



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

1200 New Jersey Avenue SE.
Washington, DC 20590

February 17, 2010

NVS-216 mec
Ref. # 10300649

Tacoma, WA

Dear

Thank you for your correspondence dated December 4, 2009, requesting information relating to car jacks collapsing in model year (MY) 1996 Chrysler Concorde vehicles. The U.S. Consumer Product Safety Commission forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation on January 20, 2010.

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. 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.

On behalf of NHTSA, please accept our sincere apology for the injuries your client encountered in the accident. We certainly understand and commend your efforts to ensure that a similar accident does not occur. Our primary mission at NHTSA is to help reduce the frequency and severity of such accidents through developing and enforcing Federal vehicle safety standards, ensuring the recall of vehicles and vehicle equipment containing safety related defects, and promoting educational efforts on highway safety.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. A review of our database relative to problems associated with car jacks collapsing that are original equipment in MY 1996 Chrysler Concorde vehicles revealed no reports of complaints, injuries, recalls or consumer alerts. Please be advised, a list of consumer

complaints, investigations, service bulletins, and/or detailed information of investigations and safety recalls concerning vehicle safety problems can be obtained from NHTSA Internet Web site at <http://www.nhtsa.dot.gov/cars/problems> or requesting the information from NHTSA's Technical Information Services (TIS). Please contact TIS at:

National Highway Traffic Safety Administration
(Technical Information Services NPO-405)
1200 New Jersey Avenue S.E.
Washington, DC 20590
FAX: (202) 493-2833
E-MAIL: tis@nhtsa.dot.gov

You will need to specify the make, model, model year, and type of problem for which you are requesting information. There is a nominal charge for providing the listings and detailed information; therefore, you may consider contacting the Office of Technology and Information Management for price information before ordering.

Should you or your clients 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>.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement