



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

May 3, 2013

[REDACTED]

Lake City, FL [REDACTED]

Dear [REDACTED]

NVS-216 nlm
Ref. No. 10500341

Thank you for your correspondence concerning your model year (MY) 2011 Chrysler 200. 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 indicated that on two occasions the brake pedal went to the floor in your MY 2011 Chrysler 200 and you had to stop by using the emergency brake. As soon as the vehicle stops you put the transmission in park and the engine stalls. However, afterwards you are able to restart the vehicle and the brake pedal comes up off the floor. You took the vehicle to your dealer; however, the problem is intermittent and could not be duplicated. Furthermore, you have experienced some difficulty in your attempt to contact Chrysler. You refuse to believe this problem is caused by your error and want the brake problem resolved.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to brake system failures in MY 2011 Chrysler 200 vehicles. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, 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. For your information, NHTSA's investigation and recall process is on our Web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can 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