

Claiborne, Catonia <NHTSA>

EQ-10177640-7960

From: Glass, Cynthia <NHTSA>
Sent: Wednesday, March 21, 2007 12:12 PM
To: Claiborne, Catonia <NHTSA>
Cc: Willard, Richard <NHTSA>
Subject: 10177640Add to

Ric,
Thanks for the updated information.

Catonia,
Add this comment to the file (10177640).

CGlass
202-366-2920/5211

From: Willard, Richard <NHTSA>
Sent: Wednesday, March 21, 2007 11:57 AM
To: Glass, Cynthia <NHTSA>
Subject: 10177640

Hello Cynthia; FYI - I've added the following annotation to the subject file.

Recall 00V-298 – Fuel Rail O-Rings:

Contact's vehicle appears to have been given the wrong remedy, and continues to have a fuel leak problem. I called the dealer and reminded them of their responsibility wrt the providing the appropriate remedy. I also called the contact to inform him that he is entitled to the appropriate cost free remedy. Contact wants the dealer to provide free towing, and is negotiating that on his own. He will call me if he has difficulty with parts and labor.

Ric Willard
Recall Management Division

CG
NAR
3/21/07
CC