



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

[REDACTED]

Ewing, NJ [REDACTED]

NEF-109 ela  
Ref. No. 11299851

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Dodge Dart vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigations. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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. 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 transmission shifter 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.

Our research indicates that this recall remains open on your vehicle. Dodge may delay reimbursement until your vehicle is inspected and the safety recall is confirmed as being satisfied. We recommend that you contact Fiat Chrysler Automobiles (FCA) or your dealer if you require further assistance.

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 black ink that reads "Randy Reid". The signature is written in a cursive style with a large, stylized "R" and "R" at the beginning and end.

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