



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

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]
Battle Ground, Washington [REDACTED]

NEF-109 tgd
Ref. No. 11299833

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2017 Dodge Grand Caravan. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. However, we do not believe the trim problem on your MY 2017 Dodge Grand Caravan is a safety-related defect. Exterior trim problem by definition of our authorizing statute—The National Traffic and Motor Vehicle Safety Act—does not pose an unreasonable safety risk to you or other motorists. The information you provided has been entered into our database. Examples of safety-related defects and an explanation of NHTSA's investigation and recall process is on our website at www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you contact Fiat Chrysler (FCA) or continue to work with your local dealer to resolve this matter.

You may consider contacting your local Consumer Protection Agency or the Washington 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. 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 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 web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

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.

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