



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**



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November 17, 2020

[REDACTED]  
Vancouver, WA [REDACTED]

NEF-109 tgd  
Ref. No. 11031537

Dear [REDACTED]

Thank you for the letter about your model year (MY) 1993 Dodge Grand Caravan. Your letter was received in the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of NHTSA Safety Recall Campaign No 96V-099, which addresses a problem with the anti-lock brake system (ABS) hydraulic control unit in certain MY 1993 Dodge Grand Caravan minivans. The brake actuator piston seal may experience excessive wear, causing pump motor deterioration resulting in reduced power brake assist. To remedy this problem, Fiat Chrysler Automobiles (FCA) will inspect and repair the ABS systems in the affected vehicles. As you know, FCA also added a lifetime warranty to the brake actuator piston assembly and pump motor assembly.

We entered your vehicle identification number (VIN) into our VIN look-Up Tool and confirmed that Recall 96V-099 has been completed on your vehicle. Please note that manufacturers may issue an extended warranty at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer warranty extensions to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate warranty extensions. Thus, the manufacturer remains responsible for all aspects of warranty extensions including the nature and scope of the repair, vehicle make, model and years at issue, repair parts, owner notifications, and reimbursement claims.

Your information has been entered NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at [https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls\\_808795.pdf](https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf)

We encourage you to continue to work with FCA and your local dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with an FCA district manager regarding your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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](http://www.ftccomplaintassistant.gov).

Finally, 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 website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at [www.nhtsa.gov](http://www.nhtsa.gov) or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed 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