

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

December 2, 2010

The Honorable Charles E. Schumer  
United States Senator  
757 Third Avenue, Suite 1702  
New York, NY 10017

NVS-216 nlm  
Ref. No. 10363851

Dear Senator Schumer:

Thank you for your correspondence on behalf of your constituent, [REDACTED]  
[REDACTED] wrote concerning his model year (MY) 2002 Chrysler PT Cruiser.

The National Highway Traffic Safety Administration (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 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 on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. In [REDACTED] correspondence, he indicated that while driving his MY 2002 PT Cruiser he came to a sudden stop. He found the front wheel had become partially separated from the vehicle. A local repair station advised the sub frame had rotted and collapsed causing damage to the suspension. The vehicle was towed to a local Chrysler dealer who inspected the damage but denied the warranty claim due to lack of maintenance.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to sub frame rust in MY 2002 Chrysler PT Cruiser vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the

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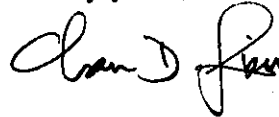
investigation process is enclosed for [REDACTED] information; or he may visit our web site at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with [REDACTED] concerning the cost to repair his vehicle; however, this does not fall under our jurisdiction. If he has not already done so, he may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the New York Office of the Attorney General regarding his problem and rights under State law.

The Federal Trade Commission (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 to 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>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu  
Director, Governmental Affairs,  
Policy and Strategic Planning

Enclosure

cc: Washington Office