



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 2, 2007

[REDACTED]
[REDACTED]
[REDACTED]
Holmen, WI [REDACTED]

NVS-216 aac
Ref. # 10194652

Dear [REDACTED]:

Thank you for your e-mail dated May 11, 2007, concerning an engine and cooling system problem you experienced with your model year (MY) 2002 Chrysler 300M vehicle. The Wisconsin Department of Consumer Protection forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. It was received on June 26, 2007.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

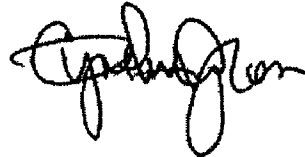
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to metal frame filings plugging the engine cooling system in MY 2002 Chrysler 300M 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. It will be considered with future reports to identify any safety defect trends that may require our attention.



Regarding your request for compensation, we suggest you continue to work with DaimlerChrysler to resolve your concern. You may also suggest a meeting with the Chrysler district manager. Additionally, 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 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,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name being more prominent.

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