



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

May 28, 2009

[REDACTED]  
Delmar, NY [REDACTED]

NVS-216 et  
Ref. No. 10270291

Dear [REDACTED]

Thank you for your correspondence dated April 22, 2009, concerning your model year (MY) 2004 Chrysler Pacifica vehicle. The New York Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We received your correspondence on May 20, 2009.

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 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.

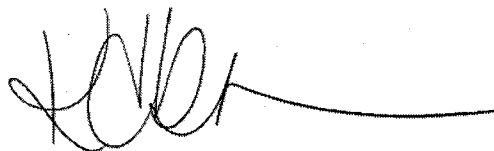
We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicate that a replacement motor mount needed for your MY 2004 Chrysler is still on backorder.

We sympathize with you concerning the problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting 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 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, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 'K. DeMeter', followed by a long horizontal line extending to the right.

Kathleen C. DeMeter, Director  
Office of Defects Investigation  
Enforcement