



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

1200 New Jersey Avenue SE
Washington, DC 20590

January 9, 2008



Watertown, NY [REDACTED]

NVS-216 et
Ref. No. 10213864

Dear [REDACTED]:

Thank you for your correspondence dated December 3, 2007, concerning the problem you encountered with your model year (MY) 1998 Dodge Ram 1500. The New York Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on December 27, 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. However, 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.

Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or items of motor vehicle equipment that contain a defect relating to motor vehicle safety or fail to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge. However, our statute does not require manufacturers to reimburse owners for any additional costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute 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 followed-up with the manufacturer and were informed that the owners were sent notification of the safety recall on September 17, 2001. According to your letter, you purchased the vehicle used in 2006. Please be advised that the manufacturer can not be responsible for you not being notified, you may have a claim for the tort system, but under the safety act, you are entitled to a new hood latch. If the safety-related corrective action for the recall (NHTSA Campaign No. 01-V-040) has not been performed, NHTSA strongly recommends that work be accomplished on your MY 1998 Dodge Ram 1500 vehicle as soon as possible by making an appointment with an authorized Dodge dealer.

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 "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being more prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement