

Claiborne, Catonia <NHTSA>

CL-10177643-7318

From: [REDACTED]
Sent: Wednesday, May 23, 2007 7:55 PM
To: Claiborne, Catonia <NHTSA>
Cc: [REDACTED]
Subject: RE: Response Letter

Catonia, what do I need to do from points point on ?? Is it still being investigated. I was never contacted by Chrysler or Dodge about the recall in the entire time I own the truck senses it was new after this serious problem. Now I am driving a truck that the hood could pop-up any time I use the truck and I really never have been told if Chrysler is going to pay for a new hood , hinges and a safe hood latch ??

I truly appreciate your help, but I seem like I have been left in the dark !! Please get back to me...Thank you sincerely ,

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, May 22, 2007 6:27 AM
To: 'Catonia.Claiborne@dot.gov'
Cc: [REDACTED]
Subject: RE: Response Letter

Catonia, Now I am a little confused. Will I be getting my truck fixed by Chrysler or not ? Will I be contacted again ?

Thank you for your time, [REDACTED]

-----Original Message-----

From: Catonia.Claiborne@dot.gov [mailto:Catonia.Claiborne@dot.gov]
Sent: Thursday, May 17, 2007 9:41 AM
To: [REDACTED]
Subject: Response Letter

May 16, 2007

[REDACTED]

NVS-216et

[REDACTED]

Ref # 10177643

Dear [REDACTED]

*ET
5/23/07
CC*

5/25/2007

Thank you for your correspondence concerning the problem you encountered with the hood latch on your model year (MY) 1997 Dodge Ram vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on April 18, 2007. 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

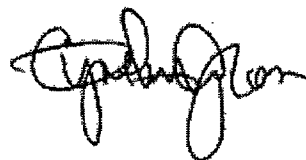
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

On February 7, 2001, DaimlerChrysler notified NHTSA that it would conduct a safety recall (NHTSA Campaign No. 01V-040) to remedy a defect of the secondary hood latch in certain MY 1994 through 1999 Dodge Ram vehicles. A summary of the recall notification is attached for your information. The owner notification program for DaimlerChrysler's safety recall was scheduled to begin during September 2001. If you received notification, please be advised that it is the responsibility of the vehicle owner to deliver a recalled vehicle to an authorized dealership so that the safety-related corrective action can be performed. Additionally, the recall provisions of our authorizing statute do not require manufacturers to reimburse vehicle owners for any additional costs associated with a safety recall (e.g., collateral damages associated with the safety defect, lost wages while the vehicle is being repaired, car rentals, etc.).

Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) are automatically entered into our complaint database, and data is then available to NHTSA's Office of Defects Investigation 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.

As you may know, should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic VOQ online at <http://www.nhtsa.dot.gov/ivoq>. 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>.

Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation

Enforcement

Attachment: NHTSA Campaign No. 01V-040

Claiborne, Catonia <NHTSA>

From: [REDACTED]
Sent: Tuesday, May 22, 2007 6:27 AM
To: Claiborne, Catonia <NHTSA>
Cc: [REDACTED]
Subject: RE: Response Letter

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Sent: Thursday, May 17, 2007 9:41 AM
To: [REDACTED]
Subject: Response Letter

May 16, 2007

[REDACTED] NVS-216et
[REDACTED]

Ref # 10177643

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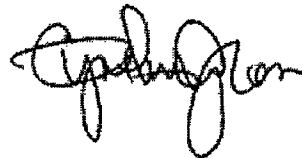
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Sincerely,



Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Attachment: NHTSA Campaign No. 01V-040

Claiborne, Catonia <NHTSA>

From: [REDACTED]
Sent: Friday, May 18, 2007 6:18 AM
To: Claiborne, Catonia <NHTSA>
Cc: [REDACTED]
Subject: RE: Response Letter

Catonia, will the Chrysler Corporation be helping me pay for the other related cost to my truck for the other damages like the (hood) being damage because of the hood latch being faulty. I can not open or close the trucks hood anymore because of the latch failing.

Where or what do I do from this point on ??? Thank you again for your help. [REDACTED]

-----Original Message-----

From: Catonia.Claiborne@dot.gov [mailto:Catonia.Claiborne@dot.gov]
Sent: Thursday, May 17, 2007 9:41 AM
To: [REDACTED]
Subject: Response Letter

May 16, 2007

[REDACTED] NVS-216et [REDACTED]

Ref # 10177643

Dear [REDACTED]:

Thank you for your correspondence concerning the problem you encountered with the hood latch on your model year (MY) 1997 Dodge Ram vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on April 18, 2007. We regret any inconvenience our delay in responding may have caused you.

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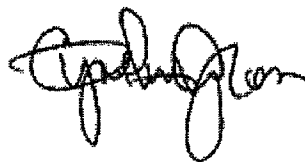
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Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Attachment: NHTSA Campaign No. 01V-040

Claiborne, Catonia <NHTSA>

From: [REDACTED]
Sent: Thursday, May 17, 2007 10:52 PM
To: Claiborne, Catonia <NHTSA>
Cc: [REDACTED]
Subject: RE: Response Letter

Thank you, so much for getting back to me as soon as you could . I really felt uncomfortable driving and asking for rides threw most of this winter.I will have to take care of a dear friend at work for all the gas he used bring me back and forth to work. I felt so unsafe driving the truck that I would only drive it when I had to. Thank you so much again. I can't keep saying it enough. Thank God there are agencies out there like the NHTSA to help people like me with legit problem that just don't have to extra money to spend like a big Company's like Chrysler manufacturing to help loyal customers like myself. I true fully took that truck back to them for all the maintenance they recommended and spent all the extra to keep my Warranty up to there standards and then when I called them for one of there serious call backs they did not want to talk to me anymore.I even asked the Manager when I brang the truck back there for all the extra work I needed to pay for, why wasn't the hood latch fixed or even mention to me then when they had the truck there for the full day. I told him if I received a letter to fix the hood latch I surely would have done it. I was never so scared and lucky that I was going at a slow rate of speed when the hood went up and totally blinded my vision to drive. And I thank God that no one else was hit or hurt, by me after I couldn't see the road anymore. Something as dangerous as problems like this, they should be calling or sending a certified letter making sure everyone with such a problem when it comes to life or death situation have been notified correctly.

Thank you so much Catonia !!! You can always reach me at [REDACTED] or my cell phone [REDACTED] or if you need to leave me your work number, a good time, and your extension, I would more then happy to return your call. Thanks to you , NHTSA and your team for your help.

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May 16, 2007

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Attachment: NHTSA Campaign No. 01V-040

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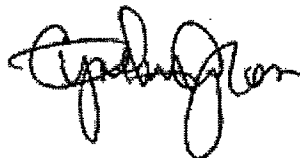
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