



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

JUL 28 2006

[REDACTED]
Sioux Falls, SD [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. # 10161596

Thank you for your correspondence dated June 17, 2006, concerning your son's model year (MY) 1996 Dodge Neon vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 29, 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 the report you provided. 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.

[REDACTED], in your enclosed Chrysler Corporation letter dated February 29, 1996, the VIN of the vehicles involved in recall No. 96V-02600 were provided to NHTSA. Also note that not all vehicles in that VIN range contained a safety defect. In order for us to have a complete record of your son's vehicle, please provide the VIN of the vehicle and if the vehicle was purchased new or used. Also please include the date of purchase. Please provide that information on the enclosed postage-paid Vehicle Owner's Questionnaire.

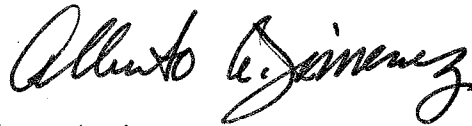
Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the



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888-DASH-2-DOT
888-327-4236

manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

Sincerely,

A handwritten signature in black ink that reads "Alberto A. Jimenez". The signature is written in a cursive style with a large, prominent initial "A".

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

Enclosure