

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.
Washington, DC 20590

[REDACTED]

Louisville, KY [REDACTED]

NVS-216 rrr
Ref. No. 10363328

Dear [REDACTED]

Thank you for your recent correspondence concerning your model year (MY) 2000 Dodge Ram 3500 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. 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 motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. 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 safety 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to front wheels becoming separated from the vehicle due to wheel bearing failure in MY 2000 Dodge 3500 Rams. 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 or you may visit on our website at <http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm>. 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.

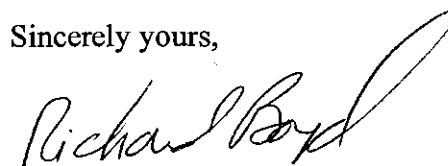
With regard to your request to have Chrysler cover the bill for the expenses you incurred for wheel bearing repairs, this is not under our jurisdiction. The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems remuneration matters, and fair trade practices. There are three ways to 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>. Should you encounter a

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safety-related problem with a motor vehicle or 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>.

I hope this information is helpful. If you have any questions, please contact me or Mr. Randy R. Reid, Chief, Correspondence Research Division, at (202) 366-4383.

Sincerely yours,



Richard Boyd, Acting Director
Office of Defects Investigation

Enclosure