



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

August 22, 2013

[REDACTED]
North Olmstead, OH [REDACTED]

NVS-216 nlm
Ref. No. 10525455

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2011 Chrysler Town and Country. 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. 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 while driving your MY 2011 Chrysler Town and Country you heard an ongoing screeching noise. Your dealer inspected the vehicle and found that the rear brake pads were seized in the slides. The dealer had to replace the rear brakes and rotors; also the calipers and slides required service. You believe this problem was not caused by normal wear, but rather a design defect. You enclosed an invoice for the charge of this repair.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to a problem with the rear brakes seizing in MY 211 Chrysler Town and Country 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. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm

Your request for reimbursement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Ohio Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a Chrysler district manager regarding your problem.

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, 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 on our website.

Sincerely,



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