



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20590

MAY 2 2005

NVS-216 mjj
Ref. No. 10112918

Saginaw, MI

Dear

Thank you for taking a few moments out of your day today to speak with me concerning the photographs you provided as supplement information to the report you filed with the U.S. Department of Transportation's Auto Safety Hotline on February 23, 2005.

The National Highway Traffic Safety Administration is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Regrettably, the photographs you provided concerning the problems you have encountered with the suspension system in your model year 1999 Chrysler Town and Country minivan were damaged and unusable upon receipt. Please resubmit the photographs by attaching them to the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire and returning the form to the agency. The photographs you provide will be added to your report and considered with other reports to identify any safety-related defect trends that may require our attention.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238