



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

1200 New Jersey Avenue SE.
Washington, DC 20590

October 10, 2008

[REDACTED]
Saint Louis, MO [REDACTED]

NVS-216 aae
Ref. # 10242628

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 2002 Chrysler PT Cruiser vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 12, 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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

In your letter you complain about having to pay your dealership for repairs made to correct a leaking power steering hose that you believe is part of a recall. We have enclosed for your convenience a copy of NHTSA Recall Campaign 04V269. The purpose of this recall is to reroute or replace high pressure power steering hoses that may be misrouted creating contact with the automatic transaxle differential cover. According to the search engine at Chrysler Corporation, LLCs (Chrysler) website: (<http://www.chrysler.com/webselfservice/chrysler/index.jsp?screenName=recall>) indicates your vehicle has no outstanding recalls. Please contact Chrysler's customer assistance at 1-800-853-1403 regarding your request for reimbursement for repairs performed on your vehicle. 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.



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 that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

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

Enclosures