



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

May 24, 2007

[REDACTED]
[REDACTED]

NVS-216 nlm
Ref. # 10191122

Dear [REDACTED],

Thank you for your correspondence dated May 11, 2007, requesting information on the dashboard cracking in your model year (MY) 1999 Dodge Ram vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on May 15, 2007.

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 have reviewed our database in an effort to identify whether a safety defect trend exists with regard to dashboard cracking problems in MY 1999 Dodge Ram vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. We suggest you contact the manufacturer directly with your concern. The manufacturer can be reached by mail at: Dodge Customer Assistance Center, P.O. Box 21-8004, Auburn Mills, MI 48321-8004, or by phone at: 1-800-992-1997. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

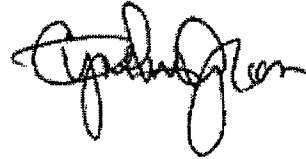
Additionally, regarding your statement that the link at the bottom of the page "doesn't work", we are unfamiliar with the website you accessed (www.local16.com) and we do not monitor the functions and links it provides. However, the following link will take you directly to our Vehicle Owner's Questionnaire, where you can file a complaint or report a safety-related problem with a



VEHICLE SAFETY HOTLINE
888-327-4236

motor vehicle: <http://www.nhtsa.dot.gov/ivoq>. You may also obtain a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

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