



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

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

[REDACTED]
Owensboro, KY [REDACTED]

APR 17 2006

NVS-216 pe
Ref. No. 10148620

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2004 Chrysler Town and Country minivan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on January 9, 2006. We regret any inconvenience our delay in responding may have caused you.

NHTSA 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. We also monitor the adequacy of manufacturers' recall campaigns. 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.

We appreciate the information you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems with worn out bushings associated with MY 2004 Chrysler Town and Country minivan vehicle revealed no report similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

On April 9, 2003, ODI opened a preliminary evaluation (PE 03-012) into reports alleging power steering cooler hose leakage in 2002 Chrysler Town and Country minivan vehicles. For your information, we have enclosed a copy of the closing resume for PE03-012. Accordingly, a



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

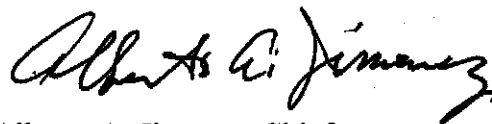
customer satisfaction recall was issued. However, on August 5, 2004, DaimlerChrysler Corporation (Chrysler) reported recall No. 037 (NHTSA Campaign No. 04V386000, summary enclosed) as a safety recall. Please contact either an authorized Chrysler dealership or the manufacturer and provide your vehicle identification number and they will advise you if your vehicle remains among those that require the corrective action.

We sympathize with you concerning the reimbursement cost you reported; however, this does not fall under our jurisdiction. If you have not already done so, you may want to consider contacting your local Consumer Protection Agency, the Better Business Bureau, and the Kentucky Office of Attorney General regarding your problem and your rights under the Kentucky Lemon Law. You may also request a meeting with the Chrysler district manager through your dealership.

You can contact our toll-free Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,



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

Enclosure