



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

February 18, 2009

[REDACTED]  
Cincinnati, OH [REDACTED]

NVS-216 mec  
Ref. # 10256829

Dear [REDACTED]

Thank you for your correspondence dated January 9, 2009, concerning your model year (MY) 1999 Dodge van. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on January 28, 2009.

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 safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

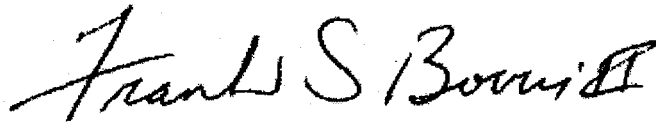
We appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter, you described severe rusting of the frame rendering the vehicle unsafe to drive. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to problems associated with severe frame rust in MY 1999 Dodge vans. Although we are not opening a safety defect investigation at this time, we continually review all available data to determine whether an investigation may be warranted. A brochure explaining the investigation process is enclosed for your information. 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.

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 that reads "Frank S. Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S. Borris II, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure