



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

2006 OCT -1 AM 9:40

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

[REDACTED]  
[REDACTED]  
Hammond, OR [REDACTED]

NVS-216 aae  
Ref. # 10173263

Dear [REDACTED]

Thank you for your correspondence dated October 10, 2006, concerning your model year (MY) 1999 Dodge Grand Caravan vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 30, 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 or recall inadequacy is warranted.

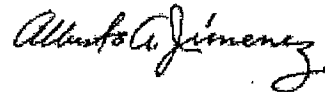
Regarding your request for reimbursement for NHTSA Recall Campaign No. 04V480000 (summary enclosed). Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable 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 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



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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. If you have any questions regarding this matter, please contact Mr. Richard Willard, Consumer Safety Officer at 1-800-986-9678 ext. 66544.

Sincerely,

Handwritten signature of Alberto A. Jimenez in cursive script.

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

Enclosure