



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

1200 New Jersey Avenue SE.
Washington, DC 20590

June 26, 2009

[REDACTED]
Youngstown, NY [REDACTED]

NVS-216 nlm
Ref. # 10273369

Dear [REDACTED]

Thank you for your correspondence concerning reimbursement for recall repairs for the clockspring in your model year (MY) 1997 Plymouth Grand Voyager minivan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 3, 2009.

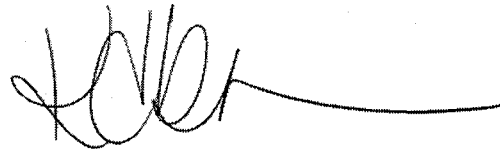
NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. 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. [REDACTED], it appears that your MY 1997 Plymouth Voyager is involved in NHTSA recall campaign 02V-293. We contacted Chrysler on your behalf. Chrysler indicated that a notification was mailed on 11/18/02 to [REDACTED] at your current address in Youngstown, NY. They do not have a reimbursement claim on file for this issue. Had you taken your vehicle to a Chrysler dealer on 11/28/06, you would not have been charged for the repair. Manufacturers are required to reimburse owners for costs incurred for remedies in advance of the manufacturer's recall notification. Since you had your vehicle remedied well after the notifications were sent, Chrysler has no legal obligation to reimburse you for the repairs. We regret that we cannot assist you further with this matter.



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 'K DeMeter', with a long horizontal flourish extending to the right.

Kathleen DeMeter
Director
Office of Defects Investigation
Enforcement