



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

NVS-216 rrr
Ref. No. 10504012

[REDACTED]
Albion, MI [REDACTED]

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2002 Chrysler PT Cruiser vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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 your MY 2002 Chrysler PT Cruiser has a problem with the instrument panel lights, fuel and oil leaks, and rear windshield wiper switch. In addition, you state that the brake light flashes when you apply the brakes. You are requesting that NHTSA approve good will repairs to your vehicle and schedule an appointment with a dealer on your behalf.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to instrument panel lights, fluid leaks, rear wiper switch, and brake light illumination problems in MY 2002 Chrysler PT Cruiser vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. Also, your vehicle is not included in the recall your enclosed (NHTSA Safety Recall Campaign No 01V-288). The recall affected MY 2002 Chrysler PT Cruiser vehicles built through August 16, 2001. According to the Chrysler VIP you provided, your vehicle was built on April 26, 2002, and therefore cannot be included in the

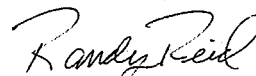
recall. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. We recommend you contact Chrysler or continue to work with your dealer to resolve your vehicle problems

Your request for assistance with good will repairs and scheduling an appointment with your dealer does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Michigan Office of the Attorney General regarding your problems and rights under the State law. You may also ask your dealership for a meeting with a Chrysler district manager regarding your problems. In addition, 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 also 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 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,



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