



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 29, 2008

[REDACTED]
Albany, NY [REDACTED]

NVS-216 et
Ref. No. 10228490

Dear [REDACTED]:

Thank you for your correspondence dated April 23, 2008, concerning your model year (MY) 2002 Chrysler Sebring. The New York Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on May 19, 2008.

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 report you provided. Reports from motorists are a very important source of information for us. Please file your complaint online at <http://www.nhtsa.dot.gov/ivoq> and be sure to have your VIN available. If you would also like information on the New York State Lemon Law, you can find this at <http://www.oag.state.ny.us/consumer/cars/newcarlemon.html>.

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,

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation

