

**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

JAN 20 2011

[REDACTED]
Hudson, OH [REDACTED]

NVS-216 mec
Ref. No. 10375766

Dear [REDACTED]

Thank you for your correspondence concerning the extended warranty and the purchase price of your model year (MY) 2006 Chrysler Sebring vehicle.

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 have no authority to resolve disputes between individual owners, dealers, or manufacturers.

In your correspondence you request assistance in obtaining an upgrade to your vehicle's extended warranty and a price adjustment on the purchase of your MY 2006 Chrysler Sebring.

We sympathize with you concerning the problems you encountered with the extended warranty and the purchase of your vehicle; however, these types of problems do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Consumer Affairs Office of the Ohio Attorney General regarding your problem. The Ohio Attorney General may be contacted by calling (614) 466-4986, or you can file a complaint on the Internet at, www.ohioattorneygeneral.gov.

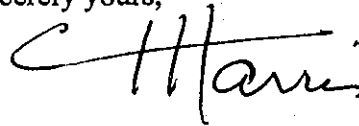
In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at



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 www.ftc.gov/ftc/complaint.htm.

I hope this information is helpful.

Sincerely yours,

A handwritten signature in black ink, appearing to read "CHarris". The signature is fluid and cursive, with a large initial "C" and "H" followed by "arris".

Claude H. Harris
Acting Associate Administrator
for Enforcement