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U.S. Department
of Transportation

1200 New Jersey Avenue, SE
Washington, DC 20590

National Highway
Traffic Safety
Administration

November 8, 2013

The Honorable Adam Kinzinger
Member, U.S. House of Representatives
628 Columbus Street, Suite 507
Ottawa, IL 61350

NVS-216 nam
Ref. No. 10524425

Dear Congressman Kinzinger:

Thank you for your letter on behalf of your constituent, [REDACTED], concerning her model year (MY) 2008 Dodge Grand Caravan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. 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.

[REDACTED] indicates that the right front brake pad and rotor have been replaced on her MY 2008 Dodge Grand Caravan several times over the last 2 years. She had the brakes repaired by a dealer and an independent repair facility, but she continues to have premature brake wear. [REDACTED] contacted the Dodge Customer Assistance Center and was told she would receive assistance from a local Dodge dealer. However, when she visited a local dealer, she was refused assistance because her vehicle is out of warranty. [REDACTED] asks why the Dodge dealer does not provide a warranty similar to the one she received from an independent facility. Furthermore, [REDACTED] believes NHTSA should be aware of her safety problem.

We have reviewed our database and other data sources in an effort to identify whether a safety defect trend exists with regard to premature front brake pad and rotor wear in MY 2008 Dodge Grand Caravan vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. While our review did identify a trend of premature brake wear, we did not identify a trend of brake failure or allegations of increased stopping distance that would warrant formal investigation. The information [REDACTED] provided has been entered into our database. It will be considered with future reports to identify safety defect trends that may require our attention. We recommend that [REDACTED] continue to work with Chrysler and her dealer for further assistance. We enclose a brochure explaining the NHTSA investigation and recall process which is also on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

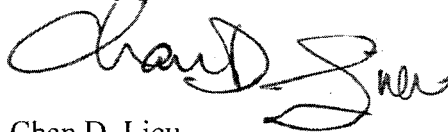
ES13-003797

The Honorable Adam Kinzinger

██████████ may consider contacting her local Consumer Protection Agency or the Illinois Office of the Attorney General regarding her problem and rights under the State law. 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 ██████████ can 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.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Chan D. Lieu". The signature is fluid and cursive, with the first name "Chan" being the most prominent.

Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office