



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

June 19, 2012

[REDACTED]

Newport News, VA [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10454008

Thank you for your correspondence concerning your model year (MY) 2012 Dodge Caravan. 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. 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 do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate your prior reports. Information submitted by owners is automatically entered into our complaint database. If additional information is required, we may follow up by contacting the vehicle owner. We apologize for any confusion this may have caused you.

You indicate that within the first 10 miles of owning your MY 2012 Dodge Caravan you smelled transmission fluid. At 20 miles you discovered that transmission fluid was leaking from the vehicle onto your driveway. You took your vehicle to the dealer and they verified the transmission fluid leak. In addition, the company that did the wheel chair conversion on your vehicle, Adaptive Mobility Systems, Inc. (AMS) also noted a transmission fluid leak on their invoice. You request that Chrysler repair your vehicle with new transmission and not to rebuild the old transmission or use a remanufactured assembly.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to transmissions leaking fluid in MY 2012 Dodge Caravan vehicles and transmission fluid leaks caused by AMS wheel chair conversions. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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 recommend that you continue to work with Chrysler and your dealer to resolve your vehicle's transmission problem.

If you have not done so, you may consider contacting your local Consumer Protection Agency or the Virginia 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.ftccomplaintassistant.gov

You may consider contacting the 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 visit 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 item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

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