ID Number: 10507144

All Products Associated with this Complaint ▼

0 Associated Documents

Details ▲

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A8HR54P08R...

SUMMARY:

TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE REAR PASSENGER TIRE DEFLATED AND THE STEM DISINTEGRATED DUE TO CORROSION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE VALVE STEM NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED. THE APPROXIMATE FAILURE MILEAGE WAS 36,000 AND THE CURRENT MILEAGE WAS 40,000. *TR

Date Complaint Filed: 03/11/2013
Component(s): TIRES

Date of Incident: 10/05/2011
NHTSA ID Number: 10502401

All Products Associated with this Complaint ▼

Details ▲ 1 Associated Document

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P48R...

SUMMARY:
 TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT HE TOUCHED THE TIRE PRESSURE MONITORING SYSTEM VALVE STEM AND THE STEM DISINTEGRATED DUE TO CORROSION, CAUSING THE TIRE TO BECOME DEFLATED. THE CONTACT MENTIONED THAT THREE OF THE FOUR TIRES WERE AFFECTED BY THE FAILURE. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN VERIFIED THE FAILURE AND STATED THAT THE SENSOR AND VALVE NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE BUT DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 35,000 AND THE CURRENT MILEAGE WAS 50,000. *TR UPDATED 05/08/13*LJ

Date Complaint Filed: 02/13/2013 Date of Incident: 02/11/2013
 Component(s): TIRES NHTSA ID Number: 10498080

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P78R...

SUMMARY:
 WHILE DRIVING THE REAR RIGHT TIRE VALVE BROKE OFF AND THE TIRE IMMEDIATELY DEFLATED, HAD MY SPEED BEEN GREATER OR HAD OTHER CARS BEEN NEAR AN ACCIDENT WOULD MOST LIKELY HAVE HAPPENED. WHILE INSPECTING THE VALVES ON THE OTHER THREE TIRES ONE MORE FELL OFF IN MY HAND. WE DIDN'T INTERNET SEARCH AND THIS PROBLEM HAS HAPPENED TO MANY OTHER PEOPLE. THIS ISSUE NEEDS TO BE ADDRESSED BEFORE SOMEBODY GETS KILLED. *TR

Date Complaint Filed: 11/09/2012 Date of Incident: 11/06/2012
 Component(s): TIRES , WHEELS NHTSA ID Number: 10483793

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:
 VALVE STEMS ON TPMS SYSTEMS ARE NOT MADE OF BRASS AS ON THE PAST THEY ARE OF A POT METAL AND THEY CORRODE UNDER THE CAP WHEN YOU TRY TO INFLATE THE TIRE THE SNAP OFF CAUSING AN INSTANT FLAT. IF THIS WAS TO OCCUR AT SPEED IT WOULD HAVE CATASTROPHIC RESULTS. THERE NEEDS TO BE A RECALL BEFORE SOMEONE GETS HURT OR KILLED. *TR

Date Complaint Filed: 09/10/2012 Date of Incident: 09/07/2012
 Component(s): TIRES , WHEELS NHTSA ID Number: 10474496

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:
 THE TIRE PRESSURE MONITOR ALERTED ME TO A TIRE WITH LOW PRESSURE. THIS WAS THE SECOND TIME IN TWO WEEKS THAT THE SENSOR HAD ALERTED ME TO A LOW PRESSURE SITUATION WITH THIS TIRE. I TOOK THE VEHICLE TO MY INDEPENDENT MECHANIC WHO DISCOVERED A LEAKING TIRE VALVE DUE TO CORROSION. THIS IS THE SECOND VALVE ON THIS VAN THAT I HAVE HAD A PROBLEM WITH. CHRYSLER IS NOT WILLING TO DO ANYTHING AS FAR AS WARRANTY OR DEFECTIVE PART IS CONCERNED. THEIR SERVICE WRITER'S OPINION WAS - "WELL, YOU DO LIVE IN THE NORTHEAST AND WE DO GET POOR WEATHER". THIS IS A LOUSY EXCUSE FOR A KNOWN PROBLEM TO CHRYSLER. THIS SITUATION NEEDS TO BE RECALLED BEFORE SOMEONE HAS A CATASTROPHIC VALVE FAILURE AT SPEED AND IS INVOLVED IN A SERIOUS COLLISION. I HAVE SINCE REPLACED THE VALVE AND TIRE MONITOR (THANKS CHRYSLER FOR YOUR GREAT DESIGN - \$100 FOR A TIRE VALVE). *TR

Date Complaint Filed: 04/25/2012 Date of Incident: 04/02/2009
 Component(s): TIRES , WHEELS NHTSA ID Number: 10456440

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P38R...

SUMMARY:

THE VALVE STEM ON TIRES HAS BROKEN 4 TIMES IN SINCE VEHICLE PURCHASED IN 2008, CAUSING THE TIRES TO IMMEDIATELY AND SUDDENLY DEFLATE. TWICE WHEN INFLATING TIRES WITH AIR, ONCE SHORTLY AFTER GOING THROUGH A CAR WASH AND ONCE INEXPLICABLY WHILE THE VEHICLE WAS IN MOTION. THE LOCAL CHRYSLER SERVICE REP AT MY DEALER CONTINUALLY TELLS ME THAT REPLACING SHOULD PREVENT THE PROBLEM FROM HAPPENING AGAIN, YET IT HAPPENED 4 TIMES. FORTUNATELY NONE OF THE INCIDENTS RESULTED IN A CRASH OR DAMAGE, BUT IF THE VEHICLE WERE MOVING AT HIGHER SPEEDS THIS COULD BE AWFUL. I CANNOT BELIEVE THERE HAS BEEN NO RECALL ON THESE DEFECTIVE PARTS. THIS IS DANGEROUS AND UNACCEPTABLE, AND I FEEL MY FAMILY IS AT RISK WHEN WE ARE DRIVING. *TR

Date Complaint Filed: 03/16/2012

Component(s): TIRES

Date of Incident: 02/17/2012

NHTSA ID Number: 10451995

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , Michelin North America, Inc.

Vehicle Identification No. (VIN): Not Available

SUMMARY:

VALVE STEM CRACKED LEAVING TIRE FLAT. HAD IT REPLACED AND THE TPS HAS NOT WORKED FOR THE TIRE THAT DEFLATED. REPLACED AND STILL NOT WORKING. *TR

Date Complaint Filed: 11/28/2011

Component(s): TIRES

Date of Incident: 11/27/2011

NHTSA ID Number: 10437510

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

WHILE STARTING TO FILL THE FRONT PASSENGER TIRE WITH AIR, THE VALVE STEM PORTION OF THE TIRE MONITORING SYSTEM BROKE AT A POINT WHERE THE TIRE DEFLATED. LUCKILY WE WERE PARKED. THE VALVE STEM APPEARS CORRODED. ALL CHRYSLER VEHICLES WITH THIS TYPE OF VALVE STEM SHOULD BE RECALLED AND A REPLACEMENT (MORE DURABLE) VALVE STEM INSTALLED BEFORE THE STEM BREAKS OFF WHILE DRIVING RESULTING IN A SEVERE ACCIDENT. *KB

Date Complaint Filed: 11/14/2011

Component(s): TIRES , WHEELS

Date of Incident: 09/28/2011

NHTSA ID Number: 10435424

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54P08R...

SUMMARY:

ONE TPMS VALVE STEM BROKE WHEN I TRIED TO ADD SOME AIR. TIRE GOT FLAT INSTANTLY. *TR

Date Complaint Filed: 10/10/2011

Component(s): TIRES

Date of Incident: 09/14/2011

NHTSA ID Number: 10429324

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , Continental Tire the Americas, LLC.

Vehicle Identification No. (VIN): Not Available

SUMMARY:

VALVE STEM BROKE WHILE CHECKING AND FILLING THE TIRES. *KB

Date Complaint Filed: 08/30/2011

Component(s): TIRES

Date of Incident: 11/01/2010

NHTSA ID Number: 10422644

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54P18R...

SUMMARY:

TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT THE TIRE PRESSURE SENSOR FRACTURED AND AS A RESULT, THE TIRE CONTINUED TO GO FLAT. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 34,000 AND THE CURRENT MILEAGE WAS 56,000.

Date Complaint Filed: 07/26/2011
Component(s): TIRES

Date of Incident: 07/25/2011
NHTSA ID Number: 10415252

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT WHILE STOPPED AT A TRAFFIC LIGHT, THE SPARE TIRE DETACHED FROM UNDERNEATH THE VEHICLE. THE CONTACT INSPECTED THE VEHICLE AND STATED THAT THE PLASTIC HARNESS, WHICH HELD THE SPARE TIRE IN PLACE, WAS FRACTURED. THE CONTACT ALSO STATED THAT THE METHOD OF REMOVING THE SPARE TIRE WAS VERY DANGEROUS BECAUSE THE TIRE WOULD HAVE HAD TO HAVE BEEN DRAGGED OUT FROM UNDERNEATH THE FRONT END OF THE VEHICLE, POSITIONING ONESELF VERY CLOSE TO ONCOMING TRAFFIC. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 79,000. THE VIN WAS UNAVAILABLE.

Date Complaint Filed: 07/17/2011
Component(s): TIRES

Date of Incident: 07/10/2011
NHTSA ID Number: 10413179

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

FOR THE SECOND TIME, THE VALVE STEM ON MY 2008 TOWN AND COUNTRY BROKE. THIS TIME IT RESULTED IN A TIRE GOING FLAT WHILE GOING ABOUT 15 MILES AN HOUR. FORTUNATELY WE COULD GET OFF THE ROAD AND AAA CAME TO PUT ON THE SPARE TIRE. WE REPLACED THE STEM BUT WILL NEED AN EXPENSIVE SENSOR TO BE REPLACED. CHRYSLER WILL NOT FIX THIS PART AS PART OF THE EXTENDED WARRANTY. WE ARE CONCERNED THAT THE NEXT TWO STEMS COULD GO AND CAUSE A VERY SERIOUS ACCIDENT. *TR

Date Complaint Filed: 07/07/2011
Component(s): TIRES

Date of Incident: 07/07/2011
NHTSA ID Number: 10410971

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A8HR54P18R...

SUMMARY:

FOR SECOND TIME IN TWO YEARS AT 30,000 MILES I HAD TO REPLACE MY FRONT BRAKES AND GRIND ROTORS. ON 6/29/2011 2008 CHRYSLER T&C TOURING 3.8L WENT TO WOLBERT AUTO BODY IN PITTSBURGH, PA FOR BRAKE WARNING SQUEELERS AND A TIRE ROTATION. UPON PAYING FOR FRONT BRAKES, MACHINING OF FRONT ROTORS AND ROTATING TIRES MY MECHANIC INDICATED ON MY INVOICE THAT BOTH FRONT VAVE STEMS BAD. TOOK CAR TO MICKS EDGE CHRYSLER IN ROBINSON TWP., PA ON 7/7/2011 (NOTE THIS WAS SCHEDULED AND IT WAS MADE CLEAR TO CHRYSLER THAT THE TWO VALVE STEMS WERE CORRODED AND CRACKED). CAR PICKED UP FROM FRANK STIFTER WHERE HE INDICATED ONLY ONE VALVE STEM WAS BAD. I ASKED THAT HE SHOW ME WHAT HE SAW AND SHARED WITH FRANK THAT OUR MECHANIC WARNED AND DOCUMENTED TWO FRONT STEMS BAD. HE INSISTED ONLY ONE AND SHOWED ME. AFTER LEAVING I WENT BACK TO WOLBERT AUTO WHO SPECIFICALLY SHOWED ME THAT NOT ONLY WERE THE FRONT TWO CORRODED AND CRACKED (NUT AND VALVE) BUT THAT THE BACK TWO WERE ALREADY CORRODING AND COULD SOON CRACK. SAME DAY 07/07/11 CALLED CHRYSLER AND INDICATED THEY MAY WANT TO REPLACE ALL FOUR AND THAT IT IS A SAFETY ISSUE. LATER ON 07/07/11 TOOK TWO DAUGHTERS TO MOVIES AND TIRE FAILS ON EXIT. PATRON TOOK ME TO THEATER, 911 CALL MADE, TOW REQUESTED, HUSBAND NOTIFIED TO RESUCE US. ALL IN ONE DAY. THANK GOODNESS I WAS ON A RAMP AND NOT 79 S AT A MUCH HIGHER SPEED. MY CHILDREN WERE DEVASTATED. NOTE ALSO I TOLD FRANK THAT I HAD CONCERN FOR SAFETY WITH THREE KIDS AND PLAYED OUT A SENARIO OVER THE PHONE. WITHIN 90 MIN. OF OUR CONVERSTAION THE SCENARIO BECAME A FEARFUL REALITY. FRANK SAID I NEEDED TO CONTACT CHRYSLER AND THAT IT IS NOT THE JOB OF MICKS JOB TO DO SO. I FEEL THAT MICKS DODGE IS AT FAULT FOR NOT BEING PREPARED TO CORRECT THE PROBLEM FOR WHICH IT WAS SCHEDULED IN THEIR MAINTENANCE DEPT. AND CHRYSLER RESPONSIBLE FOR THE NUMEROUS COMPLAINTS FOUND ALL OVER THE INTERNET. SOMETHING MUST BE DONE TO PROTECT OUR T&C DRIVING CITIZENS. LIVES MATTER IN THE CASE OF A VERY POOR DESIGN!!! *TR

Date Complaint Filed: 06/02/2011
Component(s): TIRES

Date of Incident: 05/02/2011
NHTSA ID Number: 10404240

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P78R...

SUMMARY:

FAILURE OF 3 TPMS VALVE STEMS.(TIRE PRESSURE MONITOR SENSOR) TPMS IS MOUNTED TO THE WHEEL WITH A ALUMINUM VALVE STEM AND ALUMINUM NUT. THE NUTS AND STEMS ARE CORRODING AND THE NUT IS CRACKING. THE SENSOR AND STEM IS HELD IN PLACE BY AIR PRESSURE IN THE TIRE BUT IT BEGINS LEAKING AIR AFTER THE NUT CRACKS. TIRE LEAKS 1-2 PSI PER MILE AT 65MPH. CAN NOT ADD AIR TO TIRE BECAUSE WHEN YOU PUSH ON THE VALVE STEM IT PUSHES INTO THE RIM. 2008 CHRYSLER TOWN AND COUNTRY WITH 30 THOUSAND MILES. THE TIRES ON THE VAN HAVEN'T EVEN BEEN REPLACED YET. VALVE STEMS ON THE SENSORS ARE BARE ALUMINUM WITH NO CORROSION PROTECTION. TPMS APPEAR TO BE MADE BY SIEMENS VDO AND ARE NOT MADE BY CHRYSLER. STEMS NEED TO MADE FROM A MORE CORROSION RESISTANT METAL OR NEED TO BE ANODIZED. CHRYSLER HAS REPAIRED UNDER WARRANTY SO FAR BUT VALVE STEMS/SENSOR DON'T LAST 3 YEARS. *TR

Date Complaint Filed: 04/21/2011

Date of Incident: 04/13/2011

Component(s): TIRES

NHTSA ID Number: 10397035

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR44H38R...

SUMMARY:

I BELIEVE THE TIRE PRESSURE MONITORING SYSTEM COMPONENTS ARE BADLY CONSTRUCTED. I HAVE JUST HAD MY 2ND ONE BUST WHILE TRYING TO PUT AIR IN THE TIRE. I AM LUCKY THAT BOTH TIMES THEY BROKE I WAS AT A PLACE THAT COULD IMMEDIATELY PUT IN A REGULAR VALVE STEM SO THAT I COULD STILL USE MY CAR.....BOTH TIMES MY TIRES DEFLATED BECAUSE THE TOP WHERE THE AIR IS PUT IN BROKE COMPLETELY OFF THE STEM.....MADE WITH ALUMINUM????? WHY????? NOW I AM WORRIED ABOUT THE OTHER ONES LEFT ON MY CAR TO BREAK.....CAR IS ONLY 3 YRS OLD (2008 CHRYSLER TOWN N COUNTRY) THE 1ST ONE THAT BROKE WAS JUST A FEW MONTHS BEFORE THE 2ND ONE WHICH PROMPTED THIS COMPLAINT.....THESE NEED TO BE EXAMINED FOR A POSSIBLE RECALL.....THEY NEED TO BE MADE TO LAST. I AM IN THE PROCESS OF TRYING TO GET CHRYSLER ZONE TO DO SOMETHING ABOUT THIS.....I WOULD HATE TO BE DRIVING AND FOR ONE TO BREAK.....I FORESEE MAJOR LAWSUITS IF THIS HAPPENS. *TR

Date Complaint Filed: 03/24/2011

Date of Incident: 03/24/2011

Component(s): TIRES

NHTSA ID Number: 10392793

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation
 Vehicle Identification No. (VIN): 2A8HR54P78R...

SUMMARY:

THE TIRES THAT CAME WITH MY 08 CHRYSLER TOWN AND COUNTRY ARE FAILING AND HAVE BEEN TOLD BY THE DEALER THAT THEY NEED TO BE REPLACED WITH ONLY 27,000 MILES ON THEM. *TR

Date Complaint Filed: 09/01/2010

Date of Incident: 07/02/2010

Component(s): AIR BAGS , TIRES

NHTSA ID Number: 10354257

All Products Associated with this Complaint ▼

Details ▲

3 Associated Documents

Crash: Yes Fire: No Number of Injuries: 1 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC , UNKNOWN MANUFACTURER
 Vehicle Identification No. (VIN): 2A8HR54P28R...

SUMMARY:

2008 CHRYSLER TOWN&COUNTRY, LEFT FRONT TIRE BLEW OUT AND DRIVER LOST CONTROL OF THE VEHICLE. DROVE OFF THE RIGHT SIDE OF THE ROADWAY STRIKING THE RIGHT OF WAY FENCE.* BF (OHIO TRAFFIC CRASH REPORT # 10-0440-90)*JB UPDATED 09/13/10*BF UPDATED 01/04/11*LJ THE CONSUMER SUFFERED A MINOR SHOULDER INJURY. THE CONSUMER ALSO STATED THE AIR B A DID NOT DEPLOY. UPDATED VOQ 01/10/11



2008 CHRYSLER TOWN AND COUNTRY

Recalls	Investigations	Complaints	Service Bulletins
5	1	654	26

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 26 - 30 out of 30 filtered from 654

Date Complaint Filed: 03/29/2010 Component(s): TIRES	Date of Incident: 03/29/2010 NHTSA ID Number: 10322686
All Products Associated with this Complaint ▼	
Details ▲ 0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation Vehicle Identification No. (VIN): 2A8HR54P88R...	
SUMMARY: EVERY TIME WHEN THE WEATHER IS EITHER TOO COLD OR HOT I GET A LOW AIR PRESSURE IN MY TIRES. TO FIX THE EVERY DAY PROBLEM OF THE LOST OF AIR I BOUGHT AN AIR PUMP TO FILL MY TIRES, CHRYSLER TOWN & COUNTRY TOURING WARRANTY 2008 DOES NOT COVER THE MANUFACTURER DEFECT. I TOOK MY CAR TO GET IT FIX AND THEY WERE CHARGING FORT HE SENSOR FOR THE TIRES CLOSE TO \$200 DOLLARS. IT'S ALREADY MY SECOND SENSOR THAT THE EXPENSE COMES OUT OF MY POCKET AND AN EVERY DAY PROBLEM.	

Date Complaint Filed: 03/05/2010 Component(s): SERVICE BRAKES, HYDRAULIC , TIRES	Date of Incident: 02/24/2010 NHTSA ID Number: 10317285
All Products Associated with this Complaint ▼	
Details ▲ 0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P48R...	
SUMMARY: BRAKES AND ROTORS HAD TO BE REPLACED AT 18K MILES. THE GARAGE WHO REPLACED IT SHOWED IT TO MY HUSBAND AND TOLD HIM THEY WERE CHEAP PARTS. TWO TIRES HAD TO BE REPLACED AS WELL AT THE SAME MILEAGE. TIRES PUT ON BY CHRYSLER ARE YOKOHAMA TIRES AND ARE JUNKI I CAN ALSO FEEL A MOVEMENT UNDER MY DRIVERS SIDE CAR MAT IN THE FLOOR WHEN I STOP AT A STOP SIGN AND MAKE A LEFT TURN, SOMETHING MOVES UNDERNEATH AS I AM TURNING THE STEERING WHEEL, I NEED TO CONTACT DEALER FOR THIS TO SEE WHAT THE PROBLEM IS. *TR	

Date Complaint Filed: 01/27/2010 Component(s): SERVICE BRAKES, AIR , TIRES	Date of Incident: 01/27/2010 NHTSA ID Number: 10302590
All Products Associated with this Complaint ▼	
Details ▲ 0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P38R...	
SUMMARY: I PURCHASED THE VEHICLE IN MAY OF 2009. AFTER 3 WEEKS I NOTICED NOISE THAT SOUNDED LIKE THE BRAKES WERE BAD. I HAD THE VEHICLE CHECKED ON 6/2009, 8/2009, AND 12/2009 WAS TOLD THEY WERE FINE. AND THAT IT WAS THE TYPE OF MATERIAL THAT IS USED. 1/27/2010 WAS TOLD I NEED NEW BRAKES AND ROTORS AT 25432 MILES. CALLED DEALER/CHRYSLER TO FIND OUT ABOUT WARRENTY AND WAS TOLD THAT IS NOT COVERED. I THOUGHT IT HAD A BUMPER TP BUMPER WARRENTY TILL 36,000 MILES. DEALER LIED TO ME. IT IS GOING TO COST \$650.00 TO FIX IT. I HAVE DONE RESEARCH AND FOUND OUT THIS IS A COMMON PROBLEM WITH THE CHRYSLER PRODUCTS. I ALSO CAN NOT GET THE TIRE-PRESSURE MONITORING SYSTEM TO TURN OFF. I WAS TOLD THE TIRES ARE FINE. CN	

Date Complaint Filed: 07/27/2009

Date of Incident: 07/22/2009

Component(s): TIRES

NHTSA ID Number: 10278434

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , YOKOHAMA RUBBER CO. LTD.

Vehicle Identification No. (VIN): 2A8HR54P78R...

SUMMARY:

I OWN A 2008 CHRYSLER TOWN & COUNTRY TOURING VAN WHICH WAS PURCHASED IN SEPT OF 2008. I HAVE 10,000 MILES ON THE VAN, AND HAD PUT ON 1300 MILES DURING THIS TRIP. WHILE TRAVELING THROUGH THE ROLLING HILLS OF WYOMING, I STOPPED AT A SCENIC OVERLOOK. THE 6 PASSENGERS GOT OUT OF THE CAR AND THE RIGHT FRONT TIRE DEFLATED IN A MATTER OF SECONDS. AFTER INSPECTING THE TIRE, WE NOTICED THE CAP WAS NOT ON THE VALVE STEM. IN FACT THE INNER WORKINGS OF THE STEM WERE GONE. THE REPAIRMAN CONFIRMED OUR SUSPICION AND REPLACED THE VALVE STEM. WE ARE IN POSSESSION OF THE DEFECTIVE VALVE STEM. HAD WE BEEN MOVING AT THE TIME OF THE INCIDENT, THERE COULD HAVE BEEN A FATAL ACCIDENT. WE ARE CONCERNED THAT THE REMAINING VALVE STEMS MAY ALSO HAVE A DEFECT. *TR

Date Complaint Filed: 12/13/2008

Date of Incident: 11/15/2008

Component(s): EXTERIOR LIGHTING , TIRES

NHTSA ID Number: 10251653

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR44H08R...

SUMMARY:

WE WAS HAVING PROBLEMS WITH OUR HEADLIGHTS GOING OUT ON OUR 2008 TOWN AND COUNTRY VAN WE TOOK IT TO THE DEALERSHIP TO HAVE IT LOOKED AT AND THEY SAID IT WAS THE HEADLAMP SWITCH SO WE ORDERED ONE AND WENT BACK UP TO REPLACE IT AND THEY HAD THE WRONG SWITCH SO THEY HAD TO ORDER ANOTHER ON AND WE HAD TO RETURN TO PUT THE RIGHT HEADLAMP SWITCH IN. THAT DID NOT FIX THE PROBLEM, SO WE TOOK IT BACK TO THE DEALERSHIP AND THEY REPLACED THE TIPM MODULE AND RETURNED THE VAN WE WENT ON A FAMILY VACATION JUST FOR THE DAY AND CAME HOME THAT EVENING WHEN WE FIGURED OUT THAT THEY DID NOT FIX THE PROBLEM. SO ONCE AGAIN WE RETURNED TO THE DEALERSHIP AND THEY GAVE US A LOANER CAR IF THAT'S WHAT YOU WANT TO CALL IT AND THEY HAD IT FOR SEVERAL DAYS AND THEY REPLACED A SENSOR THAT CONTROLS THE HEADLIGHTS. I JUST GOT IT BACK AND NOT SURE IF THEY ARE FIXED OR NOT BUT THEY SAID THAT THEY ARE FIXED. IF IT TURNS OUT THAT THEY ARE NOT FIXED WE WILL NOT RETURN TO THE DEALERSHIP TO FIX THE HEADLIGHTS AGAIN WE WILL FIND ANOTHER DEALERSHIP TO TAKE IT TO. I WAS NOT TREATED TO BEST AND I GOT NONE OF MY FUEL REPLACED FROM THE DEALERSHIP AFTER IT TOOK THEM THIS MANY TIMES TO FIX IT AND THEY DROVE IT AROUND WE GAVE THEM PERMISSION BUT OUT OF THE COURTESY OF THE DEALERSHIP THEY COULD OF REPLACED MY FUEL CONSIDERING THE LOANER CAR THEY GAVE ME THEY SAID THAT I HAD TO RETURN IT WITH THE SAME AMOUNT OF GAS THAT I LEFT THE LOT WITH. NOW THAT DOESN'T SEEM FAIR TO ME DOES IT YOU. *TR

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



2008 CHRYSLER TOWN AND COUNTRY

Recalls	Investigations	Complaints	Service Bulletins
5	1	654	26

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COMPLAINTS: Displaying 1 - 19 out of 19 filtered from 654

Date Complaint Filed: 04/14/2014 Component(s): WHEELS	Date of Incident: 04/05/2011 NHTSA ID Number: 10579583
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P78R...	
SUMMARY: TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT THE FRONT DRIVER AND PASSENGER SIDE TIRE PRESSURE VALVE SENSORS WERE CRACKED AS A RESULT OF CORROSION. THE VEHICLE WAS TAKEN TO A DEALER WHERE THE TECHNICIAN VERIFIED THE FAILURE AND STATED THAT IT NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 70,000 AND THE CURRENT MILEAGE WAS 112,000.	

Date Complaint Filed: 04/11/2014 Component(s): POWER TRAIN , SERVICE BRAKES , WHEELS	Date of Incident: 04/04/2014 NHTSA ID Number: 10579129
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR54P08R...	
SUMMARY: OUR VAN MAKES A GRINDING OR RUBBING NOISE COMING FROM THE FRONT END/AXLES. IT IS ESPECIALLY NOTICEABLE WHEN WE ARE TURNING. IT SOUNDS LIKE A FLUTTERING/GRINDING OF METAL OR SOME PART THAT IS REVOLVING WITH THE WHEELS AS WE DRIVE. WE HAD THE BRAKE ROTORS REPLACED AND PADS REPLACED. THAT HELPED WITH THE SHIMMY WE FELT WHILE BRAKING, BUT THE RUBBING/GRINDING SOUNDS PERSIST. WE ARE BEING TOLD IT MIGHT BE WHEEL BEARINGS. OTHERS HAVE REPORTED SIMILAR PROBLEM TO NHTSA FOR THIS MODEL/YEAR T&C MINI VAN. THERE IS A SERVICE NOTIFICATION K19 FOR THIS EXACT PROBLEM ON SOME 2008 MODELS. I THINK OUR VAN VIN# SHOULD BE ADDED TO THAT LIST OF "SOME 2008 MODELS."	

Date Complaint Filed: 03/18/2014 Component(s): TIRES , WHEELS	Date of Incident: 01/15/2014 NHTSA ID Number: 10573045
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2A8HR64X58R...	
SUMMARY: ALL VALVE STEMS BECAME CORRODED AND REQUIRED REPLACEMENT DUE TO LEAKING AND CAUSING FLAT TIRES. *TR	

Date Complaint Filed: 03/03/2014 Component(s): TIRES , WHEELS	Date of Incident: 02/03/2014 NHTSA ID Number: 10566755
All Products Associated with this Complaint ▼ Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	

Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P48R...

SUMMARY:

TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN & COUNTRY. THE CONTACT STATED THAT WHEN HE TOUCHED THE REAR DRIVER SIDE TIRE PRESSURE MONITORING SYSTEM VALVE STEM, IT DISINTEGRATED DUE TO CORROSION AND CAUSED THE TIRE TO BECOME DEFLATED. THE VEHICLE WAS TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE TIRE PRESSURE SENSOR NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE AND CURRENT MILEAGE WAS 98,000. *TR

Date Complaint Filed: 01/31/2014
 Component(s): TIRES , WHEELS

Date of Incident: 01/31/2014
 NHTSA ID Number: 10562422

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

I WAS PUTTING AIR IN REAR PASSENGER SIDE TIRE, WHEN VALVE BROKE IN HALF. STEM WAS CORRODED UPON INSPECTION. I ALSO NOTICED THAT ANOTHER STEM HAD BEEN REPLACED ALREADY (I BOUGHT THE CAR USED) AND THERE WAS STILL TWO ORIGINAL STEMS THAT WERE ALSO CORRODED AND PROBABLY NEEDED REPLACEMENT ASAP. MECHANIC SAID IT WAS PRETTY COMMON WITH TOWN AND COUNTRY VANS. *TR

Date Complaint Filed: 01/26/2014
 Component(s): TIRES , WHEELS

Date of Incident: 01/25/2014
 NHTSA ID Number: 10561559

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR44H88R...

SUMMARY:

WENT TO ADD AIR TO A TIRE, THE TPMS VALVE STEM SNAPPED OFF. TIRE LOST ALL AIR VERY QUICKLY. THE TPMS VALVE STEMS ARE ALL CORRODED AND ALL ARE ABOUT TO FAIL. IF ONE FAILS WHILE DRIVING, A VERY SERIOUS ACCIDENT COULD RESULT. DECIDED TO PURCHASE A DIFFERENT STYLE OF TPMS (SCHRADER WITH A RUBBER STEM, INSTEAD OF THE DANGEROUS ORIGINALS WITH THEIR CORRODING POT METAL STEMS) FOR ALL 4 WHEELS AT CONSIDERABLE EXPENSE TO ENSURE THE SAFETY OF MY FAMILY. FROM READING FORUMS AT E.G. ALLPAR, THIS IS A COMMON PROBLEM. CHRYSLER SURELY KNOWS ABOUT THESE DANGEROUS TPMS'S AND SHOULD BE PROACTIVE AND AT LEAST WARN USERS TO CHECK FOR CORROSION, AND PREFERABLY FIX THEIR PROBLEM. *TR

Date Complaint Filed: 01/13/2014
 Component(s): WHEELS

Date of Incident: 12/17/2013
 NHTSA ID Number: 10559743

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

ALL 4 WHEEL STEMS CORRODED. 2 FAILED. *TR

Date Complaint Filed: 11/04/2013
 Component(s): TIRES , WHEELS

Date of Incident: 10/25/2013
 NHTSA ID Number: 1055758

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE VALVE STEM BROKE OFF AFTER WE WENT TO THE DEALERSHIP TO HAVE THE TIRES TESTS. TPMS WAS SET OFF BY THE FIRST STEM REPLACEMENT WE HAD TWO MONTHS EARLIER. WE NOW HAVE TWO REPLACEMENT VALVES ON OUR TOWN & COUNTRY. I DON'T EVEN KNOW IF THE REPLACEMENT ARE FROM THE SAME FAULTY SUPPLIER IN CHINA. BUT THE STEM ARE MADE OF THE SAME METAL RATHER THAN BRASS. PLEASE GET A RECALL OF THESE ITEMS. THE MANUFACTURER WILL DO NOTHING UNTIL SOMEONE GETS HURT AND IT DOES ME NO GOOD TO REPLACE THEM IF THEY CONTINUE TO USE THE SAME FAULTY PARTS. *TR

Date Complaint Filed: 07/05/2013
 Component(s): TIRES , WHEELS
 Date of Incident: 07/02/2012
 NHTSA ID Number: 10523247

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54PX8R...

SUMMARY:
 THIS IS THE SECOND OCCURRENCE. TIRE WAS LOW - FRONT RIGHT - PULLED IN TO PUT AIR IN AND WHEN UNSCREWING THE VALVE CAP, THE STEM BROKE OFF INTO MY HAND. THE LEFT REAR WHEEL DID THE SAME THING 3 MONTHS AGO. LUCKILY THE STEM DID NOT FALL APART WHILE DRIVING AS THE TIRE WENT IMMEDIATELY FLAT. EACH TIME THE COST WAS OVER 85 PLUS THE CALL TO AAA TO ASSIST. I SAW THAT OTHERS WERE HAVING THE SAME ISSUE. WITH ONLY 60000 MILES ON THE VEHICLE, THE TIRE PRESSURE MONITOR SHOULD NOT BE FAILING. WAS TOLD THIS WAS NOT COVERED UNDER WARRANTY. *TR

Date Complaint Filed: 04/04/2013
 Component(s): TIRES , WHEELS
 Date of Incident: 10/10/2012
 NHTSA ID Number: 10507144

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P08R...

SUMMARY:
 TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT THE REAR PASSENGER TIRE DEFLATED AND THE STEM DISINTEGRATED DUE TO CORROSION. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE VALVE STEM NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED. THE APPROXIMATE FAILURE MILEAGE WAS 36,000 AND THE CURRENT MILEAGE WAS 40,000. *TR

Date Complaint Filed: 12/10/2012
 Component(s): WHEELS
 Date of Incident: 12/06/2012
 NHTSA ID Number: 10487825

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR64X18R...

SUMMARY:
 TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT WHILE DRIVING, THE REAR DRIVER'S SIDE TPMS SENSOR FRACTURED IN TWO. THE TIRE WAS UNABLE TO MAINTAIN TIRE PRESSURE. THE VEHICLE WAS DRIVEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE FAILURE WAS COMMON BUT HE WOULD NEED TO PURCHASE A REPLACEMENT. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE AND CURRENT MILEAGES WERE APPROXIMATELY 43,000.

Date Complaint Filed: 11/09/2012
 Component(s): TIRES , WHEELS
 Date of Incident: 11/06/2012
 NHTSA ID Number: 10483793

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:
 VALVE STEMS ON TPMS SYSTEMS ARE NOT MADE OF BRASS AS ON THE PAST THEY ARE OF A POT METAL AND THEY CORRODE UNDER THE CAP WHEN YOU TRY TO INFLATE THE TIE THE SNAP OFF CAUSING AN INSTANT FLAT. I F THIS WAS TO OCCUR AT SPEED IT WOULD HAVE CATASTROPHIC RESULTS. THERE NEEDS TO BE A RECALL BEFORE SOMEONE GETS HURT OR KILLED. *TR

Date Complaint Filed: 09/10/2012
 Component(s): TIRES , WHEELS
 Date of Incident: 09/07/2012
 NHTSA ID Number: 10474496

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE TIRE PRESSURE MONITOR ALERTED ME TO A TIRE WITH LOW PRESSURE. THIS WAS THE SECOND TIME IN TWO WEEKS THAT THE SENSOR HAD ALERTED ME TO A LOW PRESSURE SITUATION WITH THIS TIRE. I TOOK THE VEHICLE TO MY INDEPENDENT MECHANIC WHO DISCOVERED A LEAKING TIRE VALVE DUE TO CORROSION. THIS IS THE SECOND VALVE ON THIS VAN THAT I HAVE HAD A PROBLEM WITH. CHRYSLER IS NOT WILLING TO DO ANYTHING AS FAR AS WARRANTY OR DEFECTIVE PART IS CONCERNED. THEIR SERVICE WRITER'S OPINION WAS - "WELL, YOU DO LIVE IN THE NORTHEAST AND WE DO GET POOR WEATHER". THIS IS A LOUSY EXCUSE FOR A KNOW PROBLEM TO CHRYSLER. THIS SITUATION NEEDS TO BE RECALLED BEFORE SOMEONE HAS A CATASTROPHIC VALVE FAILURE AT SPEED AND IS INVOLVED IN A SERIOUS COLLISION. I HAVE SINCE REPLACED THE VALVE AND TIRE MONITOR (THANKS CHRYSLER FOR YOUR GREAT DESIGN - \$100 FOR A TIRE VALVE). *TR

Date Complaint Filed: 04/25/2012

Component(s): TIRES , WHEELS

Date of Incident: 04/02/2009

NHTSA ID Number: 10456440

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54P38R...

SUMMARY:

THE VALVE STEM ON TIRES HAS BROKEN 4 TIMES IN SINCE VEHICLE PURCHASED IN 2008, CAUSING THE TIRES TO IMMEDIATELY AND SUDDENLY DEFLATE. TWICE WHEN INFLATING TIRES WITH AIR, ONCE SHORTLY AFTER GOING THROUGH A CAR WASH AND ONCE INEXPLICABLY WHILE THE VEHICLE WAS IN MOTION. THE LOCAL CHRYSLER SERVICE REP AT MY DEALER CONTINUALLY TELLS ME THAT REPLACING SHOULD PREVENT THE PROBLEM FROM HAPPENING AGAIN, YET IT HAPPENED 4 TIMES. FORTUNATELY NONE OF THE INCIDENTS RESULTED IN A CRASH OR DAMAGE, BUT IF THE VEHICLE WERE MOVING AT HIGHER SPEEDS THIS COULD BE AWFUL. I CANNOT BELIEVE THERE HAS BEEN NO RECALL ON THESE DEFECTIVE PARTS. THIS IS DANGEROUS AND UNACCEPTABLE, AND I FEEL MY FAMILY IS AT RISK WHEN WE ARE DRIVING. *TR

Date Complaint Filed: 03/08/2012

Component(s): SERVICE BRAKES, HYDRAULIC , WHEELS

Date of Incident: 10/18/2010

NHTSA ID Number: 10450796

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54P78R...

SUMMARY:

HOWLING NOISES FROM REAR WHEELS WHEN MOVING. TOUCHING BRAKE PEDAL STOPS NOISE. RIGHT AND LEFT CALIPERS, ROTORS, AND PADS REPLACED WITH NEW. AT 50,469 MILES ON 2/27/12, GRINDING NOISE RECURRED. FRONT WHEEL BEARINGS REPLACED UNDER EXTENDED WARRANTY. AT 50,484 MILES ON 2/28/12, NOISE FROM REAR WHEEL RECURRED; LEFT REAR ROTOR WARPED, PADS STUCK. REPLACED LEFT ROTOR, FREED UP PADS. NOISE NOT CURED. AT 50560 ON 3/7/12, NOISE VERIFIED BY CHRYSLER MECHANIC, REPLACED RIGHT REAR ROTOR AND REAR BRAKE PADS. TOTAL COST TO OWNER TO DATE FOR THESE REPAIRS: \$413.73 AND MANY VISITS TO DEALER. FAR TOO MUCH WEAR AND TEAR FOR VEHICLE USED ONLY FOR PERSONAL TRANSPORTATION. TOOK DELIVERY OCTOBER 1, 2008. AVERAGED 1,231 PER MONTH SINCE PURCHASE. ALL REPAIRS COMPLETED AT CHRYSLER DEALER. *TR

Date Complaint Filed: 01/04/2012

Component(s): WHEELS

Date of Incident: 01/03/2012

NHTSA ID Number: 10443015

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54P98R...

SUMMARY:

THE VALVE STEM BECAME CORRODED AND BROKE OFF UNDER THE CAP. THE TIRE LOST PRESSURE WHILE DRIVING DUE TO THE DEFECTIVE VALVE STEM, AND VALVE STEM HAD TO BE REPLACED TO REFILL THE TIRE WITH AIR.

Date Complaint Filed: 12/09/2011

Component(s): WHEELS

Date of Incident: 04/01/2011

NHTSA ID Number: 10439193

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54P98R...

SUMMARY:

TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT WHILE INFLATING THE TIRES, HE NOTICED THAT THE FRONT PASSENGER SIDE VALVE STEM WAS FRACTURED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AND THE

MECHANIC STATED THAT THE VALVE STEM WOULD HAVE TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE VEHICLE WAS THEN TAKEN TO AN AUTHORIZED DEALER FOR UNRELATED MAINTENANCE AND THE CONTACT WAS INFORMED THAT BOTH PASSENGER SIDE VALVE STEMS WERE FRACTURED. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

Date Complaint Filed: 11/14/2011
 Component(s): TIRES , WHEELS

Date of Incident: 09/28/2011
 NHTSA ID Number: 10435442

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR54P08R...

SUMMARY:

ONE TPMS VALVE STEM BROKE WHEN I TRIED TO ADD SOME AIR. TIRE GOT FLAT INSTANTLY. *TR

Date Complaint Filed: 10/26/2011
 Component(s): SERVICE BRAKES, HYDRAULIC , WHEELS

Date of Incident: 08/12/2010
 NHTSA ID Number: 10432865

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

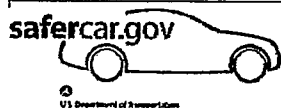
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2A8HR44H98R...

SUMMARY:

2008 CHRYSLER TOWN & COUNTRY... 5 RECALLS... BRAKES BRAKES BRAKES...I HAVE HAD THE BRAKES REPLACED 4 TIMES NOW WITH 96,000 MILES ON IT. ALSO THE REAR DRIVER SIDE CALIPER FROZE UP AND I HAD TO REPLACE THE PADS, ROTOR, CALIPER @ A COST OF 250.00. THE NOISE FROM THE FRONT HUBS DROVE ME CRAZY!! PAID 550.00 TO FIX THEM AND GOT BAD PARTS OFF THE SHELF.. THEN I GOT A NOTICE IN THE MAIL 3 MONTHS AFTER I FIXED THEM ABOUT BAD BEARINGS IN THE FRONT AND THAT I CAN BE REFUNDED THE MONEY SPENT TO FIX THEM. NOW IM TRYING TO FILL OUT THE PAPER WORK NEED FOR THE REFUND. *TT

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Date Complaint Filed: 01/10/2012	Date of Incident: 01/09/2012
Component(s): TIRES , WHEELS	NHTSA ID Number: 10443327
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents [icon]
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): Not Available	
SUMMARY:	
TIRE PRESSURE MONITORING SENSOR/VALVE STEM 2008 DODGE GRAND CARAVAN...VALVE BROKE OFF TRYING TO UNSCREW CAP. IT IS CORRODED AND ONLY HAS 40000 MILES. *TR	



2008 DODGE CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
2	0	126	13

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 11 out of 11 filtered from 126

Date Complaint Filed: 11/26/2012 Component(s): TIRES All Products Associated with this Complaint ▼ Details ▲	Date of Incident: 11/01/2012 NHTSA ID Number: 10485723 2 Associated Documents 📄
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): Not Available SUMMARY: 2008 DODGE CARAVAN. CONSUMER WRITES IN REGARDS TO TIRE PRESSURE MONITORING VALVES. *TGW THE CONSUMER STATED THE VEHICLE WAS EQUIPPED WITH COMPUTERIZED TIRE PRESSURING MONITORING VALVES WHICH WERE DEFICIENT IN NATURE DUE TO THE POOR QUALITY OF THE MATERIALS. AFTER THREE YEARS OF USE, WHILE TRYING TO SIMPLY UNSCREW THE VALVE COVER TO CHECK THE AIR PRESSURE, THE CHEAP PLASTIC END BROKE OFF IN HIS HAND, DUE TO CORROSION. LEAVING HIM WITH A FLAT TIRE. ON A SEPARATE OCCASION, WHILE DRIVING AT HIGH SPEED, ANOTHER TIRE MONITOR HOLDING SCREW RELEASED DUE TO CORROSION OF THE HOLDING THREADS, AND THE TIRE WENT FLAT, DESTROYING IT IN THE PROCESS. *JB	

Date Complaint Filed: 01/10/2012 Component(s): TIRES , WHEELS All Products Associated with this Complaint ▼ Details ▲	Date of Incident: 01/04/2012 NHTSA ID Number: 10443327 0 Associated Documents 📄
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): Not Available SUMMARY: TIRE PRESSURE MONITORING SENSOR/VALVE STEM 2008 DODGE GRAND CARAVAN...VALVE BROKE OFF TRYING TO UNSCREW CAP. IT IS CORRODED AND ONLY HAS 40000 MILES. *TR	

Date Complaint Filed: 02/19/2011 Component(s): TIRES All Products Associated with this Complaint ▼ Details ▲	Date of Incident: 02/17/2011 NHTSA ID Number: 10383324 0 Associated Documents 📄
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2D8HN54P48R... SUMMARY: 1. WHILE DRIVING (AT 30MPH) IN OUR 2008 DODGE CARAVAN, THE RIGHT FRONT TPMS VALVE STEM BROKE OFF AND THE TIRE IMMEDIATELY DEFLATED. 2. VALVE STEM BROKE OFF BELOW THE VALVE CORE DEFLATING THE TIRE, MOVED VEHICLE TO SIDE OF ROAD. 3. VEHICLE TOWED TO TIRE SHOP WHERE TPMS WAS REPLACED FOR \$70.00. STILL HAVE OLD TPMS. *TR	

Date Complaint Filed: 02/01/2011 Component(s): TIRES All Products Associated with this Complaint ▼ Details ▲	Date of Incident: 01/10/2011 NHTSA ID Number: 10379862 0 Associated Documents 📄
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): Not Available	

SUMMARY:

TL*THE CONTACT OWNS A 2008 DODGE CARAVAN. WHILE DRIVING APPROXIMATELY 30-40 MPH A HALF MOON INDICATOR ILLUMINATED ON THE DASHBOARD. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER WHO STATED THAT THE AIR SENSOR FOR THE LEFT REAR TIRE NEEDED TO BE REPLACED. THE DEALER REPLACED THE SENSOR WITH A RUBBER VALVE STEM. THE CONTACT STATED THAT THE AIR SENSOR WAS ON BACK ORDER AND HE DID NOT KNOW WHEN THEY WOULD BE AVAILABLE. THE AIR SENSOR LIGHT REMAINED ILLUMINATED CONTINUOUSLY. THE VEHICLE WAS NOT REPAIRED. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 34,600 AND THE CURRENT MILEAGE WAS 36,900.

Date Complaint Filed: 01/31/2011
Component(s): TIRES

Date of Incident: 01/31/2008
NHTSA ID Number: 10379688

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation
Vehicle Identification No. (VIN): 2D8HN44H78R...

SUMMARY:

TIRES WORN OUT AFTER ONLY 30,000 MILES AND ROTATED OFTEN. *TR

Date Complaint Filed: 01/18/2011
Component(s): TIRES

Date of Incident: 01/17/2011
NHTSA ID Number: 10377070

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1P4GH44R9SX...

SUMMARY:

TL*THE CONTACT OWNS A 2008 DODGE CARAVAN. THE CONTACT STATED THAT WHILE REPLACING THE TIRE THE VALVE STEM BROKE. THE CONTACT STATED THAT THIS SHOULD NOT HAPPENED SINCE THE PART WAS ATTACHED TO THE SENSOR. THE MECHANIC PLACED A VALVE STEM THAT WAS NOT MADE FOR THE VEHICLE AS A TEMPORARY FIX BUT THE SENSOR LIGHT ON THE DASHBOARD ILLUMINATED. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE MANUFACTURER WAS NOT CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 35,595.

Date Complaint Filed: 10/16/2010
Component(s): TIRES

Date of Incident: 10/16/2010
NHTSA ID Number: 10360811

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1D8HN54P58B...

SUMMARY:

THE TPMS STEMS HAVE BROKEN OFF THE WHEELS ON MY CAR WHILE DRIVING TIRE WENT FLAT AND I HAPPENED TO BE PARKING AT THE TIME SO THANK GOD I WAS NOT ON THE HIGHWAY AT THE TIME. *TR

Date Complaint Filed: 07/17/2010
Component(s): TIRES

Date of Incident: 07/15/2010
NHTSA ID Number: 10343753

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1D8HN44H18B...

SUMMARY:

I WAS ABOUT TO ADD AIR TO THE FRONT TIRE AND WAS REMOVING THE CAP WHEN THE VALVE BLEW APART ABOUT HALFWAY DOWN THE STEM. THE TIRE WENT FLAT IMMEDIATELY. WE HAD THE DEALER REPLACE THE TPM VALVE STEM BUT THEY HAD TO ORDER IT AND IT TOOK A WEEK TO GET THE PART. I ASKED THEM TO CHANGE THE OTHER 3, BUT THEY SAID THEY WILL ONLY REPLACE ONE VALVE AT A TIME AS THEY FAIL. MY WIFE WAS 9 MONTHS PREGNANT AT THE TIME AND THIS IS OUR ONLY CAR, SO I WAS CONCERNED THAT IT WOULD HAPPEN AGAIN, POSSIBLY WHILE DRIVING SINCE IT HAD BROKEN SO EASILY. SURE ENOUGH, TWO WEEKS LATER A SECOND VALVE STEM FAILED AND THE TIRE WENT FLAT VERY FAST. LUCKILY I WAS JUST ON MY WAY BACK TO THE HOSPITAL TO BRING HER A FEW THINGS AND DRIVING SLOWLY ON A RESIDENTIAL STREET. AGAIN, IM TOLD THEY WILL JUST ORDER ONE VALVE AND REPLACE THEM AS THEY FAIL. THIS IS OBVIOUSLY A PROBLEM THEY KNOW ABOUT BUT DONT WANT TO DEAL WITH. HOPEFULLY NO ONE IS INJURED OR KILLED IN AN ACCIDENT FROM ONE OF THESE FAILING. *TR

Date Complaint Filed: 06/04/2010
Component(s): TIRES

Date of Incident: 05/10/2010
NHTSA ID Number: 10334625

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents | :

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 1D8HN54P48B...

SUMMARY:
 TL* THE CONTACT OWNS A 2008 DODGE CARAVAN. THE CONTACT STATED THAT THE REAR PASSENGERS EXTERNAL VALVE STEM FAILED AND CAUSED THE REAR PASSENGERS TIRE TO COLLAPSE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THE CONTACT WAS INFORMED THAT THE VALVE STEM HAD FAILED DUE TO EXCESSIVE CORROSION AND WOULD NEED TO BE REPLACED. THE REPAIR WAS DONE AT NO COST TO THE CONTACT. WITHIN THREE WEEKS, THE EXACT FAILURE OCCURRED TO THE FRONT PASSENGERS TIRE. NEITHER THE DEALER NOR THE MANUFACTURER WAS CONTACTED TO REPORT THE SECOND FAILURE. THE FAILURE MILEAGE WAS 23,000 AND THE CURRENT MILEAGE WAS 24,000.

Date Complaint Filed: 01/31/2010 Date of Incident: 01/30/2010
 Component(s): TIRES NHTSA ID Number: 10303428

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents | :

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44H08R...

SUMMARY:
 I HAVE A 2008 DODGE CARAVAN AND JUST TOUCHED THE TIRE VALVE STEM. THE TOP OF THE CAP CAME OFF AND THE TIRE DEFLATED IN LESS THAN 8 SECONDS. I CALLED THE DEALER AND THEY SAID IT'S NOT COVERED. I ASKED THE REPAIR SHOP AND THEY SAID THE TIRE PRESSURE MONITORING SENSOR STEMS ON THE CHRYSLER/DODGE COMMONLY BREAK OFF AND THEY HAVE HAD MANY. IT'S A COMMON PROBLEM. ON THE DODGE/CHRYSLER FORUMS THIS HAPPENS MANY TIME. IT ENDED UP COSTING ME 82 AND I HAD TO TAKE THE TIRE OFF. JUST BY BRUSHING THE STEM IT CRACKED OFF IS A MAJOR SAFETY CONCERN. WITH SNOW, OR SOMETHING ELSE BRUSHING ACROSS THE STEM THIS COULD LEAD TO AN INSTANT TIRE DEFLATION AND LOS OF CONTROL A LETHAL DESIGN!!! *TR

Date Complaint Filed: 11/20/2009 Date of Incident: 11/19/2009
 Component(s): TIRES NHTSA ID Number: 10292978

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents | :

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 1D8HN54P88B...

SUMMARY:
 TIRE SENSOR LIGHT WENT ON IN OUR 2008 DODGE CARAVAN. WENT TO PUT AIR IN TIRES AND FOUND 2 OF THE 4 VALVES STEMS BROKEN OFF TOWARDS THE END OF THE STEM. THE PIECES WERE STILL THERE BEING HELD IN PLACE BY THE CAP. WE PURCHASED THIS VEHICLE USED IN JUNE 2009. THESE ARE THE TPMS STEMS. I WENT ONLINE AND FOUND THAT THIS IS A VERY COMMON PROBLEM. WHY HASN'T THERE BEEN A RECALL ON THESE TYPE OF STEMS? *TR

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



2008 DODGE GRAND CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
6	1	438	10

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

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COMPLAINTS: Displaying 1 - 25 out of 25 filtered from 438

<p>Date Complaint Filed: 01/02/2014 Component(s): TIRES</p> <p>All Products Associated with this Complaint ▼</p> <p>Details ▲</p> <p>Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2D8HN54P38R...</p> <p>SUMMARY: THE TPMS VALVE STEM BROKE AT METAL THREADS RAPIDLY RELEASING AIR FROM TIRE!!!</p>	<p>Date of Incident: 01/01/2014 NHTSA ID Number: 10558144</p> <p>0 Associated Documents :</p>
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<p>Date Complaint Filed: 10/17/2013 Component(s): TIRES</p> <p>All Products Associated with this Complaint ▼</p> <p>Details ▲</p> <p>Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2D8HM44HX8R...</p> <p>SUMMARY: TIRE LOW PRESSURE INDICATOR LIGHT CAME ON AND WHEN I STOPPED TO PUT AIR IN IT THE CAP CAME OFF WITH HALF OF THE VALVE STEM AND THE INSIDE PIECE FLEW OUT AS TIRE DEFLATED. I HAD PREVIOUSLY ASKED THE DEALER TO CHECK AND AIR UP THE TIRES AS THE INDICATOR LIGHT HAD COME ON PREVIOUSLY...WITH IN 45 DAYS. THANKFULLY THIS HAPPENED SITTING STILL. I HAVE THE PARTS AND THE ALUMINUM VALVE SHOWS METAL OXIDATION. THESE ARE HAZARDOUS, I WANTED TO SWITCH TO RUBBER VALVES AND TIRES PLUS SAID IT WAS FEDERALLY MANDATED THAT I COULD NOT AND THEY WOULD LOSE THEIR JOB AND \$10K FINE. THE DODGE DEALER WANTED TO \$208 TO REPLACE IT. MY PAYMENTS ARE ONLY \$244.50...IN THE "OLD DAYS" A RUBBER STEM WAS \$1.75 AND COULD MOUNT IT MYSELF AT THE GAS STATION. *TR</p>	<p>Date of Incident: 10/15/2013 NHTSA ID Number: 10548275</p> <p>0 Associated Documents :</p>
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<p>Date Complaint Filed: 07/06/2012 Component(s): ELECTRICAL SYSTEM , TIRES</p> <p>All Products Associated with this Complaint ▼</p> <p>Details ▲</p> <p>Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 1D8HN54P08B...</p> <p>SUMMARY: THE TIPM MODULE (TOTALLY INTEGRATED POWER MODULE) IS DEFECTIVE, AND INTERMITTENTLY DRAWS THE BATTERY DOWN. AFTER KEEPING THE VAN FOR SEVERAL DAYS, OUR LOCAL DEALERSHIP (BLUEBONNET MOTORS) IN NEW BRAUNFELS, TX, DETERMINED THAT THE BATTERY IS FINE, BUT THE PROBLEM IS WITH THE TIPM. THE MANUFACTURER HAS NO UNITS AVAILABLE FOR REPLACEMENT AT THIS TIME (SEVERAL HUNDRED ARE ON BACKORDER, AND NONE SCHEDULED FOR PRODUCTION). CHRYSLER HAS NOT OFFERED TO COVER THIS UNDER RECALL, AND WE ARE TOLD IT IS NOT COVERED UNDER OUR EXTENDED WARRANTY. AFTER RESEARCHING ON THE INTERNET WE READ MANY OTHER PEOPLE HAVE TIPM PROBLEMS, INCLUDING: WIPERS STARTING BY THEMSELVES; WINDSHIELD SPRAYERS SPRAYING WITHOUT WARNING; HORN WILL START HONKING OUT OF CONTROL; LIGHTS FLASHING UNCONTROLLABLY (ALL OF THESE WHILE DRIVING); AND EVEN ONE UNIT THAT CAUGHT FIRE. OUR DEALERSHIP HAS INDICATED THAT THE SYSTEM INDICATES THAT AT LEAST SIX VEHICLES HAVE BEEN FLAGGED AS COMPLETELY UNUSABLE. WE FEEL THAT WE ARE DRIVING A ROLLING TIME BOMB, WITH THE POTENTIAL TO EITHER LEAVE US STRANDED, OR CAUSE HAZARDOUS DRIVING DISTRACTIONS AT ANY TIME, OR BOTH. *TR</p>	<p>Date of Incident: 05/25/2012 NHTSA ID Number: 10464475</p> <p>0 Associated Documents :</p>
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Date Complaint Filed: 04/26/2012
 Component(s): TIRES

Date of Incident: 04/25/2012
 NHTSA ID Number: 10456583

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents ↕

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

DASHBOARD LIGHT INDICATING LOW TIRE PRESSURE CAME ON. WHEN I STOPPED AT SERVICE STATION TO CHECK AND FILL TIRES, I HAD DIFFICULTY REMOVING VALVE CAPS FROM ALL 4 STEMS DUE TO POOR QUALITY OF THE STEMS/CORROSION. WHEN I WENT TO INFLATE FRONT, PASSENGER SIDE TIRE, IT PRACTICALLY CRUMBLLED IN MY HANDS! I HAD TO HAVE THE CHEAPLY CONSTRUCTED ALUMINUM VALVE STEM REPLACED, COSTING ME \$130! I WANTED TO REPLACE IT WITH A QUALITY, STANDARD, METAL VALVE, BUT WAS TOLD THIS WAS NOT AN OPTION, LEGALLY. ANOTHER CUSTOMER IN THE SERVICE STATION WAITING ROOM TOLD ME HE'D HAD ALL FOUR OF HIS TIRES BLOW, ON DIFFERENT OCCASIONS, WHILE DRIVING, DUE TO THESE CRAPPY VALVES! HE RECOMMENDED I HAVE ALL 4 REPLACED AS OPPOSED TO JUST THE BROKEN ONE, FOR MY OWN SAFETY AND THAT OF MY FAMILY. I WOULD, IF THE LESS EXPENSIVE METAL VALVE STEMS WERE AN OPTION! THIS SHOULD BE A RECALL ITEM!! *TR

Date Complaint Filed: 01/26/2012
 Component(s): TIRES , WHEELS

Date of Incident: 01/21/2012
 NHTSA ID Number: 10445515

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents ↕

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 1D8HN54P78B...

SUMMARY:

FRONT DRIVER SIDE TIRE VALVE STEM FRACTURED WHEN THE PLASTIC CAP WAS REMOVED, EXPOSING NEEDLE VALVE. *TR

Date Complaint Filed: 11/23/2011
 Component(s): TIRES , WHEELS

Date of Incident: 11/11/2011
 NHTSA ID Number: 10436917

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents ↕

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44HX8R...

SUMMARY:

THIS IS THE MOST RECENT FAILURE. LOW TIRE LIGHT CAME ON. WHEN WE TRIED TO PUT AIR IN TIRE THE STEM WAS CRACKED SO COULD NOT PUT AIR INTO TIRE. THIS WAS THE SECOND TIRE ON THIS VEHICLE TO DO THIS. CALLED DEALERSHIP TO SEE IF THERE WAS A RECALL - WE WERE TOLD NO RECALL. FIRST TIME THIS HAPPENED IT WAS SEVERAL WEEKS BEFORE THEY COULD REPLACE THE STEM FOR US BECAUSE THEY WERE ON BACK ORDER...THERE HAD BEEN SO MANY PROBLEMS THEY COULDNT KEEP UP! THIS SHOULD BE A RECALL. WE WILL CHANGE OTHER TWO TIRE STEMS RIGHT AWAY TO PREVENT AN ACCIDENT. *TR

Date Complaint Filed: 10/10/2011
 Component(s): TIRES

Date of Incident: 10/06/2011
 NHTSA ID Number: 10429377

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents ↕

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN54P28R...

SUMMARY:

2008 GRAND CARAVAN SXT (EQUIPPED WITH A TPMS AIR SENSORS) - WITH THE CHANGE OF WEATHER, THE LOW TIRE PRESSURE INDICATOR LIGHT WENT ON. WHILE CHECKING THE AIR PRESSURE OF THE TIRES, TWO (OF FOUR) OF THE VALVE STEM CAPS WOULD NOT LOOSEN. WHEN ATTEMPTING TO REMOVE ONE OF THE STUCK VALVE STEM CAPS, THE VALVE STEM SNAPPED OFF - INSTANTLY RELEASING ALL THE AIR IN THE AFFECTED TIRE. THE LOCAL DODGE DEALERSHIP WAS CONTACTED, PARTS ORDERED, AND AN APPOINTMENT WAS MADE. THEY ARE AWARE OF THE RECURRENT PROBLEM WITH THESE ALUMINUM VALVE STEMS/SENSORS. THIS IS THE SECOND TIME FOR A VALVE STEM TO BREAK ON THIS VEHICLE. (THE LAST ONE OCCURRED AT 43,097 MILES ON 11/7/10.) THERE IS A SAFETY CONCERN WITH THESE FAILED COMPONENTS. WE HAVE NOTICED ON THE INTERNET FORUMS THAT THIS IS A COMMON OCCURRENCE AND SHOULD BE ADDRESSED BY DODGE/CHRYSLER AS A SERIOUS ACCIDENT COULD RESULT. *KB

Date Complaint Filed: 07/18/2011
 Component(s): TIRES

Date of Incident: 07/18/2009
 NHTSA ID Number: 10413444

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents ↕

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN54P68R...

SUMMARY:

TIRE PRESSURE SENSOR FAILURE. SIMPLY BROKE OFF COMPLETELY WHILE WASHING CAR. POSSIBLY EFFECTED BY ROADSALT. ONLY 3 YRS OLD MADE FROM ALUMINUM? NEVER SAW A METAL SHREDDED VALVE HOLDER FAIL. LUCKILY FAILED WHILE NOT MOVING. BUT SHOULD NOT HAVE FAILED. *KB

Date Complaint Filed: 06/12/2011
Component(s): EQUIPMENT , TIRES

Date of Incident: 03/08/2011
NHTSA ID Number: 10406020

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC , EHA VENTILFABRIK
Vehicle Identification No. (VIN): 1D8HN54P08B...

SUMMARY:

MARCH 8, 2011; VEHICLE WAS AT DEALER FOR SERVICE, WHILE PERFORMING THE SERVICE THE RIGHT REAR TIRE, PRESSURE SENSOR FELL APART. THIS WAS REPLACED WITH A NEW SENSOR. OTHER SENSORS IN THE OTHER THREE TIRES WERE NOT CHECKED AT THAT TIME. JUNE 5, 2011; COMPUTER WARNED OF LOW TIRE PRESSURE, I ATTEMPTED TO PUT AIR INTO LEFT FRONT TIRE, TOOK THE CAP OFF, PUT THE AIR NOZZLE ON AND THE VALVE STEM BROKE OFF. NEEDLESS TO SAY, I FOUND OUT HOW TO CHANGE A FLAT TIRE. JUNE 6, 2011; I WENT TO A LOCAL TIRE DEALER, SNOW TIRES REMOVED, TO BE REPLACED WITH SUMMER TIRES. THE TECHNICIANS REPORTED THAT TWO OF THE SENSORS, VALVE STEM ASSEMBLY CAME APART. I REQUESTED STANDARD VALVE STEMS TO PUT IN 3 OF THE TIRES. I FEEL THIS IS SAFER, SEEING THAT THE VALVE STEM IS NOW, A ONE PIECE UNIT. NOT SOMETHING THAT TWO PIECES OF METAL THAT ARE ADHERED TOGETHER AND DON'T STAND A CHANCE IN OUR CLIMATE. THIS IS A 3 YEAR OLD VEHICLE, VALVE STEMS ARE 3 YEARS OLD. I FEEL THIS IS A SAFETY ISSUE FOR ALL CONCERNED. I HAVE CONTACTED THE COMPLIANT DEPARTMENT AT CHRYSLER DODGE IN MICHIGAN, AS WHAT WILL BE DONE, DON'T KNOW YET. *TR

Date Complaint Filed: 05/02/2011
Component(s): TIRES

Date of Incident: 11/01/2009
NHTSA ID Number: 10398691

All Products Associated with this Complaint ▼

Details ▲

1 Associated Document |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN54P98R...

SUMMARY:

TL* THE CONTACT OWNS A 2008 DODGE GRAND CARAVAN. THE CONTACT STATED THAT WHILE HAVING THE TIRES CHANGED, THE TIRE PRESSURE SENSOR FRACTURED FROM THE VEHICLE. THE CONTACT STATED THAT THE FAILURE RECURRED SEVERAL TIMES. THE VEHICLE WAS TAKEN TO LOCAL REPAIR SHOP WHERE THE CONTACT WAS ADVISED THAT THE TIRE PRESSURE SENSORS WERE DEFECTIVE AND WOULD NEED TO BE REPLACED. THE MANUFACTURER WAS CONTACTED WHO DID NOT OFFER ANY ASSISTANCE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 60,000 AND THE CURRENT MILEAGE WAS 109,000. UPDATED 05/25/11 *BF THE CONSUMER STATED THE SENSORS FAILED DUE TO VALVE STEM CORROSION

Date Complaint Filed: 03/15/2011
Component(s): TIRES

Date of Incident: 02/12/2010
NHTSA ID Number: 10390204

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1D8HN44H78B...

SUMMARY:

TL* THE CONTACT OWNS A 2008 DODGE GRAND CARAVAN. WHILE THE VEHICLE WAS PARKED THE CONTACT WAS ADDING AIR TO THE REAR PASSENGER SIDE TIRE WHEN THE THREADED PORTION OF THE VALVE STEM SNAPPED OFF. THE CONTACT STATED THAT THE FAILURE OCCURRED ON THE REAR DRIVERS SIDE TIRE THREE WEEKS LATER. THE TIRE PRESSURE LIGHT WAS ILLUMINATED ON THE DASHBOARD. THE MANUFACTURER WAS CONTACT AND REFERRED THE CONTACT TO THE DEALER. THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIANS STATED THAT THE TIRE PRESSURE SENSOR NEEDED TO BE REPLACED AND THE REPAIRS WERE NOT COVERED UNDER WARRANTY. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 54,000.

Date Complaint Filed: 12/06/2010
Component(s): TIRES

Date of Incident: 12/02/2010
NHTSA ID Number: 10369405

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents |

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1D8HN54P78B...

SUMMARY:

WHEN CHECKING TIRE PRESSURE ON VEHICLE, THE REAR PASSENGER VALVE STEM BROKE IN HALF IN THE MIDDLE OF THE THREADS. UPON EXAMINATION, THE CAUSE OF THE BREAK WAS CORROSION OF THE METAL VALVE STEM. THE THREE OTHER VALVE STEMS ARE ALSO CORRODED. CHRYSLER CUSTOMER SERVICE WAS CONTACTED, BUT NO HELP WAS GIVEN. THE VALVE STEM AND TIRE PRESSURE MONITOR ARE A ONE PIECE UNIT SO CHANGING THE VALVE STEMS AT THE TIRE CHANGE IS NOT PRACTICAL (\$50-75 PER TIRE). DUE TO THE CORROSION AND RESULTING SAFETY CONCERN, ALL FOUR VALVE STEMS AND TIRE PRESSURE MONITOR WILL BE REPLACED AT A COST OF APPROXIMATELY \$200. THE CORRODED VALVE STEM IS AVAILABLE FOR EXAMINATION. IF THIS WOULD HAVE HAPPENED ON THE HIGHWAY, A MAJOR ACCIDENT COULD HAVE RESULTED. *TR

Date Complaint Filed: 12/03/2010

Component(s): TIRES , WHEELS

Date of Incident: 12/02/2010

NHTSA ID Number: 10369034

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44H88R...

SUMMARY:

THE TIRE VALVE STEM TIPS (THE END METAL PART), WHICH ARE INTEGRAL WITH THE TPMS, BREAK OFF LEADING TO A SUDDEN AND COMPLETE LOSS OF AIR FROM THE TIRE. THIS HAS HAPPENED TWICE ON TWO DIFFERENT TIRES ON OUR 2008 DODGE GRAND CARAVAN. ONCE AT ABOUT 25K AND THE SECOND TIME AT 33K. THE DODGE DEALERSHIP SAYS THIS IS A COMMON OCCURRENCE BUT WILL NOT COVER IT UNDER WARRANTY. *TR

Date Complaint Filed: 12/02/2010

Component(s): TIRES

Date of Incident: 08/20/2010

NHTSA ID Number: 10368692

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation

Vehicle Identification No. (VIN): 2D8HN54P48R...

SUMMARY:

THE TIRE VALVE STEM MADE OF A SINGLE PIECE OF ALUMINUM CORRODES AT THE BASE OF THE THREADS AT THE END OF THE PLASTIC CAP. THIS LEADS TO THE SUDDEN RELEASE OF AIR AND CAN HAPPEN WHILE DRIVING ORWHEN HANDLING THE TIRE VALVE, E.G. WHEN ADDING AIR TO THE TIRE. THIS HAS NOW HAPPENED TO ME TWICE. ONCE WHILE I WAS DRIVING, AND ONCE SOON AFTER ADDING AIR TO THE TIRE. THE TIRE WAS DAMAGED IN THE FIRST INCIDENT AND HAD TO BE REPLACED. THE SECOND TIME I FOUND THE VALVE PIECE HANGING INSIDE THE CAP A WEEK AFTER I HAD ADDED AIR TO THE TIRES. UPON CONTINUED INSPECTION OF THESE VALVE STEMS I HAVE FOUND ANOTHER ONE THAT IS CRACKED. I AM AN ENGINEER AND UP TILL RECENTLY WAS IN THE AUTOMOTIVE INDUSTRY. THE DESIGN OF THE VALVE AND MATERIAL SELECTION OR MANUFACTURING IS FLAWED. THIS VEHICLE IS USED BY MY WIFE TO CARRY MY KIDS AND THEIR FRIENDS. I WILL NOT REPLACE THIS FLAWED DESIGN WITH ANOTHER EQUALLY FLAWED REPLACEMENT AND HAVE GONE TO USING NON-TPMS VALVES THAT UTILIZE A FLEXIBLE RUBBER STEM AND THREADED BRASS END. I AM WILLING TO GO BACK TO A TPMS VALVE IF THE DESIGN IS CORRECTED. THE BEST THING WOULD BE TO HAVE CHRYSLER RECALL AND REPAIR THE VEHICLE BUT IT SEEMS THEY ARE EITHER WAITING FOR A SOLUTION TO FALL FORM THE SKY OR FOR NHTSA TO FORCE THIS ON THEM. I HAVE AN OLD PART THAT IS AVAILABLE. *TR

Date Complaint Filed: 11/11/2010

Component(s): TIRES

Date of Incident: 11/07/2010

NHTSA ID Number: 10365375

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN54P28R...

SUMMARY:

LAST SUNDAY, 11/7/10, WE WERE RETURNING FROM VACATION (200 MILES FROM HOME) AND NOTICED THE AIR PRESSURE WAS LOW IN OUR L FRONT TIRE OF OUR 2008 GRAND CARAVAN SXT (VEHICLE IS EQUIPPED WITH TPMS AIR SENSORS). WE STOPPED AT A NJ GAS STATION TO FILL THE TIRE WHEN THE VALVE STEM SNAPPED OFF - INSTANTLY RELEASING ALL THE AIR FROM THE TIRE. WE HAD TO PUT ON THE SPARE AND PROCEEDED TO LOOK FOR A PLACE TO REPLACE THE BROKEN VALVE STEM. WE DID FIND ONE SERVICE STATION OPEN ON THE NJ TURNPIKE, BUT THEY STATED THAT THEY COULD NOT PUT IN A STANDARD VALVE STEM AS IT WOULD REQUIRE A CHRYSLER PART. (AS I MENTIONED EARLIER, IT WAS SUNDAY AM.) TO OUR DISMAY, WE HAD TO "LIMP" HOME ON THE "DONUT" WHICH ENTAILED TRAVELING ON SEVERAL MAJOR INTERSTATE. OUR CONCERN IS THE SAFETY FACTOR. WE HAVE NOW NOTICED ON THE INTERNET FORUMS THAT THIS IS A COMMON ISSUE WITH THESE ALUMINUM VALVE STEMS AS THERE ARE MULTIPLE REPORTS OF THIS OCCURRING AT APPROXIMATELY 25K-40K MILES. (OUR VEHICLE HAS 43K.) AFTER RETURNING HOME, I CONTACTED A LOCAL DODGE DEALER AND THEY ARE ALSO AWARE OF THIS PROBLEM AND HAD TO ORDER THE PART. THURSDAY, 11/11/10, I HAD THE BROKEN VALVE STEM/SENSOR REPLACED (\$92.34) AND ASKED FOR THE BROKEN VALVE STEM/SENSOR WHICH WAS GIVEN TO US. WHEN ASKED, THE SERVICE PERSON SAID THAT THE REPLACEMENT PART HAS NOT BEEN MODIFIED TO KEEP THIS FROM OCCURRING AGAIN - EXCEPT FOR A PLASTIC CAP (WHICH, BY THE WAY, THE FIRST ONE HAD). *TR

Date Complaint Filed: 11/01/2010 Date of Incident: 10/31/2010
 Component(s): TIRES NHTSA ID Number: 10363478

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents ⓘ

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:
 2008 DODGE CARAVAN TIRE VALVE STEM FAILURE, VALVE STEM BROKE OFF DURING ADDING AIR TO TIRE. TOLD BY DEALERSHIP THIS IS A COMMON PROBLEM WITH THESE TIRE PRESSURE SENSOR VALVE STEMS ON DODGE CARAVANS. IN MY ENTIRE HISTORY OF OWNING VEHICLES I HAVE NEVER ENCOUNTERED THIS PROBLEM. TO ME LOOKS LIKE EITHER A DESIGN OR MATERIAL PROBLEM THAT CAUSED THE VALVE STEM TO CRACK. *TR

Date Complaint Filed: 09/06/2010 Date of Incident: 09/06/2010
 Component(s): TIRES NHTSA ID Number: 10354021

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents ⓘ

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:
 TIRE PRESSURE MONITORING SENSOR/VALVE STEM 2008 DODGE GRAND CARAVAN...VALVE BROKE OFF IN MY HANDS TODAY. IT IS A \$100 VALVE STEM? IT IS CORRODED, AND ONLY HAS 25000 MILES! THIS IS A JOKE! *TR

Date Complaint Filed: 08/26/2010 Date of Incident: 08/26/2010
 Component(s): TIRES NHTSA ID Number: 10352172

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents ⓘ

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44H78R...

SUMMARY:
 VALVE STEM BROKE CAUSING THE TIRE TO DEFLATE AND WARNING LIGHT TO COME ON IN CAR. *TR

Date Complaint Filed: 03/23/2010 Date of Incident: 02/26/2010
 Component(s): TIRES NHTSA ID Number: 10321595

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents ⓘ

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44E39R...

SUMMARY:
 1 TPMS SENSOR BROKE ALLOWING TIRE TO DEFLATE INSTANTLY. SENSOR STEM BROKE WHILE TIRE PRESSURE WAS BEING TAKEN

Date Complaint Filed: 03/23/2010 Date of Incident: 02/01/2010
 Component(s): TIRES NHTSA ID Number: 10321593

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents ⓘ

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44E79R...

SUMMARY:
 1 TPMS SENSOR FAILED CAUSING TIRE TO DEFLATE IMMEDIATELY. SENSOR BROKE AT STEM WHILE TIRE PRESSURE WAS BEING CHECKED.

Date Complaint Filed: 03/23/2010 Date of Incident: 01/19/2010
 Component(s): TIRES NHTSA ID Number: 10321592

All Products Associated with this Complaint ▼

Details ▲ 0 Associated Documents ⓘ

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44H68R...

SUMMARY:

1 TPMS SENSOR FAILED (STEM BROKE) CAUSING TIRE TO GO FLAT INSTANTLY. STEM BROKE WHILE PRESSURE WAS BEING CHECKED.

Date Complaint Filed: 03/08/2010
Component(s): TIRES

Date of Incident: 10/15/2009
NHTSA ID Number: 10317726

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1D8HN44H88B...

SUMMARY:

THREE OF THE FOUR TIRE PRESSURE MONITORING SENSORS (TPMS) VALVE STEMS HAVE FAILED ON MY 2008 DODGE GRAND CARAVAN. TWO OF THEM FAILED IN OCTOBER 2009 AND ONE IN JANUARY 2010, ALL WHILE ATTEMPTING TO ADD AIR. ALL TIRES IMMEDIATELY LOST ALL AIR. THE VALVE STEM HOUSING (THREADED PORTION) SNAPPED OFF. THE THREE TPMS WERE REPLACED BY THE LOCAL DODGE DEALERSHIP. BECAUSE I BELIEVED THIS WAS A SAFETY ISSUE, I REQUESTED THAT THE FORTH TPMS BE REPLACED, HOWEVER, THE LOCAL DEALERSHIP AND CHRYSLER HQ CUSTOMER SERVICE ADAMANTLY REFUSED TO REPLACE THE REMAINING ONE. IF THE VALVE STEM WERE TO BREAK OFF WHILE THE VEHICLE IS IN MOTION, THE RESULTS COULD BE DISASTROUS, AS THE TIRE WOULD RAPIDLY DEFLATE. *TR

Date Complaint Filed: 03/03/2010
Component(s): TIRES

Date of Incident: 01/19/2010
NHTSA ID Number: 10316079

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

TIRE PRESSURE MONITOR SENSOR FAILURES IN THREE 2008 & 2009 DODGE GRAND CARAVANS. THE VALVE STEM ON THE TPMS SNAPS OFF AT THE THREADED PORTION, CAUSING A RAPID DEFLATION OF THE TIRE. THIS OCCURS WHEN DRIVING ON SNOWY OR SLUSHY ROADS, OR WHEN ATTEMPTING TO REMOVE THE VALVE STEM COVER. THIS HAS OCCURRED ON THREE FLEET VEHICLES OVER THE LAST TWO MONTHS. ALL THREE VEHICLES REQUIRED PURCHASE OF NEW OEM TPMS AND REPROGRAMMING OF THE NEW TPMS BY THE DEALER. TWO VEHICLES REQUIRED TOWING DUE TO UNSAFE LOCATION AT TIME OF FAILURE. ONE VEHICLE ALSO REQUIRED REPLACEMENT OF BRAND NEW TIRE THAT WAS DESTROYED AT TIME OF RAPID DEFLATION. *TR

Date Complaint Filed: 02/02/2010
Component(s): TIRES

Date of Incident: 01/03/2010
NHTSA ID Number: 10303823

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN54P98R...

SUMMARY:

TL*THE CONTACT OWNS A 2008 DODGE GRAND CARAVAN. THE CONTACT STATED THAT TWO VALVE STEMS HAVE FAILED; THE SHAFT OF THE VALVE STEM BROKE OFF. THE FIRST TIME, HE WAS ALERTED BY A TIRE SHOP WHEN HE WAS HAVING TIRES INSTALLED. IN FEBRUARY 2010, WHEN HE CHECKED THE TIRE PRESSURE, A VALVE STEM POPPED OFF AND THE PASSENGER FRONT TIRE BECAME FLAT WITHIN MINUTES. HE WAS UNSURE OF WHAT TIRE THE FIRST STEM CAME OFF OF. THE TIRE SHOP INFORMED HIM THAT THE VALVE STEM FAILURE MAY HAVE BEEN DUE TO CORROSION. AFTER THE LATEST FAILURE, HE TOOK THE VEHICLE TO ANOTHER TIRE SHOP AND IT WAS REITERATED THAT THE VALVE STEMS WERE CORRODED. THE CONTACT HAD THE TWO VALVE STEMS REPLACED. HE CALLED THE DEALER AND MANUFACTURER WHO STATED THAT SINCE THE REPAIR WAS MADE THAT THEY COULD NOT ASSIST HELP BECAUSE THEY COULD NOT SEE THE FAILURE. HE WAS ALSO TOLD THAT THEY COULD NOT REPAIR THE OTHER TWO STEMS BECAUSE THEY HAD NOT FAILED AT THAT POINT. THE CURRENT MILEAGE WAS APPROXIMATELY 35,000. THE FAILURE MILEAGE WAS APPROXIMATELY 32,000.

Date Complaint Filed: 01/26/2010
Component(s): TIRES

Date of Incident: 01/25/2010
NHTSA ID Number: 10302274

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN44H78R...

SUMMARY:

I AM A MECHANIC OF 25 YEARS EXPERIENCE AND FEEL THE NEED TO REPORT A POSSIBLE DEFECT THAT EXISTS ON 2008 DODGE CARAVANS. DURING THE LAST FIVE MONTHS I HAVE REPLACED THREE TIRE PRESSURE MONITOR SYSTEM PRESSURE SENSORS. WHAT MAKE THIS PROBLEM ALARMING IS THAT ALL THREE FAILED IN THE SAME MANOR. THE FAILURE OCCURS WHEN THE PORTION OF THE

SENSOR CALLED THE VALVE STEM FRACTURES AND DETACHES FROM THE REST OF THE SENSOR CAUSING A SUDDEN LOSS OF AIR PRESSURE IN THE TIRE. I HAVE PHOTOGRAPHS AND HAVE SAVED TWO OF THE SENSORS THAT HAVE FAILED. I BELIEVE THE PROBLEM IS EITHER A CORROSION ISSUE OR A WEAK MATERIAL USED IN THE MANUFACTURE OF THE PRODUCT CAUSING IT TO FRACTURE EASILY IN ICE AND SNOW. *TR

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



2008 DODGE GRAND CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
6	1	438	10

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 11 out of 11 filtered from 438

Date Complaint Filed: 03/20/2014 Component(s): WHEELS	Date of Incident: 03/19/2014 NHTSA ID Number: 10573694
All Products Associated with this Complaint ▼	
Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): Not Available	
SUMMARY: UPON NOTICING MY TIRE WAS LOW, WE STARTED TO UNSCREW THE VALVE CAP AND THE STEM FELL APART & PART OF IT SHOT INTO MY HUSBAND'S SHOULDER. THE TIRE WENT IMMEDIATELY FLAT. THIS WAS ON MY FRONT TIRE. THE PIECE JUST DISINTEGRATES IN MY HAND. IF THIS WOULD HAVE HAPPENED WHILE DRIVING IT COULD HAVE CAUSED AN ACCIDENT.	

Date Complaint Filed: 07/24/2013 Component(s): WHEELS	Date of Incident: 07/23/2013 NHTSA ID Number: 10531589
All Products Associated with this Complaint ▼	
Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 1D9HN54P18B...	
SUMMARY: BOTH OF THE WHEEL BEARINGS WERE COMPLETELY WORN OUT, CAUSING GRINDING, HARSH ROAD NOISE, AND CLICKING WHEN TURNING. THE BEARINGS ASSEMBLY HAVE BEEN REENGINEERED BY DODGE BUT THEY ARE NOT ISSUING ANY RECALLS. DODGE IS MAKING YOU REPLACE BOTH HUBS AT THE SAME TIME. FAILURE OF THE WHEEL BEARING WHILE DRIVING ON THE INTERSTATE CAN CAUSE THE VEHICLE TO HAVE AN ACCIDENT. *TR	

Date Complaint Filed: 02/13/2013 Component(s): WHEELS	Date of Incident: 02/12/2013 NHTSA ID Number: 10497999
All Products Associated with this Complaint ▼	
Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2D8HN54P68R...	
SUMMARY: TL* THE CONTACT OWNS A 2008 DODGE CARAVAN. THE CONTACT STATED THAT AFTER INSTALLING REPLACEMENT TIRES ON THE VEHICLE, THE TIRE PRESSURE WARNING LIGHT WAS ILLUMINATED. THE CONTACT ATTEMPTED TO ADD AIR TO THE TIRE BUT THE VALVE STEM FAILED. THE VEHICLE WAS TAKEN TO A TIRE SPECIALIST WHERE THEY ADVISED THAT ALL FOUR OF THE TIRE VALVES NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE ISSUE. THE FAILURE MILEAGE WAS 40,000.	

Date Complaint Filed: 08/02/2012 Component(s): POWER TRAIN , SERVICE BRAKES , WHEELS	Date of Incident: 01/10/2011 NHTSA ID Number: 10469034
All Products Associated with this Complaint ▼	
Details ▲	
0 Associated Documents	
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0 Manufacturer: Chrysler Group LLC Vehicle Identification No. (VIN): 2D8HN44H88R...	

SUMMARY:

WE PURCHASED VEHICLE WITH @ 15K MILES IN MAY 2010 - IN JANUARY 2011 AT @ 30K MILES WE HAD TO REPLACE THE BRAKES AND ROTORS THE WHOLE WAY AROUND. I SPOKE WITH 3 MECHANICS WHO 1) SAID ROTORS AT THIS LOW MILEAGE WAS UNHEARD OF AND 2) THIS WAS A KNOWN PROBLEM WITH DODGE GRAND CARAVANS. THEN, JUST 3 WEEKS AGO, AT 55513 MILES, MY LEFT FRONT AXLE / CV JOINT SNAPPED. FROM (PLENTY OF) ONLINE RESEARCH, I LEARNED 2 THINGS - 1) THIS BREAK SHOULD NOT OCCUR IN A VEHICLE SO NEW AND 2) ALL 2008 CHRYSLER / DODGE VEHICLES ARE KNOWN FOR THIS! IN FACT THERE WAS A RECALL IN 08 FOR A LOT OF VEHICLES (NOT THE CARAVAN) FOR JUST THIS! WHEN I CALLED CHRYSLER/DODGE - THEY FIRST SAID THAT THIS WASNT A PART OF THE POWERTRAIN WARRANTY (JM, IT'S AN AXLE!!! ATTACHED TO THE DRIVE SHAFT) AND SECOND - IF I WAS THE ORIGINAL OWNER, IT'D BE COVERED, BUT SINCE I'M NOT, IT WASNT. THIS WAS A \$500 REPAIR JOB. 2 WEEKS LATER!!!!!! AT @ 56000 MILES, I STARTED HAVING FRONT END PROBLEMS AGAIN - BACK TO THE GARAGE - THIS TIME, I'M SURPRISED WITH THE FACT THAT I NEED BRAKES AND ROTORS THE WHOLE WAY AROUND AGAIN. AND, ABS SENSORS, A NEW CALIPER AND BRAKE HOSES. NEW BRAKES - AGAIN???? HERE COMES THE ONLINE RESEARCH AGAIN... I FOUND A WEBSITE (CARCOMPLAINTS.COM) THAT HAD 1027!!! ENTRIES FROM 08 GRAND CARAVAN USERS THAT HAVE HAD TO REPAIR OR REPLACE THEIR BRAKES AND ROTORS AT AN AVERAGE OF EVERY 10000 MILES - THAT IS NOT NORMAL! *TR

Date Complaint Filed: 07/10/2012	Date of Incident: 07/10/2012
Component(s): WHEELS	NHTSA ID Number: 10465141
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): 1D8HN54P78B...	
SUMMARY:	
2ND INCIDENT - TIRE STEM (VALVE) BROKE WHEN REMOVING PLASTIC CAP TO ADD AIR. I REPORTED WHEN THE FIRST VALVE STEM BROKE (TO THIS SYSTEM) ALSO. *TR	

Date Complaint Filed: 01/26/2012	Date of Incident: 01/21/2012
Component(s): TIRES , WHEELS	NHTSA ID Number: 10445515
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): 1D8HN54P78B...	
SUMMARY:	
FRONT DRIVER SIDE TIRE VALVE STEM FRACTURED WHEN THE PLASTIC CAP WAS REMOVED, EXPOSING NEEDLE VALVE. *TR	

Date Complaint Filed: 11/23/2011	Date of Incident: 11/11/2011
Component(s): TIRES , WHEELS	NHTSA ID Number: 10426917
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): 2D8HN44HX8R...	
SUMMARY:	
THIS IS THE MOST RECENT FAILURE. LOW TIRE LIGHT CAME ON. WHEN WE TRIED TO PUT AIR IN TIRE THE STEM WAS CRACKED SO COULD NOT PUT AIR INTO TIRE. THIS WAS THE SECOND TIRE ON THIS VEHICLE TO DO THIS. CALLED DEALERSHIP TO SEE IF THERE WAS A RECALL - WE WERE TOLD NO RECALL. FIRST TIME THIS HAPPENED IT WAS SEVERAL WEEKS BEFORE THEY COULD REPLACE THE STEM FOR US BECAUSE THEY WERE ON BACK ORDER...THERE HAD BEEN SO MANY PROBLEMS THEY COULDN'T KEEP UP! THIS SHOULD BE A RECALL. WE WILL CHANGE OTHER TWO TIRE STEMS RIGHT AWAY TO PREVENT AN ACCIDENT. *TR	

Date Complaint Filed: 06/24/2011	Date of Incident: 06/24/2011
Component(s): WHEELS	NHTSA ID Number: 10408832
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): 2D8HN54X08R...	
SUMMARY:	
FRONT HUB BEARINGS NEEDED TO BE REPLACED AT 47,155 MILES. *TR	

Date Complaint Filed: 12/03/2010	Date of Incident: 12/02/2010
Component(s): TIRES , WHEELS	NHTSA ID Number: 10369034
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44H88R...

SUMMARY:

THE TIRE VALVE STEM TIPS (THE END METAL PART), WHICH ARE INTEGRAL WITH THE TPMS, BREAK OFF LEADING TO A SUDDEN AND COMPLETE LOSS OF AIR FROM THE TIRE. THIS HAS HAPPENED TWICE ON TWO DIFFERENT TIRES ON OUR 2008 DODGE GRAND CARAVAN. ONCE AT ABOUT 25K AND THE SECOND TIME AT 33K. THE DODGE DEALERSHIP SAYS THIS IS A COMMON OCCURRENCE BUT WILL NOT COVER IT UNDER WARRANTY. *TR

Date Complaint Filed: 07/06/2010
 Component(s): WHEELS

Date of Incident: 06/20/2010
 NHTSA ID Number: 10341538

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN54PX8R...

SUMMARY:

DODGE GRAND CARAVAN 2008. LEFT FRONT HUB/BEARING ASSEMBLY BAD AT -38,000 MILES. *TR

Date Complaint Filed: 06/13/2010
 Component(s): WHEELS

Date of Incident: 05/15/2010
 NHTSA ID Number: 10336106

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 1D8HN44H18B...

SUMMARY:

I HAVE AT 2008 DODGE CARAVAN WITH 45,000 MILES ON IT AND EXPERIENCED A WHEEL BEARING FAILURE ON THE RIGHT FRONT OF THE VEHICLE. IF THE BEARING HAD FROZEN I COULD HAVE LOST CONTROL OF THE VEHICLE BEFORE I WAS ABLE TO MAKE A SAFE STOP. *TR

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2009 CHRYSLER TOWN AND COUNTRY

Recalls	Investigations	Complaints	Service Bulletins
3	0	131	13

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COMPLAINTS: Displaying 1 - 14 out of 14 filtered from 131

Date Complaint Filed: 11/08/2013 **Date of Incident:** 11/08/2013
Component(s): TIRES **NHTSA ID Number:** 10551546

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC , Cooper Tire & Rubber Co.
Vehicle Identification No. (VIN): 2A8HR84X78R...

SUMMARY:

I HAD THREE COOPER DEVELOP BUBBLES IN THE SIDE WALLS. WHEN I CONTACTED COOPER TIRE CORPORATE CUSTOMER SERVICE THEY DENIED HAVING ISSUES. HOW COULD 3 OUT OF 4 TIRES GO BAD WITH BUBBLES IN THE SIDEWALLS AND NOT HAVE SAFETY AND OR QUALITY ISSUES? I FEEL THAT COOPER TIRE IS NOT TELLING ME THE WHOLE STORY. *TR

Date Complaint Filed: 11/04/2013 **Date of Incident:** 11/03/2013
Component(s): TIRES , WHEELS **NHTSA ID Number:** 10550725

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A8HR54199R...

SUMMARY:

I WAS UNSCREWING THE PLASTIC TIRE VALVE CAP AND THE TIRE VALVE STEM BROKE OFF IN MY HAND. AIR LEAKED OUT OF THE TIRE UNTIL THE TIRE WAS FLAT. AFTER CHANGING THE TIRE TO THE SPARE TOOK THE TIRE TO THE DEALER AND WAS TOLD IT NEEDED A \$100+ TPMS SENSOR REPLACEMENT. THIS IS THE 2ND TIME THIS HAS HAPPENED ON THIS VEHICLE. THE FIRST WAS HANDLED UNDER WARRANTY. THESE VALVE STEMS BREAK OFF EASILY, AND MAKE THE CAR UNDRIVABLE. *TR

Date Complaint Filed: 07/02/2013 **Date of Incident:** 06/01/2012
Component(s): TIRES , WHEELS **NHTSA ID Number:** 10522796

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

OVER THE PAST 3 YEARS 3 OF MY 4 VALVE STEMS HAVE CRACKED AND FAILED. THESE WERE ALUMINUM STEMS ORIGINAL TO THE VEHICLE. THEY HAVE ALL CRACKED IN THE THREADS. TOTAL FAILURE RESULTS IN A SUDDEN LOSS OF ALL TIRE PRESSURE. *TR FORTUNATELY, ALL HAVE BROKEN WHILE THE VEHICLE WAS AT REST. TYPICALLY IT IS PROCEEDED BY A LOW TIRE PRESSURE WARNING, THEN WHEN THE VALVE STEM CAP IS REMOVED (TO ADD AIR) THE TOP PORTION OF THE STEM AND THE VALVE ITSELF COMES OFF (ONCE VIOLENTLY, SHOOTING THE VALVE ACROSS THE GARAGE).

Date Complaint Filed: 04/26/2013 **Date of Incident:** 04/25/2013
Component(s): TIRES , WHEELS **NHTSA ID Number:** 10509643

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A8HR54109R...

SUMMARY:

MY TIRE VALVE BROKE... I GOT A FLAT TIRE WHILE DRIVING. THE AAA PERSON SAID HE HAS SEEN THIS ALOT. ALSO I CALLED THE TIRE STORE TO SEE HOW MUCH THIS WILL COST AND WHEN I TOLD HIM MY VALVE BROKE, BEFORE I COULD TELL HIM WHAT CAR I HAVE, "HE SAID LET ME GUESS YOU HAVE A TOWN & COUNTRY OR A JEEP." THEY NEED TO ISSUE A RECALL IMMEDIATELY, THIS CAR IS A MINI VAN, MINI VAN MEAN CHILDREN. WE CANT BE DRIVING OUR CHILDREN AROUND IN UNSAFE VEHICLES. HELLO!! CAN YOU SAY FIRESTONE. MAKE THEM FIX THIS ASAP BEFORE GOD FORBID SOMETHING TERRIBLE HAPPENS. *TR

Date Complaint Filed: 04/21/2013
Component(s): SEATS , SERVICE BRAKES , TIRES

Date of Incident: 11/09/2011
NHTSA ID Number: 10509000

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

NOVEMBER 9, 2011 HAD TO REPLACE REAR BRAKES FOR THE 2ND TIME IN LESS THAN 2 YEARS IN OWNERSHIP OF VEHICLE. TIRE SENSOR FAILED AND TIRE DEPLOYED. APRIL 4, 2013 ADDITIONAL TIRE SENSORS BLOW OUT OR FAILED WITHOUT ANY PRIOR NOTIFICATION HAD TO REPLACE 3 TIRE SENSORS. BRAKES ALSO HAD TO BE REPLACED WITHIN A 15 MONTH PERIOD. LESS THAN 20,000 MILES. THERE IS CLEARLY SOMETHING WRONG WITH THE PRODUCTS/MATERIAL USED TO CONSTRUCT THIS VEHICLE. 2013 HEATING UNIT APPEARS TO OVERHEAT MY DRIVER SEAT CAUSING LEATHER ON SEAT TO BEGAN TO CRACK. CHRYSLER MOTORS WAS PLACE ON WRITTEN NOTICE OF THESE PROBLEMS AS EARLY AS JANUARY 18,2012 BUT FAILED TO RESPOND OR DO ANYTHING TO ADDRESS MY CONCERNS. *TR

Date Complaint Filed: 04/21/2013
Component(s): TIRES , WHEELS

Date of Incident: 04/04/2013
NHTSA ID Number: 10508995

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A8HR54189R...

SUMMARY:

4/4/13 TRAVELING ON FREEWAY TIRE SUDDENLY BLOW OUT WITHOUT ANY WARNING FROM TPM SYSTEM. I HAD TO CALL EMERGENCY ROAD SERVICES TO REPLACE TIRE WITH SPARE AND IMMEDIATELY WENT TO A TIRE DEALERS WHERE SENSOR ON REAR TIRE HAD TO BE REPLACED. I HAD TO REPLACE 2 MORE SENSORS WITHIN 2 WEEK PERIOD 4/18/13 WHICH HAD CRACKED. THERE WAS NO WARNING NOTICE FROM TPM THAT THERE WAS A PROBLEM AND ONLY NOTICE ADDITIONAL SENSOR AT TIME VEHICLE WAS GETTING OIL CHANGE AT DEALERSHIP. DEALERSHIP HAD REPLACED A 4TH TIRE SENSOR A YEAR AGO. DEALERSHIP FAILED TO PLACE ME ON NOTICE OF THE PROBLEMS WITH THE SENSORS UNITS AND THE COST OF REPLACING UNITS CAME OUT OF MY POCKET. *TR

Date Complaint Filed: 04/14/2013
Component(s): TIRES

Date of Incident: 04/14/2013
NHTSA ID Number: 10508179

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): Not Available

SUMMARY:

THIS IS THE SECOND TIRE PRESSURE SENSOR THAT BROKE WHILE INFLATING TIRES. THIS IS A REAL SAFETY ISSUE AND THE SENSORS SHOULD BE RECALLED. I AM WORRIED ABOUT THE OTHER TWO BREAKING WHILE DRIVING THE VEHICLE RESULTING IN AN ACCIDENT. *TR

Date Complaint Filed: 01/16/2013
Component(s): TIRES

Date of Incident: 01/14/2013
NHTSA ID Number: 10493244

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC , FALKEN TIRE CORPORATION
Vehicle Identification No. (VIN): 2A8HR541X9R...

SUMMARY:

WHILE CHECKING THE TIRE PRESSURE THE VALVE STEM BROKE. *TR

Date Complaint Filed: 06/05/2012

Date of Incident: 06/04/2012

Component(s): TIRES , WHEELS

NHTSA ID Number: 10460726

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54179R...

SUMMARY:

TIRE VALVE STEM BROKE OFF WHILE AT HIGHWAY SPEED ON AN EXPRESSWAY CAUSING THE TIRE TO IMMEDIATELY DEFLATE! I WAS ABLE TO PULL OFF ON THE SHOULDER AND REPLACED THE TIRE WITH A SPARE. FORTUNATELY, THE FLAT WAS ON THE RIGHT REAR TIRE. IF IT WAS ON THE FRONT I COULD HAVE LOST CONTROL AND COULD HAVE HAD A FATAL ACCIDENT. THE TIRE HAD TO BE PLACED AS WELL AS THE TPMS SENSOR. THE MECHANIC INFORMED ME THAT THIS PARTICULAR VALVE STEM IS MADE OF ALUMINUM AND CAN FATIGUE DO TO ROAD SALT AND CORROSION. SURLY THIS IS A SAFETY ISSUE AND THE VEHICLE SHOULD BE RECALLED. DUE TO THE FEAR THAT THIS MIGHT HAPPEN AGAIN, I HAD THE REMAINING SENSORS REPLACED AT A SIGNIFICANT COST TO ME. PLEASE ADDRESS THIS ISSUE BEFORE PEOPLE ARE KILLED. *TR

Date Complaint Filed: 02/23/2012

Date of Incident: 01/01/2011

Component(s): TIRES

NHTSA ID Number: 10448771

All Products Associated with this Complaint ▼

Details ▲

2 Associated Documents ▼

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54169R...

SUMMARY:

2009 CHRYSLER TOWN & COUNTRY. MANAGER FROM THE ALLIANCE FOR CONSUMER PROTECTION SENT CORRESPONDENCE ON BEHALF OF CONSUMER IN REGARDS TO BLOWN TIRE AND VALVE STEM *TGW WHILE DRIVING 65 MPH, THE CONSUMER EXPERIENCED A TIRE BLOW OUT. THE VEHICLE WAS TAKEN TO A TIRE SHOP, WHERE THE HE WAS INFORMED THE VALVE STEM HAD BROKE OFF AND A RUBBER STEM HAD TO BE INSTALLED. THE SENSOR HAD TO BE REPLACED AND AN ALIGNMENT WAS PERFORMED. IN OCTOBER 2011, WHILE INSTALLING BRAKES ON THE VEHICLE, THE CONSUMER NOTICED ANOTHER VALVE STEM HAD BROKEN OFF AT THE TIP, WHICH HE ALSO REPLACED. IN FEB 2012, THE CONSUMER WAS INFORMED THAT THERE WAS A HOLE IN THE VALVE STEM AGAIN. UPON INSPECTION OF THE VALVE STEMS, IT WAS APPARENT, THE VALVE STEMS WERE DETERIORATING FROM CORROSION FROM BAD METAL AND ROAD ELEMENTS USED TO TREAT ROADS IN BAD WEATHER, SUCH AS SALT. THE CONSUMER WAS CONVINCED THE VALVE STEMS WERE MADE FROM ALUMINUM AND THE ROAD ELEMENTS WERE CAUSING THE VALVES TO FAIL, ESPECIALLY IN THE NORTHERN PART OF THE COUNTRY. *JB

Date Complaint Filed: 01/24/2012

Date of Incident: 01/20/2012

Component(s): TIRES , WHEELS

NHTSA ID Number: 10445109

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54X49R...

SUMMARY:

ON 1-20-2012 THE DASH BOARD INDICATED THAT THE TWO REAR TIRES NEEDED AIR. I FILLED UP THE DRIVER REAR TIRE AND THEN AS SOON AS THE NOZZLE WAS PLACED ON THE VALVE STEM OF THE REAR PASSENGER TIRE, THE STEM BROKE AND THE TIRE WENT FLAT. THE SPARE TIRE WAS PLACED ON THE REAR PASSENGER TIRE. AS I WALKED AROUND REAR OF THE VEHICLE, I NOTICED THAT THE OTHER REAR TIRE WHICH I HAD JUST FILLED WAS FLAT. I PLACED AIR IN THE TIRE AND HEADED OUT.. I NEEDED TO STOP ANOTHER FOUR TIMES TO FILL THAT TIRE BEFORE REACHING MY DESTINATION. I CONTACTED GOLLING CHRYSLER ON TELEGRAPH ROAD IN BLOOMFIELD HILLS, MI. I SPOKE WITH THE SERVICE PERSON, ADAM, THE PROBLEM WAS FIXED IT IN ABOUT AN HOUR AND A HALF. MY DAUGHTER ADVISED ME THAT HER FATHER-IN-LAW HAD A SIMILAR PROBLEM WITH THE VALVE STEMS ON HIS CHRYSLER VEHICLE. I ASKED ADAM ABOUT THE VALVE STEMS ON THE TWO FRONT TIRES. HE INDICATED THAT THOSE STEMS WERE CHECKED AND THERE WERE NO PROBLEMS WITH THEM. I ASKED HIM IF THERE WERE OTHERS WERE HAVING SIMILAR PROBLEMS WITH THE VALVE STEMS. HE INDICATED THAT THEY WERE HAVING PROBLEMS WITH THEM. I THEN ASKED HIM IF CHRYSLER WAS HAVING PROBLEMS WITH THE STEMS WHY THE OTHER TWO STEMS HAD NOT BEEN REPLACED. HE ADVISED THAT CHRYSLER HAS INDICATED THAT GOOD STEMS SHOULD NOT BE REPLACED. I ASKED IF HE WOULD GUARANTEE THOSE TWO STEMS AND HE INDICATED HE WOULD NOT BECAUSE OF THE PROBLEMS THEY WERE HAVING. I AM NOT COMPLAINING ABOUT THE SERVICE I RECEIVED BUT THINK THAT THE PROBLEM IS KNOWN AND CHRYSLER DOES NOT WANT TO FIX THE PROBLEMS WITH THE OTHER STEMS. I CAN DEAL WITH ONE FLAT TIRE BUT NOT TWO AT ONE TIME. I BELIEVE THAT CHRYSLER, IF IT IS HAVING A PROBLEM WITH THE VALVE STEMS SHOULD FIX THE PROBLEM TO THE SATISFACTION OF THE CUSTOMER. *TR

Date Complaint Filed: 12/01/2011

Date of Incident: 10/05/2011

Component(s): TIRES , WHEELS

NHTSA ID Number: 10438015

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR44EX9R...

SUMMARY:

SOMETIME IN THE BEGINNING OF OCTOBER 2011 WHILE CHECKING/ ADJUSTING THE AIR PRESSURE IN MY TIRES THE RH FRONT VALVE STEM SNAPPED OFF JUST BELOW WHERE THE VALVE CORE THREADS IN CAUSING A COMPLETE LOSS OF PRESSURE. THIS SEEMED LIKE A FLUKE PROBLEM, SO THE STEM WAS REPLACED AT MY OWN COST. TODAY, 12/1/2011, WHILE CHECKING/ ADJUSTING THE AIR PRESSURE AGAIN THE RH REAR VALVE STEM SNAPPED OFF JUST LIKE THE PREVIOUS ONE DID APPROX. 2 MONTHS AGO. SOME FLUKE OCCURRENCE? NOT TWICE. ONCE AGAIN THE PART WAS REPLACED AT MY OWN COST/ TIME SO WE WERENT DOWN A VEHICLE. IN MY OPINION IT APPEARS THAT THE METAL VALVE STEMS FOR THE TPMS ARE MADE OF A FAULTY GRADE METAL, AND OR THE VALVE CORES WERE OVER TORQUED, CAUSING A FRACTURE/ STRESS CRACK IN THE STEM. AFTER DOING SOME RESEARCH ON THE INTERNET THIS SEEMS TO BE QUITE A PROBLEM WITH AT LEAST SEVERAL HUNDRED DODGE/ CHRYSLER OWNERS. IN A WAY THIS MAKES ME FEEL BETTER BEING IT'S NOT JUST ME THAT THIS IS HAPPENING TO, BUT IT'S DEFINITELY NOT AN ISOLATED INCIDENT. NOW I STILL HAVE TWO TIRES THAT HAVE NOT HAD THIS PROBLEM YET, BUT WHEN TIME ALLOWS I WILL BE REPLACING ALL THE VALVE STEMS WITH RUBBER ONES AND JUST DEALING WITH THE TPMS IDIOT LIGHT BEING ON IN THE DASH. SO MUCH FOR NEW/ EASIER TO USE TECHNOLOGY! THIS WONT CAUSE AN ISSUE WITH ME, LIVING IN MICHIGAN BECAUSE WE DONT HAVE VEHICLE INSPECTIONS, BUT THERE ARE SEVERAL STATES THAT WILL FAIL AN INSPECTION IF THE TPMS LIGHT IS ON. IN CLOSING, LUCKILY THESE VALVE STEMS FAILED WHILE SERVICING THE VEHICLE, AND NOT DRIVING DOWN THE ROAD AT 55+ MPH, OTHERWISE THE RESULTS MIGHT NOT HAVE BEEN THE SAME. I'VE WORKED IN QUALITY CONTROL FOR THE AUTOMOTIVE MANUFACTURING INDUSTRY FOR 20+ YEARS PRODUCING AND INSPECTING TIGHT TOLERANCE/ SAFETY RELATED PARTS, AND FEEL THAT THIS REALLY NEEDS TO BE LOOKED INTO FURTHER. IT IS A DEFINITE SAFETY CONCERN. *TR

Date Complaint Filed: 08/17/2011

Component(s): TIRES

Date of Incident: 08/01/2011

NHTSA ID Number: 10419866

All Products Associated with this Complaint

Details

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54149R...

SUMMARY:

THE LAST FEW TIMES I HAD THE OIL CHANGED IN MY WIFE'S 2009 CHRYSLER TOWN AND COUNTRY THE SERVICE PERSON REFUSED TO CHECK THE TIRE PRESSURE BECAUSE OF AN INHERENT CORROSION PROBLEM WITH THE CHRYSLER VALVE STEMS, WHICH ARE PART OF THE TPMS. THE RIGHT REAR VALVE STEM SUBSEQUENTLY FAILED AND THE DEALER WANTED TO CHARGE \$120 TO REPLACE THE VALVE STEM. (THE VEHICLE HAS 38,000 MILES) ONLY AFTER EXTENDED COMPLAINING AND NOTING IT WAS A SAFETY ISSUE AND A COMMON PROBLEM WITH TOWN & COUNTRY'S DID THE DEALER AGREE TO FIX IT FOR FREE. WHILE THE TIRE MAINTAINED AIR PRESSURE AFTER THE VALVE STEM FAILED, I WAS UNABLE TO CHECK THE TIRE PRESSURE OR ADD AIR TO THE TIRE. MY CONCERN IS THE OTHER 3 VALVE STEMS ARE HEAVILY OXIDIZED AND IT WILL COST ME AND OTHER TOWN & COUNTRY OWNERS \$300 - \$400 TO CHECK TIRE PRESSURE OR ADD AIR INTO OUR TIRES. THE CHEAP SOLUTION IS TO REPLACE THE EXPENSIVE CHRYSLER VALVE STEMS WITH STANDARD TIRE VALVE STEMS. HOWEVER, THIS SOLUTION DISABLES THE TPMS WHICH I THOUGHT WAS A REQUIRED SAFETY SYSTEM. MY OTHER CAR WITH A TPMS HAS OVER 100,000 MILES HAS NO SUCH ISSUE WITH ITS VALVE STEMS OR TPMS. *KB

Date Complaint Filed: 08/03/2011

Component(s): TIRES

Date of Incident: 08/03/2011

NHTSA ID Number: 10416841

All Products Associated with this Complaint

Details

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A8HR54139R...

SUMMARY:

TL* THE CONTACT OWNS A 2009 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THE TIRE STEM SENSOR FAILED ON THE REAR DRIVERS SIDE CAUSING THE TIRE TO DEFLATE. BEING PUT IN THE TIRE THE STEM POPPED OUT CAUSING THE TIRE TO GO FLAT. THE TIRE STEM MANUFACTURER WAS SIEMENS MODEL#787A0/833707093. THE TIRE STEM SENSOR WAS REPLACED FOR \$100 AT THE OWNERS EXPENSE. THE CONTACT WAS EXPECTING A FOLLOW UP PHONE CALL FROM THE MANUFACTURER. THE FAILURE MILEAGE WAS 27,851.

2009 DODGE CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
2	0	29	4

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 6 out of 6 filtered from 29

Date Complaint Filed: 07/09/2013
 Component(s): TIRES , WHEELS
 Date of Incident: 07/06/2013
 NHTSA ID Number: 10523862

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 1D8HN44E99B...

SUMMARY:

TL* THE CONTACT OWNS A 2009 DODGE CARAVAN. THE CONTACT STATED THE TIRE PRESSURE WARNING LIGHT ILLUMINATED. THE CONTACT INSPECTED THE VEHICLE AND NOTICED THE REAR DRIVERS SIDE TIRE WAS FLAT. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC AFTER THE TIRE WAS REPLACED WITH THE SPARE TIRE. THE CONTACT WAS INFORMED THE TPMS TIRE SENSOR STEM WAS CORRODED. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 25,500. *TR

Date Complaint Filed: 04/03/2013
 Component(s): TIRES , WHEELS
 Date of Incident: 04/02/2013
 NHTSA ID Number: 10505522

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D8HN44E79R...

SUMMARY:

TL* THE CONTACT OWNS A 2009 DODGE CARAVAN. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 45 MPH, THE TIRE PRESSURE WARNING LIGHT SUDDENLY ILLUMINATED. THE CONTACT INSPECTED THE VEHICLE AND NOTICED THAT THE FRONT PASSENGER'S SIDE TIRE WAS LOSING AIR RAPIDLY. THE VEHICLE WAS TAKEN TO A LOCAL MECHANIC FOR DIAGNOSIS. THE MECHANIC STATED THAT THE VALVE STEM WAS SEVERALLY CORRODED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 80,000. *TR

Date Complaint Filed: 09/17/2012
 Component(s): TIRES , WHEELS
 Date of Incident: 09/10/2012
 NHTSA ID Number: 10475698

All Products Associated with this Complaint ▼

Details ▲

1 Associated Document ▼

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 1D8HN44E39B...

SUMMARY:

TL* THE CONTACT OWNS A 2009 DODGE CARAVAN. THE CONTACT STATED THAT THE TIRE PRESSURE MONITOR FAILED. THE CONTACT CHECKED THE TIRE AND THE VALVE STEM CAME OFF OF THE TIRE WITH FORCE AND ALMOST HIT HIM. THE VEHICLE WAS TAKEN TO THE DEALER FOR INSPECTION AND THEY STATED THAT THE VALVE NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THEY WOULD REPLACE IT BUT THE CONTACT HAD TO PAY FOR THE REPAIR. THE FAILURE MILEAGE WAS 42,000. UPDATED 11/13/12 *CN UPDATED 11/21/2012 *JS

Date Complaint Filed: 12/16/2011
 Component(s): TIRES
 Date of Incident: 10/12/2011
 NHTSA ID Number: 10440185

All Products Associated with this Complaint ▼

Details ▲**0 Associated Documents****Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** Chrysler Group LLC**Vehicle Identification No. (VIN):** 2D8HN54X19R...**SUMMARY:**

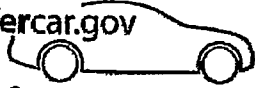
THE VALVE STEMS FAILED.. NUTS FOR BOTH FRONT VALVE STEMS ROTTED OFF CAUSING VALVE STEMS TO FALL INTO TIRES LOSING ALL TIRE PRESSURE WITHIN SECONDS..THIS HAPPEN WITH BOTH FRONT TIRES AT DIFFERENT TIMES.THE FIRST TIME I LOST PRESSURE THE LIGHT CAME ON SO I STOPPED AT A GAS STATION AND WENT TO PUT AIR IN THE TIRE AND THE VALVE STEM FELL INTO THE TIRE LOSING ALL PRESSURE IMMEDIATELY AND I WAS LEFT WITH A FLAT. AAA CAME AND PUT ON SPARE AND SAID THE NUT ON THE VALVE STEM WAS GONE AND SAID IT LOOKED LIKE IT CORRODED AND FELL OFF.THE SECOND ONE WHILE I WAS DRIVING THE VEHICLE...MY CHILDREN AND I COULD HAVE BEEN KILLED IF I DIDN'T PULL OVER IMMEDIATELY! THE MECHANIC SAID THE SAME THING THAT THE NUT WAS MISSING AND THE VALVE STEM ACTUALLY WAS BROKE IN HALF. THIS SHOULD BE AN IMMEDIATE RECALL ON THESE VALVE STEMS! THE DODGE DEALERSHIP REFUSED TO REPLACE THEM AND SAID I MUST HAVE DONE SOMETHING TO THEM! PLEASE NOTE I STILL HAD THE ORIGINAL TIRES ON THIS VEHICLE FROM PURCHASING IT BRAND NEW AT A DEALERSHIP IN 2009. I CANT BELIEVE THE TREATMENT I RECEIVED FROM THE DODGE DEALERSHIP. *TR

Date Complaint Filed: 07/26/2011**Date of Incident:** 07/25/2011**Component(s):** TIRES**NHTSA ID Number:** 10415228**All Products Associated with this Complaint ▼****Details ▲****0 Associated Documents****Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** Chrysler Group LLC**Vehicle Identification No. (VIN):** 2D8HN44E49R...**SUMMARY:**

WHILE CHECKING TIRE PRESSURE TPMS BROKE - FILED BY JIFFY LUBE. *TR

Date Complaint Filed: 01/13/2011**Date of Incident:** 01/12/2011**Component(s):** TIRES**NHTSA ID Number:** 10376568**All Products Associated with this Complaint ▼****Details ▲****0 Associated Documents****Crash:** No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0**Manufacturer:** BRIDGESTONE/FIRESTONE NORTH AMERICA TIRE , Chrysler Group LLC**Vehicle Identification No. (VIN):** 2D8HN54X89R...**SUMMARY:**

LEFT FRONT TIRE SUDDENLY LOST ALL AIR PRESSURE AS CAR WAS CLEANED IN A CAR WASH. THE CARWASH HAS NO BRUSHES OR ANY DEVICE THAT CAN TOUCH THE VEHICLE. EXAMINATION AFTERWARDS BY THE DEALER REVEALED THE PROBABLE CAUSE WAS PART OF THE TIRE PRESSURE VALVE WAS MISSING DUE TO THE VALVE STEM BREAKING. THIS TIRE WAS PART OF A NEW SET OF FOUR BOUGHT ONLY 2 DAYS BEFORE AND HAD APPROX. 400 MILES OF USAGE. THEY WERE BRIDGESTONE TURANZA TIRES. *TR



2009 DODGE GRAND CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
4	0	123	5

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Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 25 out of 26 filtered from 123

Date Complaint Filed: 09/15/2013 **Date of Incident:** 09/14/2013
Component(s): TIRES , WHEELS **NHTSA ID Number:** 10543667

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

LOW TIRE PRESSURE LIGHT CAME ON WHILE DRIVING 70 MPH PULLED OVER TO CHECK TIRE WHILE CHECKING THE TIRE PRESSURE IN TIRE THE TPMS SENSOR/VALVE STEM BROKE CAUSING ALL OF THE AIR TO ESCAPE FROM THE TIRE. *TR

Date Complaint Filed: 09/12/2013 **Date of Incident:** 09/10/2013
Component(s): TIRES **NHTSA ID Number:** 10543297

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC , Cooper Tire & Rubber Co.

Vehicle Identification No. (VIN): 2D8HN44E89R...

SUMMARY:

WHILE CHECKING THE TIRE PRESSURE IN A CUSTOMER'S TIRE THE TPMS SENSOR/VALVE STEM BROKE CAUSING ALL OF THE AIR TO ESCAPE FROM THE TIRE. THE TIRE WAS REPAIRED FOR \$45. *TR

Date Complaint Filed: 08/25/2013 **Date of Incident:** 07/02/2013
Component(s): TIRES , WHEELS **NHTSA ID Number:** 10537167

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44E59R...

SUMMARY:

ON JULY 2, 2013 THE TIRE PRESSURE LIGHT WENT ON. I WENT TO PUT AIR IN THE DRIVER'S SIDE FRONT TIRE. THE VALVE STEM BROKE OFF RESULTING IN A FLAT TIRE. I HAD THE VALVE STEM REPLACED AT A COST OF \$140.00. ON AUGUST 20, 2013 THE LIGHT CAME BACK ON AGAIN. I TOOK IT BACK TO GOOD YEAR. THEY TOLD ME THE TWO VALVE STEMS ON THE PASSENGER WHEELS, FRONT/BACK WERE VERY CORRODED. THEY DID MANAGE TO FILL BOTH TIRES FOR ME. THE LIGHT WENT OFF. TWO DAYS LATER, THE LIGHT CAME ON AGAIN. I WENT TO FILL THE TIRES AND THE ONE VALVE STEM BROKE OFF, ANOTHER FLAT TIRE! PUT ON THE SPARE, DROVE HOME, CALLED AROUND AND HAD TO TAKE IT IN TO BE FIXED AGAIN. \$700 LATER, 4 NEW TIRES, ANOTHER TPMS REPLACED, AND AN ALIGNMENT. TWO VALVE STEMS ARE STILL IFKY, BUT THEY SAID THEY SEALED OKAY..... I AM NERVOUS ABOUT ALLOWING MY WIFE AND THREE SMALL CHILDREN TO RIDE IN THIS CAR WITH TWO MORE CORRODED VALVE STEMS. WHO KNOWS IF THEY WILL POP OFF AND CAUSE AN ACCIDENT. I'M SEEING OTHER PEOPLE HAVE HAD THE SAME PROBLEMS. I BELIEVE A RECALL SHOULD BE MADE TO HAVE THIS PROBLEM CORRECTED. -THANK YOU *TR

Date Complaint Filed: 07/16/2013 **Date of Incident:** 06/07/2013
Component(s): TIRES , WHEELS **NHTSA ID Number:** 10525260

All Products Associated with this Complaint ▼

Details ▲**0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN44E39R...

SUMMARY:

VALVE STEM BROKE ON FRONT DRIVERS SIDE TIRE AFTER PARKING IT IN THE DRIVEWAY. TIRE WENT FLAT AND HAD TO REPLACE VALVE STEM, 1 MONTH LATER THE PASSENGER FRONT VALVE STEM BROKE DRIVING ON THE HIGHWAY CAUSING THE TIRE TO IMMEDIATELY GO FLAT. RESULTING IN REPLACING TIRE AND VALVE STEM. *TR

Date Complaint Filed: 06/19/2013**Date of Incident:** 05/01/2013**Component(s):** TIRES**NHTSA ID Number:** 10520299**All Products Associated with this Complaint ▼****Details ▲****2 Associated Documents ▼**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN54109R...

SUMMARY:

2009 DODGE GRAND CARAVAN. CONSUMER WRITES IN REGARDS TO DEFECTIVE TIRE PRESSURE MONITOR SENSORS. *SMD THE CONSUMER STATED THE TECHNICIAN NOTED THAT THE TIRE VALVE STEM MADE OF ALUMINUM, CORRODED AND CAUSED THE RETAINING NUTS TO SPLIT. THE CONSUMER HAD TO REPLACE ALL FOUR TIRE PRESSURE MONITOR SYSTEM SENSORS.

Date Complaint Filed: 05/08/2013**Date of Incident:** 05/07/2013**Component(s):** TIRES , WHEELS**NHTSA ID Number:** 10511047**All Products Associated with this Complaint ▼****Details ▲****0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN54159R...

SUMMARY:

TPM WAS ON. STOPPED TO CHECK TIRE PRESSURE. WHEN WENT TO UNSCREW CAP ON REAR PASSENGER TIRE, AIR STARTED SHOOTING OUT AND TIRE WENT FLAT IN SECONDS. VALVE STEM ASSEMBLY HAD CORRODED AND BROKE OFF IN CAP. IF I WERE DRIVING, MY FOUR CHILDREN AND I COULD BE DEAD. THIS WOULD HAVE BEEN A VERY SERIOUS ACCIDENT. SOMETHING HAS TO BE DONE. DODGE IS USING FAULTY VALVE STEMS, ENDANGERING PEOPLE'S LIVES. *TR

Date Complaint Filed: 04/20/2013**Date of Incident:** 04/18/2013**Component(s):** TIRES , WHEELS**NHTSA ID Number:** 10508937**All Products Associated with this Complaint ▼****Details ▲****0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 1D8HN44E09B...

SUMMARY:

LEFT REAR TPMS VALVE STEM CORRODED AND FAILED WHILE DRIVING ON HIGHWAY. TIRE QUICKLY DEFLATED. TIRE DEALER REPLACED TIRE, BUT VALVE STEM WAS TOO CORRODED, SO A REGULAR VALVE STEM WAS USED. TWO DAYS LATER, THE RIGHT FRONT VALVE STEM FAILED, AGAIN WHILE DRIVING ON HIGHWAY. WHILE AT TIRE DEALER, I HAD THEM REPLACE THE OTHER TWO TPMS SENSORS THAT HADN'T FAILED (YET). *TR

Date Complaint Filed: 03/02/2013**Date of Incident:** 02/21/2013**Component(s):** TIRES**NHTSA ID Number:** 10501012**All Products Associated with this Complaint ▼****Details ▲****0 Associated Documents**

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D8HN54189R...

SUMMARY:

LOW TIRE PRESSURE CAME ON. CHECK TIRE FOR AIR PRESSURE AND THE VALVE STEM BROKE AND FLEW OFF 20 FEET. THANK GOODNESS I WAS NOT DRIVING AS THIS WOULD OF CAUSED A CRASH INDEED ESPECIALLY AS I WAS GOING TO BE TRAVELING ON THE EXPRESSWAY AT 75 MPH. SOMETHING NEEDS TO BE DONE ABOUT THIS PROBLEM BEFORE SOMEONE GETS MAIMED OR KILLED. *TR

Date Complaint Filed: 09/13/2012**Date of Incident:** 09/07/2011**Component(s):** TIRES**NHTSA ID Number:** 10475338**All Products Associated with this Complaint ▼**

Details ▲**1 Associated Document ▼**

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN54X39R...

SUMMARY:

TL* THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE TIRE CONTINUOUSLY DEFLATED. THE CONTACT MENTIONED THAT WHILE INSPECTING THE VEHICLE, HE NOTICED THAT THE TIRE VALVE STEM WAS CORRODED. THE VEHICLE WAS TAKEN TO THE DEALER WHO CONFIRMED THE FAILURE AND ADVISED THAT THE VALVE STEMS NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 30,000 AND THE CURRENT MILEAGE WAS 50,000. UPDATED 12/27/12 *CN THE CONSUMER STATED THE ALUMINUM VALVE STEM LOCKING NUT CORRODED, CRACKED AND DISINTEGRATED. THE VALVE BLEW OUT CAUSING THE TIRE TO DEFLATE WHEN DRIVING. UPDATED 1/14/2013 *JS

Date Complaint Filed: 09/10/2012

Date of Incident: 09/09/2012

Component(s): TIRES , WHEELS

NHTSA ID Number: 10474539

All Products Associated with this Complaint ▼**Details ▲****0 Associated Documents**

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44E39R...

SUMMARY:

ALMOST TO WORK IN MY 2009 DODGE GRAND CARAVAN WHICH IS APPROXIMATELY A ONE HOUR DRIVE AND LIGHT SENSOR CAME ON IN CAR. ONCE GOT TO WORK NOTICED REAR DRIVER SIDE TIRE AIR LOW. AT LUNCH TRIED TO FILL WITH AIR BUT COULD NOT BECAUSE THE WAS VALVE GOING INTO THE TIRE. TOOK TO TIRE REPAIR SHOP WHERE THEY INFORMED ME THAT TIRE SENSOR CAP WAS MISSING. THEY COULD NOT TELL ME WHY OR HOW THAT WOULD HAPPEN. THEY HAD TO REPLACE ENTIRE SENSOR AT A COST OF \$130. THEN 3 DAYS LATER TIRE LIGHT CAME ON AGAIN AND THIS TIME FRONT PASSENGER TIRE WAS LOW. LOOKED AT TIRE SENSOR CAP AND NOTICE IT WAS CRACKED, CORRODED AND PIECE MISSING FROM CAP. LOOKED AT OTHER TWO CAPS AND THEY ARE BOTH CRACKED AND CORRODED. SO THAT EXPLAINS WHY FIRST CAP WAS MISSING - IT CORRODED AND FELL OFF. SO NOW REMAINING 3 SENSORS NEED TO BE REPLACED. TOOK TO DEALER BUT WAS TOLD NOT COVERED UNDER MY EXTENDED WARRANTY. SEEMS TO ME IF ALL 4 SENSOR CAPS ARE CRACKED, CORRODED AND FALLING OFF THERE IS A DEFECT AND A RECALL SHOULD BE DONE. LUCKILY I DID NOT HAVE THE AIR LEAK QUICKLY FROM THE TIRE NOR DID IT CAUSE AN ACCIDENT BUT IT EASILY COULD HAVE. *TR

Date Complaint Filed: 07/09/2012

Date of Incident: 07/01/2011

Component(s): TIRES , WHEELS

NHTSA ID Number: 10464702

All Products Associated with this Complaint ▼**Details ▲****0 Associated Documents**

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 1D8HN44E19B...

SUMMARY:

TIRE PRESSURE SENSOR WAS ON. TIRE PRESSURE WAS FINE. ONE TIRE STARTED A SLOW LEAK, BROUGHT IT TO MECHANIC. VALUES HAVE CORRODED, ONE FELL IN THE TIRE. ALL THE SENSORS HAD TO BE REPLACED. *TR

Date Complaint Filed: 03/18/2012

Date of Incident: 03/17/2012

Component(s): TIRES

NHTSA ID Number: 10452130

All Products Associated with this Complaint ▼**Details ▲****0 Associated Documents**

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , YOKOHAMA RUBBER CO. LTD.

Vehicle Identification No. (VIN): 2D8HN54109R...

SUMMARY:

A CORRODED VALVE STEM LET GO JUST AFTER THE LOW TIRE LIGHT CAME ON. THIS WAS THE FIRST TIME THIS HAS HAPPENED. WE MANAGED TO PULL OVER TO THE BERM AND CALLED AAA. THE MAN CAME OUT AND PUT THE SPARE TIRE ON AND WE ABLE TO GET HOME. I CHECKED OUT THE OTHER VALVE STEMS AND THEY ARE CORRODED ALSO. *TR

Date Complaint Filed: 07/16/2011

Date of Incident: 05/24/2011

Component(s): TIRES

NHTSA ID Number: 10413129

All Products Associated with this Complaint ▼**Details ▲****0 Associated Documents**

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44EX9R...

SUMMARY:

VALVE SYSTEM FAILURE: WHILE TRAVELING 2000 MILES FROM HOME, THE LOW TIRE PRESSURE DASHBOARD WARNING LIGHT CAME ON. WE

CHECKED ALL TIRE PRESSURE AND FILLED ONE LOW TIRE, BUT LIGHT CAME BACK ON. WE TOOK IT TO MECHANIC WHO NOTED THAT THE VALVE STEM WAS CORRODED AND CRACKED, AND COULD HAVE COME DISLODGED AT ANY MOMENT, CAUSING A BLOWOUT. REPLACED TPMS SENSOR AT A COST OF \$153. *TT

Date Complaint Filed: 07/11/2011

Component(s): TIRES

Date of Incident: 07/10/2011

NHTSA ID Number: 10411902

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 1D8HN54189B...

SUMMARY:

2009 DODGE GRAND CARAVAN VALVE STEM FAILURE. IN NOV WE WENT OUT FOR THANKSGIVING SUPPER COME OUT AND FOUND FRONT LEFT TIRE FLAT, VALVE STEM WAS BROKEN OFF AND COULD NOT FIND CAP OR VALVE. VAN HAD ABOUT 38,000 ON IT. THIS SUNDAY PULLED BACK INTO DRIVE AND IN MATTER OF SECONDS REAR RIGHT WENT FLAT. FOUND SAME PROBLEM. WENT OVER TO CHECK LEFT REAR AND FOUND CRACK IN STEM WITHIN 1/32" BELOW CAP, I CALLED FOR NEW STEMS DEALER IS OUT OF STOCK SO THE VAN MUST SIT. I WILL HAVE TO PUT RUBBER STEMS IN AND DEAL WITH THE LIGHT SO I CAN USE THE VAN. NOW WHAT WOULD HAPPEN IF MY WIFE OR MYSELF WITH KIDS AND GRANDKIDS ARE ON A TRIP BUSY ROADS, LOTS OF TRAFFIC AND THIS WOULD HAPPEN. WHEN THESE BLOW TIRES ARE FLAT IN SECONDS. ITS MAKES ME AFRAID TO DRIVE NOING THIS COULD HAPPEN. \$74.25 EACH PER STEM NOT INCLUDING LABOR. THIS IS NOT FAIR OR SHOULD NOT BE ALOAD ON VEHICLES. THANKS FOR YOUR TIME. THE VAN NOW HAS 40,449. *TT

Date Complaint Filed: 06/20/2011

Component(s): TIRES

Date of Incident: 06/18/2010

NHTSA ID Number: 10407493

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44E69R...

SUMMARY:

TL*THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. THE CONTACT STATED THAT SHE HAD TO REPLACE THREE VALVE STEMS WITHIN THE LAST YEAR. THE DEALER REPLACED THE SENSOR, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 38,000 AND THE CURRENT MILEAGE WAS 91,000.

Date Complaint Filed: 04/28/2011

Component(s): TIRES

Date of Incident: 04/27/2011

NHTSA ID Number: 10398149

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

DRIVER'S FRONT TIRE PRESSURE SENSOR NUT CORRODED AND BROKE OFF CAUSING AN IMMEDIATE FLAT TIRE. THE ALMOST NEW TIRE (LESS THAN 25,000KM) WAS ALSO DESTROYED IN THE PROCESS OF BRING THE VEHICLE TO A SAFE STOP. HAD TO PURCHASE A NEW SENSOR AS WELL AS A NEW TIRE. \$361.35 LATER OUT OF MY POCKET FOR A DEFECT THAT I AM TOLD IS NOT RESTRICTED TO DODGE VEHICLES BUT WITH ALL TIRE PRESSURE SENSORS IN GENERAL. THE DEFECT HAVING TO DO WITH THE METAL COMPONENTS BEING USED. IF THE COMPONENTS WERE RUBBER AS REGULAR VALVE STEMS ARE OR EVEN RUBBER COATED SUCH FAILURES WOULD BE GREATLY REDUCED. WOULD LIKE FOR DODGE TO PAY MY BILL BUT UNLIKELY..... MILEAGE AND SPEED ARE CANADIAN AND IN KM AND KM/H. *TR

Date Complaint Filed: 04/26/2011

Component(s): TIRES

Date of Incident: 02/16/2011

NHTSA ID Number: 10397924

All Products Associated with this Complaint ▼

Details ▲

1 Associated Document ▼

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44E29R...

SUMMARY:

TL* THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. THE CONTACT STATED THAT TWO OF THE VALVE STEMS DETERIORATED AND CAUSED THE CAP TO FRACTURE FROM THE VEHICLE. THE VEHICLE WAS TAKEN TO A LOCAL REPAIR STATION WHERE THE FIRST VALVE STEM WAS REPLACED FEBRUARY 2011. THE SECOND FAILURE OCCURRED ON APRIL 2011 AND THE SECOND VALVE STEM WAS REPAIRED AT THE SAME REPAIR STATION. THE CONTACT CALLED AN AUTHORIZED DEALER WHO OFFERED NO ASSISTANCE. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE CURRENT MILEAGE WAS APPROXIMATELY 49,000 AND THE FAILURE MILEAGE WAS APPROXIMATELY 47,000. UPDATED 06/17/11 *BF THE CONSUMER STATED THE VALVE STEMS WERE CORRODED. UPDATED 08/04/11

Date Complaint Filed: 04/25/2011

Component(s): TIRES

Date of Incident: 04/25/2011

NHTSA ID Number: 10397417

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

2009 GRAND CARAVAN. WAS WASHING THE WHEELS, AROUND THE VALVE STEM AREA, WHEN THE VALVE SNAPPED OFF AT THE BASE OF THE VALVE CAP, RELEASING ALL THE AIR IN THE TIRE WITHIN 10 SECONDS. HAD THIS BEEN A PART FAILURE DURING A HIGH SPEED DRIVE IN HEAVY TRAFFIC, IT WOULD HAVE BEEN CATASTROPHIC. THERE SHOULD BE A SAFETY ALERT REGARDING THIS DEFECT AND AN IMMEDIATE RECALL. I REFUSED TO PAY A \$150.00 TIRE REPAIR, SO I OPTED OUT WITH REMOVING THE EXISTING PRESSURE MONITORING SYSTEM, AND HAD A GOOD OLD RUBBER VALVE STEM PUT IN, AND THE TIRE REBALANCED. IF A RECALL IS NOT IMPLEMENTED SOON, I PLAN ON HAVING ALL THE VALVE STEMS REPLACED, AND WITH ALL THE OTHER PROBLEMS I'VE HAD WITH THIS VEHICLE, I WOULD NEVER AGAIN BUY A DODGE. *TR

Date Complaint Filed: 03/08/2011

Component(s): TIRES

Date of Incident: 03/08/2011

NHTSA ID Number: 10386889

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44E69R...

SUMMARY:

2 TPMS VALVE STEMS ON MY 2009 DODGE CARAVAN BROKE OFF IN THE MECHANICS HAND WHILE UNSCREWING THE VALVE STEM CAP AS HE WAS CHECKING TIRE PRESSURE. THIS OCCURRED AT THE DODGE DEALER WHERE I PURCHASED THE VEHICLE. THIS IS 3 OUT OF 4 VALVE STEMS ON THIS VAN THAT HAVE BROKEN. FIRST WAS ON 10/20/10, OTHER TWO TODAY (3/8/11). METALIC STEMS NOT MADE TO STAND UP TO NORMAL ROAD CONDITIONS. PARTS AND LABOR IS \$152 EACH TIRE, JUST FOR THE VALVE STEMS! *TR

Date Complaint Filed: 02/26/2011

Component(s): ENGINE AND ENGINE COOLING, TIRES

Date of Incident: 01/14/2011

NHTSA ID Number: 10384602

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN54159R...

SUMMARY:

BOUGHT VEHICLE ON 12-14-2010(USED FROM A CAR DEALER) VEHICLE WAS SUPPOSE TO HAVE BEEN INSPECTED(72 POINT CHECK) THIS VAN HAD 34,916 MILES ON IT. DEALER DID RECALLS AND WARRANTY WORK. WE COMPLAINED ABOUT THE TIRE "LIGHT" GOING ON & OFF. WAS ADVISED THAT NOTHING WAS WRONG WITH THE MONITOR, THAT THE TIRES JUST NEEDED A LITTLE AIR FOR THE HIGHER ALTITUDE. THEY OVER FILLED TIRES. TIRE LIGHT CAME ON AGAIN. THIS TIME WE WERE ADVISED, BY A TIRE DEALER, THAT THE VALVES(MONITORS) WERE CRACKED & LEAKING AIR. ALSO THE ENGINE LIGHT CAME ON AND STAYED ON UNTIL WE GOT TO THE DEALER, HE SAID TO TURN OFF THE MOTOR AND RESTART THE ENGINE. THIS TIME IT WENT OFF. AFTER READING THE COMPLAINTS ABOUT ENGINE LIGHTS, WE ARE SCARED THAT THE DEALERS ARE AGAIN LYING TO US. WE DO NOT WANT TO END UP WITH THE VEHICLE JUST STOPPING ON US ON THE HIGHWAY, IN FRONT OF AN 18 WHEELER! THIS ENGINE LIGHT PROBLEM HAS OCCURRED TO OTHERS AND THEIR TRANSMISSION JUST QUIT. WE BELIEVE THAT THESE DEALERS, ARE IN DENIAL. WHY DID THE DEALER TELL MY HUSBAND JUST TO TURN OFF THE VEHICLE WITHOUT USING A CODE TO FIND OUT WHAT THE PROBLEM IS? WE HAVE HAD THE VEHICLE IN 2 TIMES ABOUT THE "LOW TIRE" LIGHT & EACH TIME THEY JUST BLEW IT OFF AS NEEDING AIR! IT WAS AN INDEPENDENT TIRE PERSON WHO ACTUALLY EXAMINED THE TIRE TO FIND THE CRACKED VALVE-HE DID NOT HAVE ANY THING TO GAIN, AS THE VALVE STEM WAS RETURNED AGAIN TO THE DEALER. WHEN WE LOOKED BACK AT THE REPAIR TICKETS (2) WE NOTICED THAT OUR REPORTING OF THE TIRE LIGHT BEING ON WAS NOT EVEN ON EITHER OF THE REPAIR TICKETS! BTW: OUR 1999 DODGE RAM 1500 TRUCK HAS THE IRREGULAR & ACCELERATED IDLE AS WELL AS THE "OUT OF NOWHERE" ACCELERATION, WHICH WE FOUND MANY COMPLAINTS ON THE INTERNET. WE COPIED DOZENS OF THESE COMPLAINTS OFF THE INTERNET, AS WELL AS THEIR SOLUTIONS/FIXES AND GAVE THE STACK OF PAPERWORK TO THE DEALER.(WE HAD BEEN BACK TO THE DEALERS DOZENS OF TIMES PREVIOUSLY) AS THE PROBLEM KEPT COMING BACK. THE INTERNET REPAIRS IT WORKED. WE HOPE THESE CAN BE 2. *TR

Date Complaint Filed: 02/23/2011

Component(s): TIRES

Date of Incident: 02/22/2011

NHTSA ID Number: 10384100

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN54199R...

SUMMARY:

I BOUGHT MY 2009 VAN IN OCT. IN DEC. I HAD TO HAVE BOTH VALVE STEMS REPLACED BECAUSE THEY WERE LEAKING AIR, I HAVE SINCE

THEN READ ONLINE ABOUT OTHERS HAVING PROBLEMS WITH THIS ISSUE WITH THE TIRE SENSORS. YESTERDAY I WENT TO TAKE THE CAP OFF MY FRONT TIRE WHICH HAD NOT BEEN CHANGED TO REGULAR VALVE STEMS AND THE WHOLE STEM CAME OFF IN MY HAND AND BOOM FLAT TIRE. THANK GOD I WAS NOT DRIVING WHEN IT WENT AND HAD MY CHILDREN OR SOMEONE ELSE'S CHILD WITH ME. I CANNOT BELIEVE THAT A DESIGN FLAW LIKE THAT WOULD BE NOT BE RECALLED BY NOW. JUST TRYING TO TAKE THE CAP OFF AND BOOM IT'S IN MY HAND. STILL CANNOT BELIEVE IT. *TR

Date Complaint Filed: 10/21/2010

Component(s): TIRES

Date of Incident: 10/10/2010

NHTSA ID Number: 10361502

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

TL* THE CONTACT OWNS A 2009 DODGE GRAND CARAVAN. THE CONTACT OBSERVED THAT THE FRONT DRIVER SIDE TIRE PRESSURE SENSOR GAUGE WAS DEFECTIVE CAUSING AN EXCESSIVE AMOUNT OF AIR PRESSURE LOSS IN THE TIRE. THE DEALER WAS NOTIFIED OF THE FAILURE AND THEY INFORMED THE CONTACT THAT THE PART NEEDED FOR REPAIRS WAS ON BACKORDER FOR A PERIOD OF TWO TO THREE MONTHS. THE CONTACT HAD EXPRESSED CONCERN OF THE SAFETY RISK INVOLVED IN THE FAILURE. THE VIN WAS UNAVAILABLE. THE FAILURE MILEAGE WAS 14,800.

Date Complaint Filed: 10/15/2010

Component(s): TIRES

Date of Incident: 10/08/2010

NHTSA ID Number: 10360672

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HNS4119R...

SUMMARY:

TIRE VALVE STEM BROKE WHEN PUTTING AIR IN THE TIRE CAUSING IMMEDIATE DEFLATION OF TIRE. *TR

Date Complaint Filed: 09/14/2010

Component(s): EQUIPMENT , TIRES

Date of Incident: 09/12/2010

NHTSA ID Number: 10355584

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

2009 DODGE GRAND CARAVAN - TPMS- TIRE PRESURE MONITORING SENSOR - VALVE STEM. *TR

Date Complaint Filed: 08/10/2010

Component(s): ELECTRICAL SYSTEM , ENGINE AND ENGINE COOLING , POWER TRAIN , SERVICE BRAKES, HYDRAULIC , TIRES , UNKNOWN OR OTHER

Date of Incident: 08/09/2010

NHTSA ID Number: 10348386

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN54X29R...

SUMMARY:

THE EVENTS LEADING UP TO THE FAILURE = WHILE VEHICLE IN MOTION ENGINE LOST COMPLETE POWER AND DIED ON STREET—THE FAILURE HOW OFTEN IT OCCURS = ONE TIME— ITS CONSEQUENCES = TOWED TO DEALER FOR REPAIRS—ADDITIONAL PROBLEMS WITH THE VEHICLE = 1-WHILE DODGE CARAVAN WAS IN MOTION, ON THE STREET, DODGE CARAVAN ENGINE POWER WAS TOTALLY LOST, DODGE CARAVAN CAME TO A STOP WHILE HOLDING THE BRAKE PEDAL DOWN VERY HARD! 2-TRANSMISSION SHIFT LEVER STUCK IN PARK WITH ENGINE RUNNING - I COULD NOT MOVE GEARSHIFT LEVER TO DRIVE- I HAD TO TURN OFF IGNITION AND START ENGINE AGAIN. 3- INTERMITTENT ELECTRICAL OPERATION OF LEFT AND RIGHT SLIDING DOORS TO OPEN OR CLOSE. 4-INTERMITTENT TRANSMISSION JUMPS AND A CLUNK NOISE AT APPROXIMATELY 21 MILES PER HOUR SPEED. *(ON 04-08-2010 VEHICLE BOUGHT IN FOR SAME PROBLEM). 5- SECURITY SYSTEM HEAD AND TAILLIGHTS DO-NOT FLASH WHEN CAR IS ARMED OR UNARMED. 6-INTERMITTENT LOW TIRE PRESSURE LIGHT SYMBOL INTERMITTENTLY GOES ON/OFF OR STAYS ON . 7-ENGINE IDLES HIGH. 8-VERY LOW GAS MILEAGE. APPROXIMATELY 12 MILES CITY AND 14 MILES HIGHWAY PER 18 GALLON TANK = APPROXIMATELY 240 MILES PER TANK—VEHICLE ID [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR



2009 DODGE GRAND CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
4	0	123	5

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 26 - 26 out of 26 filtered from 123

Date Complaint Filed: 04/13/2010

Component(s): TIRES

Date of Incident: 04/12/2010

NHTSA ID Number: 10325350

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation

Vehicle Identification No. (VIN): 2D8HN44E09R...

SUMMARY:

APRIL 12TH I HAD THE OIL CHANGE IN MY 2009 DODGE CARAVAN AT VALVOLINE. AS I WAS DRIVING HOME MY LOW LIGHT INDICATOR CAME ON. I CHECKED THE AIR PRESSURE AND THEY WERE ALL FINE. I AM IN SALES AND DO A GREAT DEAL OF TRAVEL IN THIS CARAVAN IN THE MINNEAPOLIS AREA. I COULD FEEL THE VAN PULLING HARDER AND HARDER TO THE RIGHT. WHEN I PULL IN TO THE PARKING LOT, THE RIGHT FRONT TIRE WAS LOW. THE AIR VALVE BLOW OUT AND COMPLETE DEFLATED THE TIRE. IF I WOULD HAVE BEEN DRIVING, WHO KNOWS WHAT COULD HAVE HAPPENED. I GOT THE TIRE CHANGED AND BROUGHT THE CAR TO GOODYEAR. I WAS TELLING ME CO WORKER ABOUT THIS AND SHE HAS HAD THE SAME THING HAPPEN TO HER 2009. *TR

2010 CHRYSLER TOWN AND COUNTRY

Recalls	Investigations	Complaints	Service Bulletins
2	0	253	10

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 9 out of 9 filtered from 253

Date Complaint Filed: 12/02/2013 Date of Incident: 04/20/2013
 Component(s): TIRES NHTSA ID Number: 10554402

All Products Associated with this Complaint ▼

Details ▲

1 Associated Document ▼

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A4RR5D12AR...

SUMMARY:

TL* THE CONTACT OWNS A 2010 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH, HE HEARD A LOUD NOISE AS THE TIRE PRESSURE MONITORING SYSTEM WARNING LIGHT ILLUMINATED. THE VEHICLE WAS MANEUVERED TO THE SIDE OF THE ROAD WHERE HE NOTICED THAT THE FRONT PASSENGER'S SIDE TIRE HAD EXPLODED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, WHO INFORMED THE CONTACT THAT THE TIRE PRESSURE SENSOR HAD MALFUNCTIONED. THE TIRE AND SENSOR WERE REPLACED. THE FAILURE ALSO OCCURRED WITH THE FRONT DRIVER'S SIDE TIRE PRESSURE SENSOR. THE MANUFACTURER WAS NOT NOTIFIED OF THE DEFECT. THE APPROXIMATE FAILURE MILEAGE WAS 62,000. UPDATED 3/5/14*CN

Date Complaint Filed: 08/12/2013 Date of Incident: 07/27/2013
 Component(s): TIRES , WHEELS NHTSA ID Number: 10534855

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A4RR5D19AR...

SUMMARY:

MY VEHICLE WAS PARKED IN THE GARAGE. I WAS INSIDE AND I HEARD A SOUND THAT SOUNDED LIKE A GUNSHOT. I IMMEDIATELY WENT INTO THE GARAGE AND NOTICED THAT THE DRIVERS SIDE REAR TIRE WAS FLAT. I LOOKED AT THE WHEEL RIM AND FOUND THE VALVE STEM ON THE WHEEL SENSOR HAD BLOWN OFF. LOOKING FURTHER I FOUND THE STEM WITH THE VALVE COVER ATTACHED WAS ON THE GARAGE FLOOR. I BELIEVE THE BREAK MOST LIKELY COULD HAVE BEEN CAUSED BY METAL FATIGUE. THE STEM SEEMS TO BE MADE OUT OF ALUMINUM. I HAD TO REPLACE THE TPMS SENSOR AT A COST OF \$169.65. MY CALL TO CHRYSLER TO REPORT THIS INCIDENT WAS MET WITH THE ANSWER THAT MY VEHICLE WAS OUT OF WARRANTY. I AM CONCERNED THAT THIS PROBLEM MIGHT BE HAPPENING TO OTHER DRIVERS AND THEY MIGHT NOT KNOW WHAT CAUSED THE AIR TO ESCAPE. WHAT IF I WAS ON THE HIGHWAY AND THIS HAPPENED? THE TIRE WENT FLAT IN SECONDS. WOULD I HAVE BEEN ABLE TO CONTROL MY VEHICLE AND GET TO THE SIDE OF THE ROAD, OR WOULD I HAVE BEEN A STATISTIC? COULD THIS BE ANOTHER FORD EXPLORER FIASCO? DO YOU THINK THESE VALVE STEMS SHOULD BE REPLACED WITH A METAL OTHER THAN ALUMINUM? MY ADVICE TO THE READER OF THIS LETTER, AND ANYONE ELSE WHO MIGHT READ THIS INCIDENT INFORMATION, PLEASE CHECK YOUR VALVE STEMS. IF THEY HAVE TMS SENSORS, CHECK TO SEE IF THEY ARE MADE OUT OF ALUMINUM. YOUR THOUGHTS. LOOKING FORWARD TO HEARING FROM YOU SOON. [REDACTED] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(8). *TR

Date Complaint Filed: 07/28/2013 Date of Incident: 07/27/2013
 Component(s): TIRES NHTSA ID Number: 10532190

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A4RR5D19AR...

SUMMARY:

MY 2010 CHRYSLER T&C WAS PARKED IN MY GARAGE. THERE WAS A LOUD BANG, LIKE A GUNSHOT. WHEN I WENT TO THE GARAGE, THE RIGHT REAR TIRE WAS DEFLATED. UPON LOOKING ON THE GROUND THE ALUMINUM VALVE STEM HAD SHEARED OFF, DUE TO METAL FATIGUE. (IT IS IN MY POSSESSION) THE CAP WAS STILL ATTACHED TO THE STEM. FORTUNATELY, THIS DID NOT HAPPEN ON A HIGHWAY. IF THIS IS HAPPENING TO OTHER OWNERS WHILE THE VEHICLE IS MOVING A HIGHWAY SPEED, WE MIGHT BE LOOKING AT ANOTHER FORD EXPLORER FIASCO. THE COST TO REPLACE THE TPMS SENSOR RAN \$189.85. I WOULD LIKE TO HAVE CHRYSLER REPLACE THESE VALVE STEMS AND SENSORS WITH A BETTER METAL, SUCH AS COPPER. IT WOULD ALSO BE NICE IF CHRYSLER WOULD REIMBURSE ME FOR THE COST OF REPLACEMENT. I REALIZE THEY CAN'T REPLACE MY LIFE, OR OTHERS, BUT THEY SHOULD BE PUT ON NOTICE THAT THESE VALVE STEMS ARE UNSAFE. *TR

Date Complaint Filed: 06/17/2013

Date of Incident: 06/14/2013

Component(s): TIRES , WHEELS

NHTSA ID Number: 10520138

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2A4RR5D11AR...

SUMMARY:

I HAVE A PROBLEM WITH THE TIRE PRESSURE MONITOR SENSORS, (A FEDERAL MANDATED SAFETY DEVISE). MY 2010 CHRYSLER TOWN & COUNTRY ONLY HAS 13,930 MILES AND WHILE DRIVING THE LEFT FRONT TPMS CAME APART AND RELEASED THE AIR OUT OF THE TIRE. I KNEW THE TIRE WAS GOING FLAT BEFORE THE DASH LIGHTS REFLECTED A PROBLEM. AFTER CALLING FOR ROAD SIDE SERVICE, I WAS INFORMED THIS IS A CURRENT PROBLEM AS THE MATERIAL USED IS DIE-CAST (POT METAL) WHICH IS VERY CORROSIVE TO THE ELEMENTS. I CONTACTED THE CHRYSLER DEALER AND WAS TOLD IT WOULD COST ME \$74.00 FOR THE SENSOR AND \$20.00 LABOR TO FIX IT. UPON FURTHER INVESTIGATION THE OTHER 3 ON THE CAR ARE VERY CORRODED AND SPLIT. THIS WOULD COST APPROXIMATELY \$400.00 TO REPLACE ALL OF THEM AND THEY ARE GOING TO REPLACE THEM WITH THE SAME INFERIOR COMPONENT THAT JUST FAILED IN 3 YEARS TIME AND 13,930 MILES. I CAN NOT BELIEVE THAT THEY ARE FAILING IN THIS SHORT OF TIME AND HAS NOT HAD A RECALL. HOW CAN A CAR MANUFACTURE MEET SUCH A SAFETY MANDATE WITH SUCH A DEFECTIVE PART. WHAT ABOUT THE AIR BAGS? ARE THEY JUST AS CHEAP, ARE THEY GOING TO WORK WHEN YOU NEED THEM? LOW PRESSURE ON TIRES CAN CAUSE "LOSS OF CONTROL" AND "ACCIDENTS" AS STATED BY THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION. I CAN NOT EVEN FIND A CERTIFIED THIRD PARTY TIRE REPAIR SHOP THAT WILL FIX THE FLAT TIRE BECAUSE IF THEY FIX IT THE SAFE WAY BY USING THE TRUSTED RUBBER STEM IT VIOLATES THE FEDERAL MANDATED SAFETY DEVISE, WHICH IS ILLEGAL AND THEY DO NOT WANT THE LIABILITY. THEY EVEN REFUSE TO FIX THE FLAT WITH CHRYSLERS INFERIOR PART. DO PEOPLE NEED TO DIE BEFORE ANYONE UNDERSTANDS HOW DANGEROUS THIS COULD BE AT 55 TO 70 MILE PER HOUR AND HAVE THE AIR RUSH OUT WITHIN A FEW SECONDS? IT SHOULD BE A CRIME TO ALLOW A CAR MANUFACTURE TO USE A INFERIOR PRODUCT JUST TO SAY THEY MET A FEDERAL MANDATED SAFETY DEVISE. *TR

Date Complaint Filed: 03/19/2013

Date of Incident: 01/01/2013

Component(s): TIRES , WHEELS

NHTSA ID Number: 10503627

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

THE VALVE STEM BROKE AND IS AN EXPENSIVE FIX. I HAVE READ ONLINE THAT THIS IS HABITUAL WITH THESE CHEAPLY MADE STEMS. THEY SHOULD COVER THIS UNDER WARRANTY. *TR

Date Complaint Filed: 12/02/2012

Date of Incident: 12/02/2012

Component(s): TIRES , WHEELS

NHTSA ID Number: 10486735

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

THIS VEHICLE HAS 40000 MILES ON IT. APPROXIMATELY AFTER A MONTH OF OWNING IT, THE TPMS VALVE STEM BROKE OFF THE TIRE WHILE REFILLING WITH AIR. THE SENSOR HAS NOW BROKEN OFF THREE SEPARATE TIRES. I RESEARCHED WHETHER THIS WAS AN ONGOING ISSUE WITH THESE VEHICLES AND FOUND OUT THAT IS HAS BEEN. WHY IS NOTHING BEING DONE ABOUT THIS? WHAT WOULD HAPPEN IF SOMEONE WAS DRIVING ON THE ROAD WHEN THIS HAPPENED? THESE VALVE STEMS ARE ALUMINUM, NOT RUBBER AND THEY CORRODE QUICKLY. ALSO, THEY ARE NOT CHEAP TO REPLACE APPROX. \$100 EA. SOMETHING SHOULD BE DONE ABOUT THIS BEFORE THERE ARE SERIOUS INJURIES OR DEATHS FROM FAULTY EQUIPMENT. *TR

Date Complaint Filed: 10/04/2012

Date of Incident: 09/15/2012

Component(s): POWER TRAIN , SUSPENSION , TIRES

NHTSA ID Number: 10478571

All Products Associated with this Complaint ▼

Details ▲

1 Associated Document ▼

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A4RR5D16AR...

SUMMARY:

TL* THE CONTACT OWNS A 2010 CHRYSLER TOWN AND COUNTRY. THE CONTACT STATED THAT WHILE DRIVING 5 MPH AND COMING TO A STOP SIGN THE VEHICLE CRASH INTO ANOTHER VEHICLE PARKED BY THE SIDE OF THE ROAD. AS A RESULT, THE VEHICLE AXLE BROKE CAUSING THE WHEEL WELL AND THE TIRE TO BE JAMMED UP INTO THE SIDE. NO INJURIES WERE REPORTED. THE POLICE WAS NOTIFIED AND A REPORT WAS AVAILABLE IF NEEDED. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC WHO DIAGNOSED THAT THE AXLE, THE FRONT SUSPENSION AND TIRE NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 6,000. ...UPDATED 11/09/12 *BF UPDATED 11/15/2012 *JS

Date Complaint Filed: 02/15/2012
Component(s): ELECTRICAL SYSTEM , ENGINE AND ENGINE COOLING , STEERING , TIRES , WHEELS

Date of Incident: 02/01/2012
NHTSA ID Number: 10448080

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A4RR5D16AR...

SUMMARY:

THIS HAD HAPPENED SEVERAL TIMES SINCE WE BOUGHT THIS FROM THE DEALER. I WOULD BE DRIVING AND HAVE NO CONTROL OVER THE VAN , I HAD TO COME TO A STOP AND PUT IT IN PARK AND THEN START IT UP AGAIN.VERY DANGEROUS. MY SECOND COMPLAINT IS A TIRE WENT FLAT LESS THEN A YEAR OF HAVING THE VEHICLE. I WAS TOLD BY THE TIRE REPAIR MECHANIC THAT THERE WAS A PLUG AND THESE ARE 2008 TIRES AND 2007 RIMS AND THAT TUBE WHERE THE AIR GOES IN WAS BRASS AND IT SHOULD NOT BE.HE SEEMED TO THINK THEY GAVE US USED TIRE AND RIMS ON OUR VEHICLE. HE SAID HE HAS SEEN THIS WHERE A DEALER PUTS THE NEWER RIMS AND TIRES ON ANOTHER VECHICLE TO SELL IT AND US UNSUSPECTING CUSTOMERS DID NOT KNOW THEY HAD BEEN REPLACED. *TR

Date Complaint Filed: 12/19/2011
Component(s): TIRES , WHEELS

Date of Incident: 09/21/2011
NHTSA ID Number: 10440446

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2A4RR5D18AR...

SUMMARY:

THE TIRE PRESSURE MONITOR SENSORS ON THE 2010 CHRYSLER TOWN AND COUNTRY HAVE VALVE STEMS THAT ARE BUILT INTO THE SENSOR - THEY CANNOT BE SEPARATED. THE VALVE STEMS ARE ALUMINUM, AND THEY BREAK EXTREMELY EASILY. I BOUGHT THIS VEHICLE (USED) IN SEPTEMBER, AND WITHIN LESS THAN 3 MONTHS ALL FOUR STEMS HAVE BROKEN. FORTUNATELY, EACH TIME I FOUND ONE OF THE BROKEN, THE VAN WAS IN MY DRIVEWAY, AND THEY WERE NOT LEAKING AIR. IN EVERY CASE, THE ALUMINUM WAS BADLY CORRODED - SOMETHING THAT SHOULDN'T HAPPEN ON A VEHICLE THAT IS LESS THAN TWO YEARS OLD. THE STEMS SHOULD HAVE BEEN MADE FROM A MATERIAL THAT IS LESS LIKELY TO CORRODE, SUCH AS RUBBER. *TR

2010 DODGE CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
2	0	66	4

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 4 out of 4 filtered from 66

Date Complaint Filed: 01/11/2013 Date of Incident: 01/08/2013
 Component(s): TIRES , WHEELS NHTSA ID Number: 10492299

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D4RN4DE5AR...

SUMMARY:

I WAS CHECKING THE TIRE PRESSURE AND THE VALVE STEM BROKE OFF IN MY HAND AND ALL THE AIR RAN OUT IN 10 SECONDS. I REMOVED THE FLAT TIRE AND TOOK IT TO A LOCAL DEALER AND THEY CHARGED ME 100.00. APPARENTLY THIS IS A COMMON PROBLEM FOR THESE VALVE STEMS WITH THE INTERNAL PRESSURE SENSORS AND I'M WORRIED ABOUT THE OTHER WHEELS DOING SIMILAR POSSIBLY WHILE DRIVING. *TR

Date Complaint Filed: 11/28/2012 Date of Incident: 03/06/2012
 Component(s): TIRES , WHEELS NHTSA ID Number: 10486291

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

1ST TIME: TIRE LIGHT ILLUMINATED. WHEN CHECKING THE AIR PRESSURE, THE VALVE STEM BROKE OFF MID WAY UP THE STEM EXPOSING THE VALVE ITSELF. WHEN ALL WAS SAID AND DONE IT COST APPROXIMATELY \$150.00 TO REPLACE AND PROGRAM. 2ND TIME: CHECKING AIR PRESSURE BEFORE LEAVING FOR A LONG TRIP. I COULD VISUALLY SEE A TIRE WAS LOW ON PRESSURE (TIRE SQUATTING), LATER REMOVING THE CAP ON THE VALVE STEM I COULD SEE A DISTINCT WHAT I CALL WEAR RING NEAR WHERE THE CAP, WHEN INSTALLED, WOULD END ON THE STEM. AS THIS IS THE AREA THE PREVIOUS STEM BROKE, I SPRAYED THE STEM WITH SOAPY WATER AND CONFIRMED A SLOW LEAK FROM THIS WEAR RING. HAD THIS STEM REPLACED WITH A STANDARD SAFE VALVE STEM. THIS IS A VERY UNSAFE COMPONENT AND SHOULD BE RECALLED! THE FIRST OCCURRENCE TOOK THE TIRE ABOUT 20 SECONDS TO GO COMPLETELY FLAT. IF THIS WERE TO HAPPEN AT HIGHWAY SPEEDS WHILE LOADED DOWN WITH A FAMILY GOING ON VACATION, THIS COULD END UP WITH A LOT OF SERIOUS INJURIES IF NOT FATALITIES. I'M HAVING ALL STEMS REPLACED WITH THE TRADITIONAL STYLE UNTIL THE MANUFACTURER RECALLS AND PROVIDES AN ENVIRONMENTALLY TESTED REPLACEMENT. I CAN'T BELIEVE THIS TYPE OF SAFETY TESTING IS NOT ALL READY REQUIRED. *TR

Date Complaint Filed: 02/14/2012 Date of Incident: 06/15/2011
 Component(s): TIRES , WHEELS NHTSA ID Number: 10447936

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D4RN5D10AR...

SUMMARY:

THIS CAR IS A 2010 DODGE CARAVAN. I HAVE HAD 2 VALVE STEMS FAIL EXPLOSIVELY. IT OCCURS AROUND WHERE THE VALVE CORE IS SCREWED DOWN. IT APPEARS THE THREADED VALVE STEM JUST CRACKS OFF ABOUT THE LEVEL OF THE BOTTOM OF THE VALVE STEM. BOTH TIMES I WAS SITTING STILL WHEN IT HAPPENED. LUCKY! I DON'T KNOW HOW WIDE SPREAD THIS PROBLEM IS BUT IF [HTTP://USNEWS.RANKINGSANDREVIEWS.COM/CARS-TRUCKS/DAILY-NEWS/080905-TIRE-VALVE-STEM-RECALL-COULD-AFFECT-30-MILLION-](http://usnews.rankingsandreviews.com/cars-trucks/daily-news/080905-tire-valve-stem-recall-could-affect-30-million-)

CARS/IS AN EXAMPLE, THE PROBLEM IS WIDESPREAD AND GETTING WORSE. I THINK THAT IS BEYOND TIME FOR YOUR AGENCY TO GET VERY INVOLVED. THE COMPANY I PURCHASED THIS AUTO FROM DOESN'T APPEAR TO BE VERY EAGER TO REPLACE THESE DEFECTIVE PARTS. YOUR TIMELY RESPONSE IS REQUIRED. *TR

Date Complaint Filed: 10/21/2011

Date of Incident: 09/30/2010

Component(s): SERVICE BRAKES, HYDRAULIC, WHEELS

NHTSA ID Number: 10432299

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

WHEN THE VEHICLE HAD ONLY 12000 MILES MY FRONT TIRES WERE COMPLETELY BARE (LIKE RACING SLICKS). WAS TAKEN TO 2 DEALERSHIPS AND THEY LOOKED AT THE VAN AND FOUND NOTHING WRONG THAT WOULD CAUSE THE TIRE WEAR (ALIGNMENT WAS FINE). I FOUGHT AND FOUGHT WITH CHRYSLER TO PAY FOR THEM, WHICH THEY FINALLY DID ABOUT 3 WEEKS AFTER THE PROBLEM WAS ADDRESSED. NOW MY VEHICLE HAS 15000 MILES AND WHILE DRIVING ALL YOU CAN HEAR IS NOISES (ALMOST LIKE ROAD NOISE BUT ITS FROM THE FRONT END). MOST LIKELY, WHEEL BEARINGS, BALL JOINT, TIE RODS ETC. ON 10/21/11, WHILE PULLING OUT OF MY DRIVEWAY LOW AND BEHOLD WHAT DO YOU HERE, NOTHING BUT THE SOUND OF GRINDING BRAKES. NO SIGN OF BRAKE HAVING A ISSUES THE DAY BEFORE WHEN DRIVEN. THIS PARTICULAR VAN THAT I PURCHASED BRAND NEW (WITH 2 MILES ON IT) CLEARLY IS A LEMON AND HAS FAULTY PARTS OR SOMETHING MAJORLY WRONG WITH IT. NONE OF THESE PARTS OF THE VEHICLE SHOULD BE GOING AT THIS AMOUNT OF MILES. AS ALWAYS, CHRYSLER AND ITS' DEALERS SAY THERE IS NOTHING WRONG WITH THE IT. *TR

2010 DODGE CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
2	0	66	4

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 10 out of 10 filtered from 66

Date Complaint Filed: 08/09/2013
 Component(s): TIRES
 Date of Incident: 02/23/2013
 NHTSA ID Number: 10534456

All Products Associated with this Complaint ▼

Details ▲

1 Associated Document ▼

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D4RN5D14AR...

SUMMARY:

TL* THE CONTACT OWNS A 2010 DODGE CARAVAN. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 55 MPH, THE TIRE SENSOR UNIT INDICATED THAT ONE OF THE TIRES WAS LOW ON PRESSURE AND THE REAR DRIVER'S SIDE TIRE BECAME FLAT. THE CONTACT MENTIONED THAT THE TIRE VALVE HAD FAILED. THE VEHICLE WAS NOT TAKEN TO A DEALER. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 50,000 AND THE CURRENT MILEAGE WAS 60,000. UPDATED 09-26-13 *BF ON AUGUST 6, 2013, WHILE CHECKING THE AIR PRESSURE IN THE TIRES, THE CONSUMER WAS UNABLE TO REMOVE THE TIRE VALVE FROM ONE OF THE TIRES, DUE TO CORROSION. WHEN HE TRIED TO REMOVE THE TIRE VALVE BY HAND, ON THE RIGHT FRONT TIRE, IT BROKE OFF.

Date Complaint Filed: 01/11/2013
 Component(s): TIRES , WHEELS
 Date of Incident: 01/08/2013
 NHTSA ID Number: 10492299

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): 2D4RN4DE5AR...

SUMMARY:

I WAS CHECKING THE TIRE PRESSURE AND THE VALVE STEM BROKE OFF IN MY HAND AND ALL THE AIR RAN OUT IN 10 SECONDS. I REMOVED THE FLAT TIRE AND TOOK IT TO A LOCAL DEALER AND THEY CHARGED ME 100.00. APPARENTLY THIS IS A COMMON PROBLEM FOR THESE VALVE STEMS WITH THE INTERNAL PRESSURE SENSORS AND IM WORRIED ABOUT THE OTHER WHEELS DOING SIMILAR POSSIBLY WHILE DRIVING. *TR

Date Complaint Filed: 11/28/2012
 Component(s): TIRES , WHEELS
 Date of Incident: 03/06/2012
 NHTSA ID Number: 10486291

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
 Manufacturer: Chrysler Group LLC
 Vehicle Identification No. (VIN): Not Available

SUMMARY:

1ST TIME: TIRE LIGHT ILLUMINATED. WHEN CHECKING THE AIR PRESSURE, THE VALVE STEM BROKE OFF MID WAY UP THE STEM EXPOSING THE VALVE ITSELF. WHEN ALL WAS SAID AND DONE IT COST APPROXIMATELY \$150.00 TO REPLACE AND PROGRAM. 2ND TIME: CHECKING AIR PRESSURE BEFORE LEAVING FOR A LONG TRIP. I COULD VISUALLY SEE A TIRE WAS LOW ON PRESSURE (TIRE SQUATTING). LATER REMOVING THE CAP ON THE VALVE STEM I COULD SEE A DISTINCT WHAT I CALL WEAR RING NEAR WHERE THE CAP, WHEN INSTALLED, WOULD END ON THE STEM. AS THIS IS THE AREA THE PREVIOUS STEM BROKE, I SPRAYED THE STEM WITH SOAPY WATER AND CONFIRMED A SLOW LEAK FROM THIS WEAR RING. HAD THIS STEM REPLACED WITH A STANDARD SAFE VALVE STEM. THIS IS A VERY UNSAFE COMPONENT AND SHOULD BE RECALLED! THE FIRST OCCURRENCE TOOK THE TIRE ABOUT 20 SECONDS TO GO COMPLETELY FLAT. IF THIS WERE TO HAPPEN AT HIGHWAY SPEEDS WHILE LOADED DOWN WITH A FAMILY GOING ON VACATION, THIS COULD END UP WITH A LOT OF SERIOUS

INJURIES IF NOT FATALITIES. IM HAVING ALL STEMS REPLACED WITH THE TRADITIONAL STYLE UNTIL THE MANUFACTURER RECALLS AND PROVIDES AN ENVIRONMENTALLY TESTED REPLACEMENT. I CAN'T BELIEVE THIS TYPE OF SAFETY TESTING IS NOT ALL READY REQUIRED.
*TR

Date Complaint Filed: 03/07/2012

Date of Incident: 02/01/2012

Component(s): TIRES

NHTSA ID Number: 10450607

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D4RN4DE0AR...

SUMMARY:

VALVE STEM BROKE OFF TWO TIME [2] ON SEPARATE OCCASIONS, CAUSED TIRES TO LOSE AIR QUICKLY, AND RESULTED IN TIRE FAILURE AND A LOSS-OF-CONTROL, CAR CRASHED INTO CURB, NO DAMAGE TO CAR OR PERSON. *TR

Date Complaint Filed: 02/14/2012

Date of Incident: 06/15/2011

Component(s): TIRES , WHEELS

NHTSA ID Number: 10447936

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D4RN5D10AR...

SUMMARY:

THIS CAR IS A 2010 DODGE CARAVAN. I HAVE HAD 2 VALVE STEMS FAIL EXPLOSIVELY. IT OCCURS AROUND WHERE THE VALVE CORE IS SCREWED DOWN. IT APPEARS THE THREADED VALVE STEM JUST CRACKS OFF ABOUT THE LEVEL OF THE BOTTOM OF THE VALVE STEM . BOTH TIMES I WAS SITTING STILL WHEN IT HAPPENED. LUCKY! I DON'T KNOW HOW WIDE SPREAD THIS PROBLEM IS BUT IF [HTTP://USNEWS.RANKINGSANDREVIEWS.COM/CARS-TRUCKS/DAILY-NEWS/080905-TIRE-VALVE-STEM-RECALL-COULD-AFFECT-30-MILLION-CARS/](http://usnews.rankingsandreviews.com/cars-trucks/daily-news/080905-tire-valve-stem-recall-could-affect-30-million-cars/) IS AN EXAMPLE, THE PROBLEM IS WIDESPREAD AND GETTING WORSE. I THINK THAT IS BEYOND TIME FOR YOUR AGENCY TO GET VERY INVOLVED. THE COMPANY I PURCHASED THIS AUTO FROM DOESN'T APPEAR TO BE VERY EAGER TO REPLACE THESE DEFECTIVE PARTS. YOUR TIMELY RESPONSE IS REQUIRED. *TR

Date Complaint Filed: 02/01/2012

Date of Incident: 01/30/2012

Component(s): TIRES

NHTSA ID Number: 10446206

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , GOODYEAR TIRE & RUBBER COMPANY

Vehicle Identification No. (VIN): 2D4RN4DE7AR...

SUMMARY:

I PURCHASED A SET (4) GOODYEAR ASSURANCE FUEL MAX TIRES THAT WERE INSTALLED IN AUGUST 2011 ON A 2010 DODGE CARAVAN SE. AFTER DRIVING LESS THAN 25000 MILES ON THEM IN JUST UNDER 6 MONTHS THE DRIVER SIDE FRONT TIRE FAILED IN A SNOW STORM. THERE WERE NO SIGNS OF A PUNCTURE IN THE TREAD NOR DID I HIT A POTHOLE. UNFORTUNATELY, THE TIRE SIDEWALLS SHREDDED BECAUSE I HAD TO DRIVE A DISTANCE TO GET TO A SAFER PLACE TO PULL OVER. BEFORE HAVING THE TIRE REPLACED BY GOODYEAR, WHICH I HAD TO PAY FOR, I HAD THE DAMAGED TIRE INSPECTED BY THE SERVICE DEPARTMENT AT A LOCAL DODGE DEALER. LESS THAN 2 WEEKS LATER, THE REAR TIRE ON THE DRIVER SIDE FAILED. THE WEATHER WAS NOT A FACTOR AS IT WAS UNSEASONABLY WARM IN OHIO FOR JANUARY. AGAIN, THERE APPEARS TO BE NO SIGNS OF PUNCTURE DAMAGE OR OTHER TREAD DAMAGE. I ROTATE MY TIRES EVERY OTHER OIL CHANGE WHICH DUE TO THE AMOUNT OF MILES I DRIVE IS USUALLY CLOSE TO EVERY OTHER MONTH FOR THE ROTATION. THE DATE OF THE FIRST TIRE FAILURE WAS JANUARY 19, 2012 AND THE DATE OF THE SECOND TIRE FAILURE WAS JANUARY 30, 2012. *TR

Date Complaint Filed: 02/01/2012

Date of Incident: 01/19/2012

Component(s): TIRES

NHTSA ID Number: 10446204

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , GOODYEAR TIRE & RUBBER COMPANY

Vehicle Identification No. (VIN): 2D4RN4DE7AR...

SUMMARY:

I PURCHASED A SET (4) GOODYEAR ASSURANCE FUEL MAX TIRES THAT WERE INSTALLED IN AUGUST 2011 ON A 2010 DODGE CARAVAN SE. AFTER DRIVING LESS THAN 25000 MILES ON THEM IN JUST UNDER 6 MONTHS THE DRIVER SIDE FRONT TIRE FAILED IN A SNOW STORM. THERE WERE NO SIGNS OF A PUNCTURE IN THE TREAD NOR DID I HIT A POTHOLE. UNFORTUNATELY, THE TIRE SIDEWALLS SHREDDED BECAUSE I HAD TO DRIVE A DISTANCE TO GET TO A SAFER PLACE TO PULL OVER. BEFORE HAVING THE TIRE REPLACED BY GOODYEAR, WHICH I HAD TO PAY FOR, I HAD THE DAMAGED TIRE INSPECTED BY THE SERVICE DEPARTMENT AT A LOCAL DODGE DEALER. LESS THAN 2 WEEKS LATER, THE REAR TIRE ON THE DRIVER SIDE FAILED. THE WEATHER WAS NOT A FACTOR AS IT WAS UNSEASONABLY WARM IN OHIO

FOR JANUARY. AGAIN, THERE APPEARS TO BE NO SIGNS OF PUNCTURE DAMAGE OR OTHER TREAD DAMAGE. I ROTATE MY TIRES EVERY OTHER OIL CHANGE WHICH DUE TO THE AMOUNT OF MILES I DRIVE IS USUALLY CLOSE TO EVERY OTHER MONTH FOR THE ROTATION. THE DATE OF THE FIRST TIRE FAILURE WAS JANUARY 19, 2012 AND THE DATE OF THE SECOND TIRE FAILURE WAS JANUARY 30, 2012. *TR

Date Complaint Filed: 11/21/2011

Date of Incident: 11/17/2011

Component(s): TIRES

NHTSA ID Number: 10436612

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , UNKNOWN MANUFACTURER

Vehicle Identification No. (VIN): 2D4RN5D12AR...

SUMMARY:

VALVE STEM BROKE WHILE INFLATING TIRES. INFLATING OUR CUSTOMERS' TIRES IS PART OF OUR SERVICE AND REQUIRED BY CALIFORNIA LAW. THIS IS A REGULAR OCCURRENCE AT OUR OIL CHANGE FACILITIES. WE ARE USUALLY LEFT PAYING FOR THE EXPENSE OF REPLACING THE TPMS SENSOR, MOUNTING AND DISMOUNTING THE TIRE BY A TIRE SHOP. THE TIRE IN QUESTION IS A NEXEN CP251 BUT THIS COMPLAINT IS ABOUT THE TPMS SENSOR. *TR

Date Complaint Filed: 09/29/2011

Date of Incident: 09/28/2011

Component(s): TIRES

NHTSA ID Number: 10427870

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): Not Available

SUMMARY:

VALVE STEM FAILURE: WHILE REPLACING TIRES, TIRE DEALER REMOVED SCHRADER VALVE FROM INSIDE VALVE STEM AND VALVE STEM CAME APART IN HIS HAND. TOOK WHEEL TO DEALERSHIP AND HAD TPMS REPLACED AT A COST OF \$100 (DEDUCTABLE ON EXTENDED WARRANTY). INSTRUCTED DEALER TO REMOVE AND REINSTALL SCHRADER VALVES FROM REMAINING THREE WHEELS TO SEE IF PROBLEM WOULD REOCCUR... AND DID NOT. I FEEL THAT THE VALVE STEM WAS DEFECTIVE AND DODGE SHOULD PAY FOR REPAIR. *TT

Date Complaint Filed: 07/14/2010

Date of Incident: 07/14/2010

Component(s): TIRES

NHTSA ID Number: 10343218

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation

Vehicle Identification No. (VIN): 2D4RN4DE7AR...

SUMMARY:

TL* THE CONTACT OWNS A 2010 DODGE GRAND CARAVAN WITH YOKOHAMA AVID S33 225/65/16 TIRES. THE CONTACT STATED WHILE DRIVING AT 60 MPH, THE FRONT PASSENGER TIRE BLEW CAUSING THE CONTACT TO CRASH INTO A GUARD RAIL. HE WAS NOT INJURED. A POLICE REPORT WAS AVAILABLE. THE POLICE OFFICER WHO ARRIVED AT THE SCENE ADVISED THAT THE BLOW OUT WAS CAUSED BY AN EQUIPMENT FAILURE. THE MANUFACTURER WAS NOT CONTACTED IN REGARDS TO THE FAILURE. THE FAILURE MILEAGE WAS 2,500.

2010 DODGE GRAND CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
2	0	174	7

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 8 out of 8 filtered from 174

Date Complaint Filed: 10/30/2013	Date of Incident: 10/29/2013
Component(s): TIRES , WHEELS	NHTSA ID Number: 10550281
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): Not Available	
SUMMARY:	
THE STEM FOR THE TPMS HAD CORRODED THROUGH CAUSING FLAT TIRE. WARNING SIGNALLED LOW TIRE PRESSURE WENT TO REMOVE THE PLASTIC CAP AND THE STEM HAD BROKEN IN HALF AND WAS ONLY HELD TOGETHER WITH 1 THREAD OF PLASTIC CAP. *TR	

Date Complaint Filed: 08/08/2013	Date of Incident: 08/07/2013
Component(s): TIRES , WHEELS	NHTSA ID Number: 10534213
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): 2D4RN3D16AR...	
SUMMARY:	
TL* THE CONTACT OWNS A 2010 DODGE CARAVAN. THE CONTACT STATED WHILE DRIVING APPROXIMATELY 55 MPH THE TIRE SENSOR INDICATOR WARNING LIGHT ILLUMINATED. THE CONTACT INSPECTED THE VEHICLE AND NOTICED THE FRONT DRIVER'S SIDE TIRE WAS FLAT BECAUSE THE ALUMINUM TIRE PRESSURE SENSOR WAS FRACTURED DUE TO CORROSION. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 46,000. *TR	

Date Complaint Filed: 09/11/2012	Date of Incident: 09/10/2012
Component(s): AIR BAGS , ENGINE AND ENGINE COOLING , STRUCTURE , TIRES	NHTSA ID Number: 10475057
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: Yes Fire: No Number of Injuries: 0 Number of Deaths: 0	
Manufacturer: Chrysler Group LLC	
Vehicle Identification No. (VIN): 2D4RN4DE4AR...	
SUMMARY:	
I WAS DRIVING ON THE HIGHWAY AT 60 MPH, HIT A LARGE (APPROX 6 FEET X 4 FEET X 4 FEET) WOODEN SHIPPING CRATE. THE CRATE EXPLODED, AND A BOARD BECAME LODGED IN THE TIRE WELL AND ENGINE COMPARTMENT. I ALSO LOST POWER THE VEHICLE - THE WRECKER DRIVER ADVISED THAT THE BOARD APPEARED TO HAVE DISCONNECTED THE COMPUTER WIRES. THE CRATE HIT ON THE FRONT DRIVER FENDER. THE AIRBAGS DID NOT DEPLOY. I WOULD THINK HITTING SOMETHING THE SIZE OF THE FRONT END OF A CAR AT 60 MPH SHOULD SET OFF THE AIR BAGS. *TR	

Date Complaint Filed: 07/06/2012	Date of Incident: 04/25/2012
Component(s): TIRES , WHEELS	NHTSA ID Number: 10464394
All Products Associated with this Complaint ▼	
Details ▲	0 Associated Documents
Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0	

Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D4RN5D16AR...

SUMMARY:

TWICE IN THE PAST TWO MONTHS THE ALUMINUM VALVE STEMS THAT HOLD THE TPMS SENSORS ON OUR GRAND CARAVAN HAVE BROKEN OFF. 1ST INCIDENT IN APRIL WHILE VEHICLE WAS PARKED IN DRIVEWAY AND SECOND WHILE MY WIFE AND CHILDREN, AGE 5 AND 4 YEARS, WERE TRAVELING AT HIGHWAY SPEEDS. THE SECOND INCIDENT STRANDED MY WIFE AND CHILDREN IN 100+ DEGREE F HEAT FOR CLOSE TO AN HOUR WHILE THEY HAD TO WAIT FOR AAA TO ARRIVE AND CHANGE THE SPARE FOR THEM. THANKFULLY IT WAS A REAR TIRE THAT BLEW OUT AND NOT A FRONT. COULD HAVE ENDED MUCH WORSE. UPON INSPECTION NOTICED THAT TIRE SIDEWALL HAD EXCESSIVE WEAR FROM LOOSING AIR AT HIGHWAY SPEEDS AND BEING DRIVEN TO SAFE STOPPING POSITION. DECIDED TO GO AHEAD AND PURCHASE FOUR NEW TIRES BECAUSE WIFE AND CHILDREN WILL BE TAKING AN EXTENDED DRIVING TRIP SOON. NOTICED THAT THE 2011 AND 2012 MODELS NOW HAVE THE MUCH MORE RELIABLE RUBBER VALVE STEMS AND SENSORS INSTEAD OF THE FAILING ALUMINUM STEMS. A LITTLE RESEARCH SHOWS THAT THEY WILL INTERCHANGE DIRECTLY. ASKED DEALER IF THEY WOULD REPLACE ALL FOUR WITH MORE RELIABLE STEM AT TIME OF TIRE CHANGE. SAID YES, BUT ONLY IF I PAY FOR THEM. AMOUNT? CLOSE TO \$400.00 WHY SHOULD THE CUSTOMER PAY FOR A PART THAT IS POORLY DESIGNED AND KNOWN FOR FAILURE. A LITTLE RESEARCH OF THE NHTSA WEBSITE FOR MULTIPLE MODEL YEARS OF DODGE AND CHRYSLER VEHICLE SHOWS THAT THIS HAS BEEN AN ISSUE FOR A NUMBER OF YEARS NOW AND HAS AMASSED A LARGE NUMBER OF COMPLAINTS. ARE WE JUST WAITING UNTIL SOME PERSON GETS SERIOUSLY INJURED OR KILLED BEFORE THIS GETS ADDRESSED? LUCKILY MY WIFE AND CHILDREN WERE NOT INJURED, I JUST HOPE EVERYONE ELSE IS JUST AS LUCKY. *TR

Date Complaint Filed: 05/11/2012
Component(s): TIRES

Date of Incident: 05/08/2012
NHTSA ID Number: 10458092

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D4RN4DE5AR...

SUMMARY:

AFTER GETTING A FLAT TIRE, TOOK CAR TO A TIRE SHOP. FOUND NO PROBLEM WITH THE TIRE. THE SHOP SHOWED ME THE WHEEL SENSOR TRANSMITTER THAT WAS COMPLETELY CORRODED. THE NUT HOLDING IT IN PLACE HAD DISINTEGRATED, CAUSING THE TIRE TO ABRUPTLY LOSE ALL AIR. CAR HAS ONLY 23,600 MILES ON IT AND HAS BEEN IN USE FOR 2 YEARS AND 4 MONTHS. I ALSO BELIEVE SOMETHING SIMILAR HAPPENED TO ONE OF THE FRONT TIRES AT 17,000 MILES, DUE TO CONSTANT LOW TIRE PRESSURE, EVEN AFTER REPLACING THE TIRES. BUT THAT WAS HANDLED AT THE DEALERSHIP AND I WAS NOT GIVEN THE PART. *TR

Date Complaint Filed: 03/07/2012
Component(s): TIRES

Date of Incident: 03/01/2012
NHTSA ID Number: 10450608

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC
Vehicle Identification No. (VIN): 2D4RN4DE0AR...

SUMMARY:

VALVE STEM BROKE OFF OF TIRE WHEN SERVICE STATION WAS CHANGING OIL AND HAD TO BE REPLACED, 3RD TIME IT HAS HAPPENED TO THIS VEHICLE: PRESSURE MONITORING AND REGULATING SYSTEMS . *TR

Date Complaint Filed: 09/24/2010
Component(s): TIRES

Date of Incident: 09/10/2010
NHTSA ID Number: 10357326

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0
Manufacturer: Chrysler Group LLC , Yokohama Tire Corporation
Vehicle Identification No. (VIN): 2D4RN5D17AR...

SUMMARY:

WE PURCHASED A 2010 DODGE GRAND CARAVAN IN JULY OF THIS YEAR. IT HAS BEEN A DRY SUMMER HERE IN NORTHEASTERN PA AND WE HAVE NOT DRIVEN MUCH UNDER WET CONDITIONS. APPROXIMATELY TWO WEEKS AGO MY WIFE AND I WERE GOING OUT TO DINNER AND THE ROADS WERE WET FROM A SMALL AMOUNT OF RAIN. EVERYTIME WE STARTED FROM A STOP SIGN OR TRAFFIC LIGHT THE TIRES WOULD SPIN BEFORE THEY WOULD GAIN TRACTION ON THE PAVEMENT. I WAS SHOCKED THAT THIS WAS HAPPENING, AND MY WIFE STATED IT HAPPENED TO HER ALL THE TIME. THIS IS NOT A FAULT OF OURS AS THIS HAS NEVER HAPPENED PREVIOUSLY WITH ANY TIRES WE HAVE HAD ON ANY OF OUR PAST VEHICLES. THE VEHICLE DOES NOT HAVE ADDITIONAL HORSE POWER AS THE ENGINE IS THE SAME AS THE ENGINE IN THE CARAVAN THAT WE TRADED FOR THIS CARAVAN. WHEN WE CONTACTED CHRYSLER CONCERNING THIS PROBLEM THEIR RESPONSE WAS IT IS NOT OUR PROBLEM, IT IS THE TIRE MANUFACTURER'S PROBLEM. BUT CHRYSLER IS THE ONE WHO SELECTED THIS BRAND OF TIRES TO BE PLACED ON THIS NEW VEHICLE. ALSO, WHEN LOOKING UP INFORMATION ON YOKOHAMA TIRES ON THE INTERNET, I CAME ACROSS A WEB SITE THAT CONTAINED 8 PAGES OF COMPLAINTS ABOUT YOKOHAMA TIRES. I CONTACTED THE SELLING DEALER WOTOR WORLD OF WILKES BARRE, PA. AND THEY SAID THEY WOULD MAKE AN APPOINTMENT FOR US WITH THE TIRE DEALER WHEN HE WAS AT THE DEALERSHIP. IT HAS BEEN MORE THAN TWO WEEKS AND STILL NO WORD OF AN APPOINTMENT. AND THE TIRE DEALER IS LESS THAN 5 MILES FROM THE AUTO DEALER. THE TIRES ARE YOKOHAMA MODEL AVID S33 THE VEHICLE VIN IS [XXX] AND MY CHRYSLER COMPLAINT # IS 19735130. WHILE WORKING ON THIS COMPLAINT THE SELLING DEALER FINALLY RETURNED OUR CALL THAT WE PLACED TODAY AND NOW

THEY ARE TRYING TO ABSOLVE THEMSELVES FOR ANY RESPONSIBILITY TO BE OF ASSISTANCE IN HANDLING THIS PROBLEM. AT THIS POINT WE DO NOT KNOW WHAT ELSE TO DO. WE ARE SENIOR CITIZENS AND ARE AFRAID TO OPERATE THE VEHICLE UNDER WET ROAD CONDITIONS. INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR

Date Complaint Filed: 02/01/2010

Date of Incident: 02/01/2010

Component(s): TIRES

NHTSA ID Number: 10303761

All Products Associated with this Complaint

Details

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44H38R...

SUMMARY:

TIRE SENSOR STEMS ARE CRACKED FOR NO APPARENT REASON. MAY LEAD TO CATASTROPHIC TIRE PRESSURE LOSS. *TR

2011 DODGE GRAND CARAVAN

Recalls	Investigations	Complaints	Service Bulletins
1	0	50	4

Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-related defect trend exists.

Do you have a safety-related complaint? Let us know by going to our [File a Safety Complaint](#) page

COMPLAINTS: Displaying 1 - 4 out of 4 filtered from 50

Date Complaint Filed: 10/03/2013

Component(s): POWER TRAIN , STRUCTURE , TIRES , VISIBILITY , WHEELS

Date of Incident: 01/26/2013

NHTSA ID Number: 10546699

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D4RN5DG7BR...

SUMMARY:

CONTINUED ISSUES REGARDING VEHICLE PERFORMANCE INCLUDING FRONT TIRES, TRANSMISSION, WINDOW SWITCH, SLIDING PASS. DOORS. FINANCED A 2011 DODGE GRAND CARAVAN ON JAN 25 2013, VIN # [XXX]. UPON DELIVERY I HAD ISSUES WITH CAR AND RETURNED TO DEALERSHIP THE NEX DAY. ISSUES INCLUDED HARD SHIFTING, CAR VEERING OFF THE ROAD AND SOME NOISES AND NO MANUALS OR PAPERWORK FOR WARRANTY. NUMEROUS REPAIRS WERE MADE ON CAR THROUGHOUT PAST 6 MONTHS SOME OF WHICH MADE ON CAR, SOME OF WHICH CAUSED OTHER ISSUES TO COME UP WITH REPAIRS INCLUDING FAILURE TO PROPERLY REPAIR THE CAR, BRAKE ISSUES, ALIGNMENT AND STEERING WHEEL, FRONT TIRES, SLIDING DOOR SCRAPING, TRANSMISSION ISSUES AND MORE. NUMEROUS UNSUCCESSFUL REPAIRS AND OTHER PROBLEMS NOT ADDRESSED OR UNWILLING. FRONT TIRES/ REAR NEVER MATCHED AND WERE SUPPOSE TO BE REPLACE PER SALES AND NEVER HAPPEN CAUSING TREADS TO SHOW AND STILL DOES, TRANSMISSION JERKS AND HESITATES, DOORS RIP PAINT OFF SIDE OF CAR AND SCRAPE. OTHER ISSUES INCLUDE PASSENGER DOOR WINDOW SWITCH AND PICKUP. ** 2 CHRYSLER CASES CREATED AGAINST DEALER TO FIX ISSUES. CASE # [XXX] CASE # [XXX] INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6). *TR

Date Complaint Filed: 09/17/2013

Component(s): TIRES

Date of Incident: 08/08/2013

NHTSA ID Number: 10543720

All Products Associated with this Complaint ▼

Details ▲

2 Associated Documents ▼

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC , KUMHO TIRE CO., INC.

Vehicle Identification No. (VIN): Not Available

SUMMARY:

2011 DODGE GRAND CARAVAN. CONSUMER WRITES IN REGARDS TO DEFECTIVE VEHICLE TIRES. *SMD THE CONSUMER STATED HIS WIFE NOTICED THE LEFT FRONT TIRE WAS FLAT. THE TOW TRUCK DRIVER REMOVED THE TIRE, AND REPLACED IT WITH THE SPARE. AN INSPECTION OF THE TIRE, REVEALED HEAVY DETERIORATION INSIDE AND OUTSIDE THE RUBBER AND A SEPARATION OF THE RUBBER EXPOSING THE INNER METALS. THE DEALER AGREED TO REPLACE THE FAULTY THE TIRE. ALSO, THE TIRES ON THE REAR, WERE SHOWING THE SAME SIGNS, AS THE FRONT.

Date Complaint Filed: 09/04/2013

Component(s): TIRES

Date of Incident: 09/03/2013

NHTSA ID Number: 10541916

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Chrysler Group LLC , Michelin North America, Inc.

Vehicle Identification No. (VIN): 2D4RN5DG2BR...

SUMMARY:

AT 42,039 MILES ON A 2011 DODGE GRAND CARAVAN MY WIFE EXPERIENCED A SUSPICIOUS BLOWOUT ON A 225/65X17 MICHELIN ENERGY SAVER A/S TIRE WITH A 100T RATING. THE DOT # IS: M33T 00KX 1711. THIS IS A 65,000 MILE TIRE. NO FOREIGN OBJECTS WERE STRUCK. THE AIR PRESSURE, TIRE ROTATIONS, AND ALIGNMENTS WERE DONE IN A TIMELY FASHION. I NO LONGER FELT SAFE ON THESE TIRES AND

REPLACED ALL 4 WITH ANOTHER BRAND. THIS WAS CLEARLY A MANUFACTURERS DEFECT. *JB

Date Complaint Filed: 04/13/2011

Date of Incident: 04/12/2011

Component(s): TIRES

NHTSA ID Number: 10395765

All Products Associated with this Complaint ▼

Details ▲

0 Associated Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Chrysler Group LLC

Vehicle Identification No. (VIN): 2D8HN44E79R...

SUMMARY:

TIRE VALVE STEM BROKE, RESULTING IN AN IMMEDIATE FLAT TIRE. THIS IS THE SECOND FAILURE ON THIS VEHICLE. I HAVE HAD THIS HAPPEN ON MORE THAN ONE OF THE SAME MAKE & MODEL OF VEHICLES. *TR