

Jordan, Michael

From: Jordan, Michael
Sent: Thursday, March 03, 2005 10:59 AM
To:
Subject: RE: Complaint no. 10087802

March 3, 2005

NVS-216 mjj
Reference No. 10087802

Dear

Thank you for your e-mail correspondence dated November 10, 2004, concerning the status of a report you filed concerning a model year (MY) 1999 Dodge Ram Wagon 2500. The National Highway Traffic Safety Administration's (NHTSA) Technical Information Services forwarded your correspondence to NHTSA's Office of Defects Investigation (ODI) for a response. It was received on December 3, 2004. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay 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 the report (ODI Reference No. 10087802) you filed with the U.S. Department of Transportation's (DOT) Auto Safety Hotline (Hotline) on August 12, 2004. 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 is warranted.

Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) is automatically entered into our complaint database, and data is then available to ODI investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you.

With respect to your question asking if NHTSA received any of the additional documentation you provided to supplement your original DOT Hotline report, we have searched our database system and found no record of receiving any additional information from you. Please resubmit the additional documentation referenced in your e-mail correspondence by mailing it to:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
400 Seventh Street, SW (Room 2318)

Further, a review of our database relative to problems associated with the engine system in MY 1999 Dodge Ram vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you 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.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free DOT Hotline at 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 DOT 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. An electronic VOQ is also available on this Web site at <http://www.nhtsa.dot.gov/ivog>. 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. 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>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

**ORIGINAL SIGNED BY
MICHAEL J. JORDAN (FOR)**

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