



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

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

May 24, 2007

[REDACTED]  
[REDACTED]  
Shawnee, KS [REDACTED]

NVS-216et  
Ref # 10189027

Dear [REDACTED]

Thank you for your correspondence dated April 3, 2007, concerning the interior lighting problem you encountered with your model year (MY) 2004 Chrysler PT Cruiser vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on April 24, 2004. 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report 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 or safety defect recall adequacy is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to interior lighting problems in MY 2004 PT Cruiser vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your request for reimbursement; however, this does not fall under our jurisdiction. We suggest you continue to work with your dealership or you may contact DaimlerChrysler directly at:



VEHICLE SAFETY HOTLINE  
888-327-4236

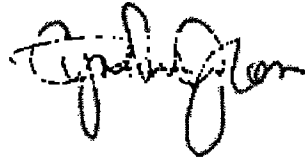
DaimlerChrysler  
Customer Center  
PO Box 21-8004  
Auburn Hills, MI 48321-8004  
800-992-1997

If you have not done so, you may also consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Kansas State Office of the Attorney General regarding your request.

Additionally, the Federal Trade Commission (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 you can 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 <http://www.ftc.gov/ftc/complaint.htm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. 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,



Cynthia Glass, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement