



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

OCT 27 2009

[REDACTED]  
Morrison, IL [REDACTED]

NVS-216 mec  
Ref. # 10289569/10289570

Dear [REDACTED]:

Thank you for your correspondences addressed to U.S. Transportation Secretary Ray LaHood and Deputy Secretary John D. Porcari dated September 28. You wrote concerning your (MY) 1998 Plymouth Neon vehicle. We sympathize with the problem you experienced and want to assure you we work hard to make sure motor vehicles are safe for all American citizens.

The National Highway Traffic Safety Administration 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the engine problems you encountered in MY 1998 Plymouth Neon vehicles. While certainly frustrating and expensive to repair or replace the engine, our review of complaints similar to yours does not at this time indicate the likelihood that an investigation would reveal an unreasonable risk to safety under the meaning of our authorizing statute. 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.

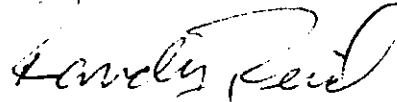
If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. You can contact the



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>.

I hope this information is helpful. If you have any questions, please contact me at (202) 366-4383.

Sincerely,

A handwritten signature in cursive script, appearing to read "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement