



INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

April 11, 2017

[REDACTED]
Covington, OH [REDACTED]

NEF-109 nlm
Ref. No. 10969135

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 2011 Chrysler 300. 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 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

The information you provided will be reviewed and entered into our database. Under our regular procedures, NHTSA staff may follow up and contact vehicle owners if we require additional information. Otherwise, your information 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 you received a recall notification from a manufacturer alerting you that the repair has been delayed due to part availability issue and/or the finale remedy is still under development. Please note that recall parts availability and recall remedies can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics. We recommend that you contact the manufacturer or your local dealer for the latest status of the recall.



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.dot.gov/ivoq 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 www.nhtsa.dot.gov/cars/problems.

Sincerely,

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

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