



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



November 18, 2024

[REDACTED]
[REDACTED]
Gallatin, TN 37066

NEF-109 drk
Ref. No. 11609509

Dear [REDACTED]:

Thank you for the letter about model year (MY) 1993 Chrysler Town and Country vehicle. Your letter was forwarded to 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 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, such as in their design, construction, or performance. Among other activities, 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. 96V099 and the lifetime warranty for the ABS actuator piston and pump motor assemblies. We encourage you to continue to work with Fiat Chrysler Automobiles (FCA) and a local dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a FCA district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Tennessee Attorney General's Office regarding your problem and rights under state law.

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 two ways to contact the FTC: by toll free telephone at 877-FTC-HELP; and by using the Internet complaint form at [ftc.gov/complaint](https://www.ftc.gov/complaint).

We entered your information into 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.

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 or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,



Randy Reid, Chief
Consumer Engagement Division
Office of Defects Investigation
Enforcement