



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

May 12, 2015

[REDACTED]
Longs, SC [REDACTED]

NVS-216
Ref. No. 10714850

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2009 Dodge Grand Caravan.

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. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at www.safercar.gov. This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236).

On August 20, 2014, we added a new feature to our web site that will allow consumers to search for open recalls by using their vehicle identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. Then enter VIN into the VIN search box on our web site above. If you have any open recalls, you will know immediately.

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

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 (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.

We understand your frustration and are aware of Chrysler's difficulty producing the parts which has delayed the recall. Please note that it is not unusual for some recalls to require additional time when the remedy involves manufacturing a new component for a huge population. Recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. Some manufacturers limit the volume of recall parts they automatically deliver to dealers. Due to the volume of vehicles involved in a recall, manufacturers may conduct the recall in phases. Also, manufacturers may limit recall part distribution and ordering to avoid waste by dealerships for parts they did not order or do not need. We recommend that you continue to follow up with Chrysler and your dealer regarding the status of the recall parts availability.

Sincerely,

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

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