



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

February 13, 2020

[REDACTED]
Savannah, GA [REDACTED]

NEF-109 tgd
Ref. No. 11257378

Dear [REDACTED]

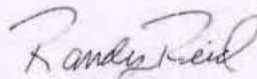
Thank you for the letter about your model year (MY) 2014 Dodge Dart vehicle. The Georgia Department of Law, Consumer Protection Division forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. You indicate that your MY 2014 Dodge Dart experienced the safety defect identified in NHTSA Safety Recall Campaign No. 19V-293 prior to receiving the recall notification. You paid to repair the gear shift cable prior to receiving the recall notification and therefore request a reimbursement.

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. We recommend that you contact Fiat Chrysler or your dealer if you require further assistance.

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