



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

April 9, 2015

The Honorable Adam B. Schiff
Member, U. S. House of Representatives
245 East Olive Avenue, Suite 200
Burbank, CA 91502

NVS-216 nwh
Ref. No. 10576883

Dear Congressman Schiff:

Thank you for your correspondence on behalf of your constituent, [REDACTED] concerning her model year (MY) 1993 Chrysler Town and Country minivan. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA). I am pleased to respond, and regret any inconvenience our delay in responding may have caused you or your constituent.

The National Highway Traffic Safety Administration (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.

[REDACTED] indicates that she sent a complaint to NHTSA in April 2014. She also states that it took NHTSA months to send her a copy of her complaint and it contained inaccurate information. We received two previous reports from [REDACTED] through our NHTSA Vehicle Safety Hotline on December 10, 2008 and April 2, 2014 (ODI Ref. Nos. 10251407 and 10576883, enclosed). NHTSA staff may follow up and contact a vehicle owner who submitted a complaint if we require additional information. The information [REDACTED] provided was entered into our database. We apologize for our delay in sending her a copy of the complaint and the inaccurate information recorded by our Hotline representative. We appreciate the information and will review this matter with the staff and provide additional training if warranted.

[REDACTED] indicates that the ABS light came on in her MY 1993 Chrysler Town and Country so she took it to a dealer on June 14, 2007. The dealer advised that the previous owner already completed NHTSA Safety Recall Campaign No. 96V-099 and that [REDACTED] would be responsible for the repair. However, about 1 year after the repair, the

Page 2

The Honorable Adam B. Schiff

ABS light came back on again, which required another repair. According to her April 2014 report, she continues to have a problem with the ABS in her vehicle. [REDACTED] is frustrated and believes that the dealer has been using defective parts to repair her vehicle and Chrysler refuses to correctly repair the ABS. She also believes that the vehicle's ABS needs to be upgraded and is concerned that she will have to pay for another repair.

We are aware of NHTSA Safety Recall Campaign No. 96V-099 (enclosed). The recall addresses a problem when the hydraulic control unit experiences excessive brake actuator piston seal wear that causes the pump motor to deteriorate. Chrysler extended the warranty of all Bendix-10 ABS components to 10 years or 100,000 miles, whichever occurs first, in certain Chrysler vehicles, including MY 1993 Town and Country minivans. Also, Chrysler provided lifetime warranty coverage for the ABS actuator piston and pump motor. Unfortunately, [REDACTED] MY 1993 Chrysler Town and Country has exceeded the 10 year time limitation for the extended warranty. Also, according to the repair order she provided, the dealer did not replace the actuator piston or the pump motor. The dealer replaced the ABS accumulator, dual psi cut-off switch, brake fluid filter, ABS control module, and performed routine brake maintenance, all of which are not eligible for reimbursement under the recall or extended warranty.

[REDACTED] may consider contacting the California Office of the Attorney General regarding her problem and rights under the State law. She may also ask her dealership for a meeting with a Chrysler district manager regarding her 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 (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.

[REDACTED] 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. [REDACTED] can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

Page 3

The Honorable Adam B. Schiff

I hope this information is helpful. If you have any questions, please contact me or Mr. Frank S. Borris, Acting Associate Administrator for Enforcement, at (202) 493-2631.

Sincerely yours,

A handwritten signature in cursive script that reads "Alison Pascale".

Alison Pascale
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosures

cc: Washington office