



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 16, 2019

[REDACTED]
Chico, CA [REDACTED]

NEF-109 nlm
Ref. No. 11196314

Dear [REDACTED]

Thank you for your correspondence concerning your model year 2015 Chrysler 200 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. 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 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 NHTSA. You state that your vehicle was affected by the defect identified in NHTSA Safety Recall Campaign No. 16V-529. The recall addresses a problem with the transmission sensor clusters which may have insufficient crimps in the transmission wire harness, and as a result, the transmission may unexpectedly shift to neutral. The recall repairs were completed on your vehicle, however, six months later the transmission failed. You believe the recall repairs were inadequate and request that Chrysler replace your vehicle's transmission at no cost to you.

Chapter 301 of Title 49 of the United States Code (U.S.C.) does not require manufacturers to reimburse owners for additional expenses associated with a safety recall, such as alternate transportation, as a result of the defect. Nor does the statute authorize the Federal government to

reimburse vehicle owners for any additional expenses associated with safety recalls or damage caused by the defect. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

You may consider contacting your local Consumer Protection Agency or the Maryland Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a FCA district manager regarding your problem. 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.

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 to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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 Vehicle 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,

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

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