



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE  
Washington, DC 20590

February 4, 2014



NVS-216 nlm  
Ref. No. 10551281

Dear 

Thank you for your correspondence concerning your model year (MY) 2010 Chrysler Sebring. 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 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 indicate in September 2012, you had to replace the rack and pinion in your MY 2010 Chrysler Sebring. In 2013, you had to replace the rack and pinion again, also the steering column and front left axle wheel bearing. The dealer cannot explain why these problems are occurring and have requested the assistance of a Chrysler engineer. Although Chrysler has assisted you with the repairs, you have lost confidence in the vehicle and want advice on your options.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to rack and pinion, steering column, and front axle wheel bearing problems in MY 2010 Chrysler Sebring 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. We recommend that you continue to work with Chrysler and the dealer for further assistance regarding your concerns. The NHTSA investigation and recall process is on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm)

We sympathize with you concerning the service problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or your State Office of the Attorney General regarding your problems 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](http://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](http://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](http://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,

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

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