



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 18, 2012

[REDACTED]

DuBois, PA [REDACTED]

Dear [REDACTED]

NVS-216 nam
Ref. No. 10458364

Thank you for your correspondence concerning your model year (MY) 2008 Chrysler Town & Country vehicle. Your letter was received by 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 received a Chrysler recall notification (NHTSA Safety Recall Campaign No. 11V-394) that addresses a problem with water contaminating the occupant restraint control module which can cause inadvertent air bag deployment in certain MY 2008 Chrysler minivans. You indicate that you made an appointment with your dealer to have the recall remedy completed. However, the recall was not completed on your scheduled appointment. In addition, you are now experiencing difficulty with the dealer trying to schedule a new appointment due to a lack of parts in inventory for the recall.

We understand your frustration but it is not unusual for manufacturers to limit the volume of parts that are automatically delivered to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also, manufacturers may limit the recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you continue to work with Chrysler and your dealer to resolve any remaining issues. 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.

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