



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

July 3, 2014

[REDACTED]
Red Springs, NC [REDACTED]

NVS-216 nam
Ref. No. 10558809

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2013 Dodge Avenger vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has looked into this issue and we are pleased to respond. 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 motor vehicles or motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the rear-end of your MY 2013 Dodge Avenger is damaged but your vehicle has not had a rear end collision. You state that you took your vehicle to your dealer but after several hours they still did not look at it. You feel there is a defect in the rear-end of your vehicle and want to send pictures of the problem to NHTSA.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to rear-end damage in MY 2013 Dodge Avenger vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database and it will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you contact Chrysler or continue to work with your dealer for further assistance. For your information, the NHTSA investigation and recall process can be found on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

If you are still experiencing a problem with rear-end of your vehicle, please send your photos by mail to NHTSA, Office of Defects Investigation (NVS-210), West Building 1200 New Jersey Avenue, SE, Washington, DC 20590, Attention Randy Reid; or by email to randy.reid@dot.gov.

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 (888) 327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely yours,



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