

Glass, Cynthia <NHTSA>

CL-10185696-59576

From: Yon, Scott <NHTSA>
Sent: Monday, April 09, 2007 10:31 AM
To: Glass, Cynthia <NHTSA>
Subject: FW: Conversation of this date

Hi Cynthia,

When you get a chance, this is the person I need to speak with you about.

Thanks,
Scott

From: [REDACTED]
Sent: Monday, April 09, 2007 10:19 AM
To: Yon, Scott <NHTSA>
Subject: Re: Conversation of this date

Hi Scott,

Were you able to determine who I need to contact for the letter?

Thanks,
[REDACTED]

Scott.Yon@dot.gov wrote:
[REDACTED]

You will need to correspond with another part of the organization to get the letter you requested. I am trying to figure out the best way for you to do that and will advise further ASAP. The letter will not cite the Code or CFR; our attorneys have to make this determination and they are not willing to (after repeated and forceful requests, they wrote the letter you've seen already – as far as they are concerned this is a done deal).

Scott

From: [REDACTED]
Sent: Friday, March 23, 2007 4:31 PM
To: Yon, Scott <NHTSA>
Subject: Re: Conversation of this date

Hi Scott,

I thought I might take a moment to fill you in on the latest happenings. I met with the Regional Representative for Chrysler this morning. I got nowhere with him. He wouldn't even look at any of the paperwork I had with me, including the letter you sent me. His basic response was that Chrysler is

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required to do the recall if I have the truck in for service, whether I want it or not, and that once done, they would not remove it, period. He said it was company policy and that he would not do anything contrary to that.

When I questioned him about the recall and whether there was anything different about my truck (or the others associated with the recall) versus any other truck they sell, he said that there was no defect found. When I asked why the recall was instituted if there was no difference or defect, he responded that the recall was instituted to quell the associated lawsuits.

As a result of getting nowhere with the Regional Rep, I would like to request a copy of the letter like the one you sent me, except that I would like it addressed to me, and I would also like to request that it include citations for the US Code and related CFRs controlling the NHTSA powers described in the letter. I realize you said it may take some time to get the letter, but that's okay. I can wait for it.

I appreciate your help in this matter. I am not done yet trying to be a thorn in their side, but we'll see if I can get anywhere.

Thanks,

Baton Rouge, LA

Scott.Yon@dot.gov wrote:

I saw your report on our system today – thanks for submitting it.

Scott

From: [REDACTED]
Sent: Tuesday, March 20, 2007 5:09 PM
To: Yon, Scott <NHTSA>
Subject: Re: Conversation of this date

Hi Scott,

Received and printed. Thanks for the help. I will file my complaint through the online system shortly. Hopefully, with enough complaints, maybe Chrysler will re-think the remedy for this issue.

Thanks,

Scott.Yon@dot.gov wrote:

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Attached is the document we discussed – please confirm you have received this. My contacts are below. You should file a report with the agency also.

Scott

D. Scott Yon
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation
Room 5326-I
400 7th Street S.W.
Washington, DC
20590
202-366-0139
fax-202-366-1767

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