



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)

May 16, 2013

[REDACTED]
Hicksville, NY [REDACTED]

NVS-216 rrr
Ref. No. 10498941

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1993 Dodge Caravan 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. 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 the brake actuator piston and pump motor failed in your MY 1993 Dodge Caravan. This condition is the safety defect identified in NHTSA Safety Recall Campaign No. 96V-099. The dealer initially told you the repair exceeded the value of the vehicle and declined free repair under the recall. Also, Chrysler informed you that your vehicle's brake fluid was contaminated and declined free repair under the recall too. You disagree with the dealer and Chrysler's decision. Furthermore, you indicate that the ABS pump motor has a lifetime warranty and Chrysler should cover the repair.

As a courtesy, NHTSA contacted Chrysler on your behalf to assist you in this matter. Chrysler has agreed to honor the lifetime warranty on the actuator pump and pump/motor under NHTSA Safety Recall Campaign No. 96V-099. Currently Chrysler does not have any remanufactured parts to provide for the repair but releases are in the system. Chrysler will provide an actuator pump and pump/motor once available to the dealer of your choice. We recommend that you follow up with the Chrysler Call Center on the status of the part and when an appointment can be scheduled with the dealer.

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 at our web site.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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