



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

July 13, 2011

[REDACTED]
Oakland Gardens, NY [REDACTED]

NVS-216 mec
Ref. No. 10406288

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2000 Chrysler Cirrus LX vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate your report. Reports from motorists are a very important source of information for us. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. NHTSA does not have the resources to intervene in individual disputes.

In addition, the National Traffic and Motor Vehicle Safety Act requires a manufacturer to provide a one-time free remedy of the noncompliance or safety-related defect without charge to the owner. Our statute does not require manufacturers to reimburse owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. We suggest you continue to work with Chrysler regarding your reimbursement request. Chrysler Customer Assistance can be reached at 1-800-247-9753.

Should you encounter a safety-related problem with a motor vehicle or 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 that reads "Randy Reid". The signature is written in a cursive style with a large, stylized "R" and "D".

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