



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

1200 New Jersey Avenue SE.
Washington, DC 20590

June 24, 2009

[REDACTED]
[REDACTED]
Harrisburg, NC [REDACTED]

NVS-216 nlm
Ref. # 10268128

Dear [REDACTED]

Thank you for your email correspondence concerning your model year (MY) 2000 Dodge Ram 1500. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on May 5, 2009. We regret any inconvenience our delay in responding may have caused you.

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. 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. In your letter you questioned the effectiveness of your air bags due to the fact that the dash in your MY 2000 Dodge Ram 1500 is cracking. The Office of Defects Investigation is reviewing and assessing available data to provide an answer to your question. Another letter will be forthcoming in the near future.

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 'K. DeMeter', followed by a long horizontal flourish line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement