



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

March 9, 2007

[REDACTED]
[REDACTED]
[REDACTED]
Denver, CO [REDACTED]

NVS-216 aac
Ref. # 10071879

Dear [REDACTED]:

Thank you for your correspondence dated October 31, 2006, requesting compensation for injuries received while a passenger in a Model Year (MY) 2002 Dodge Ram 1500 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on February 16, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA responded to your concerns on June 4, 2004 and August 15, 2006 (copies enclosed). We understand your frustration and sympathize with you regarding your injuries. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers. We recommend that you contact the owner of the vehicle, Mr. Rusty S. Haile, and his vehicle insurance company for some form of relief. We are sorry we cannot assist you any further in this matter.

Sincerely,

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures



www.nhtsa.dot.gov
nhtsa
people saving people

VEHICLE SAFETY HOTLINE
888-327-4236



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400 Seventh Street, S.W.
Washington, D.C. 20590

AUG 15 2006

NVS-216 et
Ref. # 10071879

██████████
██████████
██████████
Denver, CO ██████████

Dear ██████████

Thank you for your correspondence concerning injuries you received while a passenger in a model year (MY) 2002 Dodge Ram 1500 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on July 17, 2006. 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 items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this and the previous report you provided where you identified a ██████████ as the owner of the vehicle. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to air bag non-deployment problems in MY 2002 Dodge Ram 1500 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. Please have ██████████ complete the enclosed Vehicle Owner's Questionnaire and request that he provide more details of the crash. The information provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

You can contact our toll-free NHTSA Vehicle Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. A Monthly Defect Report is available on that site that provides a listing of current investigations. Enter "Monthly Defect Report" in the **NHTSA Search** capability to locate the reports. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", is written above the typed name.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure