



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

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

June 15, 2007



NVS-216et
Ref # 10193171

Dear [REDACTED]:

Thank you for your email correspondence concerning the problem you encountered with the dashboard, speakers and electrical system 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 June 5, 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 also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

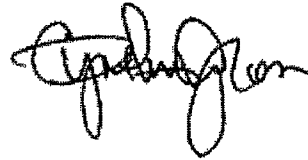
We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to dashboard cracking, speakers and electrical system problems in MY 1997 Dodge Ram vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. Moreover, NHTSA is not aware of the issuance of an upcoming recall by the DaimlerChrysler Corporation (DCC) regarding the aforementioned vehicle problems. We can only suggest that you continue to work with the DCC to resolve the vehicle problems mentioned in your email.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

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 Vehicle Owner's Questionnaire 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,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name being more prominent.

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