



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

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

June 14, 2007

[REDACTED]  
Lino Lakes, MN [REDACTED]

NVS-216 nlm  
Ref. # 10193166

Dear [REDACTED]

Thank you for your correspondence dated May 9, 2007, concerning reimbursement for an instrument cluster recall for your model year (MY) 2002 Dodge Durango vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 25, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA's authorizing statute requires a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a pre-notification remedy to address the defect or a manifestation of the defect within a reasonable time, which in many instances is one year prior to the manufacturer's determination that a defect or noncompliance exists. 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 also feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

Federal regulations do not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages, car rentals, towing, damage caused by the defect, etc.). Nor do they 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.

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Minnesota Office of the Attorney General regarding your problem(s). You may also ask your dealership for a meeting with DaimlerChrysler's district manager regarding your problem.

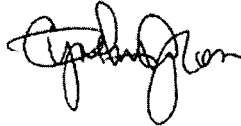


DOT AUTO SAFETY HOTLINE  
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888-327-4236

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

The report you provided concerning the manufacturer's failure to reimburse your repair costs in accordance with the instructions detailed in the safety recall is an important source of information to NHTSA. We have provided a copy of your report to ODI's Recall Management Division's Consumer Safety Officer, Mr. Richard Willard. For further information, please contact Mr. Willard at 1-800-986-9678, ext. 66544.

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