



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

August 30, 2012

Mr. Mark A. Kennedy
Attorney at Law
1165 Cherry Street
Poplar Bluff, MO

NVS-216 nam
Ref. No. 10469803

Dear Mr. Kennedy:

Thank you for your correspondence on behalf of [REDACTED] concerning their model year (MY) 2011 Chrysler 200. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI).

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.

[REDACTED] indicate that on 15 occasions the engine in their MY 2011 Chrysler 200 stalled without warning during low-speeds, decelerating for a stop sign, or yielding into an intersection. Their vehicle has been to the dealer at least five times for this problem and twice for transmission problems; however, the dealer failed to identify or repair the problem. Your clients are requesting that Chrysler repair their vehicle or arrange a suitable vehicle trade.

On June 18, 2012, ODI opened a preliminary evaluation (PE 12-016, summary enclosed) to assess the scope, frequency and potential safety consequences associated with complaints alleging incidents of engine stalling in MY 2011 Chrysler 200 vehicles equipped with 3.6L engine. However, no determinations have been reached at this time. The NHTSA investigation and recall process can be found on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Mr. Mark A. Kennedy

In addition, we have reviewed our database in an effort to identify whether a safety defect trend exists with regard to transmission problems in MY 2011 Chrysler 200 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you 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.

Your request for Chrysler to repair your client's vehicle or arrange for a suitable trade or replacement does not fall under our jurisdiction. We recommend that you continue to work with Chrysler and a local dealer to resolve your clients' problem. If they have not done so, [REDACTED] may consider contacting their local Consumer Protection Agency, or the Missouri Office of the Attorney General regarding their problem and rights under the State lemon law. They also, may consider contacting their local Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. They 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 they 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.dot.gov/ivoq 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 at www.nhtsa.dot.gov/cars/problems.

Sincerely yours,



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

Enclosure



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

ODI RESUME

Investigation: PE 12-016

Date Opened: 06/18/2012

Investigator: Kareem Habib

Approver: Frank Borris

Subject: Engine stall

Reviewer: Jeff Quandt

MANUFACTURER & PRODUCT INFORMATION

Manufacturer: CHRYSLER GROUP LLC

Products: 2011 Chrysler 200

Population: 87,288 (Estimated)

Problem Description: Owners report multiple incidents of engine stall during low-speed deceleration/braking.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	15	TBD	15
Crashes/Fires:	0	TBD	TBD
Injury Incidents:	0	TBD	TBD
Number of Injuries:	0	TBD	TBD
Fatality Incidents:	0	TBD	TBD
Number of Fatalities:	0	TBD	TBD

ACTION / SUMMARY INFORMATION

Action: A Preliminary Evaluation has been opened.

Summary:

The Office of Defects Investigation has received 15 complaints alleging incidents of engine stall in model year 2011 Chrysler 200 vehicles equipped with 3.6L engine. All 15 incidents reported stalling without warning during low-speed decelerations such as braking for a stop sign or traffic light.

A Preliminary Evaluation has been opened to assess the scope, frequency and potential safety consequences associated with the alleged defect.