



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

JAN 27 2014

[REDACTED]

Jamaica, NY [REDACTED]

NVS-216 et  
Ref. No. 10159463

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1999 Plymouth Breeze vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain 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 trend may exist.

You request that NHTSA reopen your complaint (ODI No. 10159463) from June 6, 2006, where you reported having several crashes including a fire in your MY 1999 Plymouth Breeze. You state that you received recall notices for problems with your vehicle's transaxle floor shift ignition-park interlock (NHTSA Safety Recall Campaign No. 04V-021) and high pressure power steering hose (NHTSA Safety Recall Campaign No. 06V-001). You alleged that the crashes may be related to the safety defects. In August 2006, a Chrysler specialist examined the vehicle at your home. You state that he did not perform any repairs but determined that the crashes were not caused by the safety defects. Since then you have made several requests to Chrysler to replace your vehicle, and you cite *Kucher v. DaimlerChrysler Corporation* as case law to support your claim. We responded to your complaint on September 26, 2006, and indicated that we did not identify any inadequacy in the recall remedies and that we could not assist you with your lawsuit.

We reviewed your original report from June 2006 along with your most recent report. Based on that information we also reviewed the aforementioned recalls to identify any indication to support your allegations that the remedies were inadequate and that the safety defects described could be reasonably expected to cause a loss of vehicle control or a fire. Based on our review,

we see no connection between the defects described in the recalls affecting your vehicle and the control loss and fire issues you experienced. There remains insufficient evidence to warrant further review of your original complaint or to open a safety defect investigation. The information provided has been entered into our database and added to your original complaint. It will be considered with future reports to identify any safety defect trends that may require additional attention. A brochure explaining NHTSA's investigation and recall process is enclosed for your information, and you may visit our website at [www.odl.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www.odl.nhtsa.dot.gov/recalls/recallprocess.cfm). We recommend that you continue to work with Chrysler and a local dealer for further assistance.

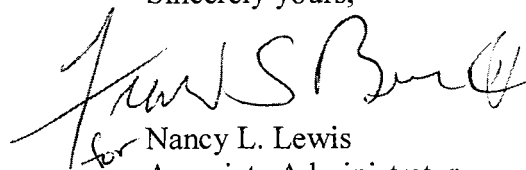
According to our records, you have several incomplete recalls on your vehicle. If the safety-related corrective action for the recalls (NHTSA Recall Safety Campaigns No. 04V-021 and No. 06V-001) have not been performed, NHTSA strongly recommends that repairs be completed at your local dealer as soon as possible. Please note that NHTSA cannot guarantee the adequacy of the recall remedy performed on your vehicle by the dealer.

Your request for assistance in obtaining a new vehicle, a discounted price, or pursuit of a lawsuit does not fall under NHTSA's jurisdiction. If you have not done so, you may consider contacting your local consumer protection agency or The Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at [www.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov).

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

If further assistance is needed, please contact Mr. Frank Borris, Director, Office of Defects Investigation, at (202) 366-1690.

Sincerely yours,



for Nancy L. Lewis  
Associate Administrator  
for Enforcement

Enclosure