

Jimenez, Alberto <NHTSA>

From: Jimenez, Alberto <NHTSA>
Sent: Monday, June 12, 2006 8:32 AM
To: [REDACTED]
Subject: RE: Escalate: Daimler Chrysler Recall - Notification Code E17-

Dear [REDACTED]:

This recall was influenced by an investigation (EA04-024) of the Office of Defects Investigation. The closing Investigation Resume and Summary Report of investigation EA04-024 will provide the answers to your questions. These documents are available on the National Highway Traffic Safety Administrations Web site at www.nhtsa.dot.gov/cars/problems. Select Investigations and follow the instructions.

From: [REDACTED] On Behalf Of hotline-inquiries, NHTSA <NHTSA>
Sent: Thursday, June 08, 2006 1:11 PM
To: Jimenez, Alberto <NHTSA>
Subject: FW: Escalate: Daimler Chrysler Recall - Notification Code E17-

From: Webmaster, NHTSA <NHTSA>
Sent: Thursday, June 08, 2006 10:19 AM
To: hotline-inquiries, NHTSA <NHTSA>
Subject: Escalate: Daimler Chrysler Recall - Notification Code E17-

From: Linda Smith On Behalf Of nhtsa.vsh
Sent: Tuesday, June 06, 2006 2:00 PM
To: [REDACTED]
Subject: RE: Daimler Chrysler Recall - Notification Code E17-MARTINA-1-4316658

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We have received your email and it has been forwarded to the appropriate NHTSA subject matter expert.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 400 7th Street, SW, Washington, DC 20590."

From: [REDACTED]
Sent: Tuesday, June 06, 2006 11:20 AM
To: nhtsa.vsh
Subject: Daimler Chrysler Recall - Notification Code E17

We purchased a new (2005 off showroom floor) Ram Heavy Duty Pickup (VIN3D7MS48C15G [REDACTED]) on April 13, 2006, at a cost

6/12/2006

*Red
6/12/06*

of nearly \$40,000.

Within a month after purchase, we received a recall notice from D-C applicable to all 2003-2005 heavy-duty trucks describing "a serious safety concern" which could result in the truck moving rearward when the shift lever hasn't been placed fully in the "Park" position. The letter states that they will "modify...free of charge" the problem by installing an Out-of-Park Alarm System in our truck's computer.

I realized there was a problem with the shift lever during the first week of driving this truck...and it takes D-C almost four years to figure it out and come up with this band-aid remedy? I look to be sure the shift lever position indicator light is in the correct gear/park position whenever I drive the truck, and I was planning to take the truck in to have it checked even before their letter arrived. I am now, much to my dislike at the way they have offered to resolve their problem, having the alarm system installed Monday.

I believe that this problem was caused by D-C design and/or installation mistakes and that instead of replacing the equipment, D-C finds that it is quicker, easier and cheaper for them to wash their hands of all accountability/responsibility by having their service centers install the alarm system.

QUESTION: If this is such a "serious safety concern" that has existed since their 2003 pickups were on the market, why wasn't the problem fixed sooner...and, more to the point, why aren't they fixing the problem now instead of this band-aid installation of an alarm system?

Hope you can/will provide me with a logical (not PR or BS) answer/explanation.

Thanks...

[REDACTED]
Papillion, NE
[REDACTED]

6/12/2006