



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 7, 2012

[REDACTED]
Westbury, NY [REDACTED]

NVS-216 nam
Ref. No. 10424448

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2010 Chrysler Sebring vehicle. The U. S. Department of Justice forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you took your MY 2010 Chrysler Sebring to a dealer after hearing a rattling noise. You state that the dealer had your vehicle for two weeks and admitted to hearing the rattle but they could not determine the origin. In addition, Chrysler engineers do not have a solution for the problem. You are not satisfied with outcome of the repairs by Chrysler and the dealer and request that your vehicle be replaced.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to rattling noise in MY 2010 Chrysler Sebring vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. The information provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the investigation and recall process can be found on our web site at www.nhtsa.gov.

Your request to have your vehicle replaced does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the New York Office of the Attorney General regarding your problem and your rights under the State lemon law. You may also ask your dealership for a meeting with a Chrysler district manager regarding your problem.

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 www.ftc.complaintassistant.gov.

You may consider contacting your local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can contact their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at, 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



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