



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

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

1200 New Jersey Avenue SE.
Washington, DC 20590

July 26, 2012

[REDACTED]
[REDACTED]
Airville, PA [REDACTED]

NVS-216 nlm
Ref. No. 10454092

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2006 Dodge Ram 3500. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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. We also monitor the adequacy of manufacturers' recall campaigns. 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 defect may exist. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicated that you had the steering linkage, pitman arm, and dampner replaced on your MY 2006 Dodge Ram 3500 prior to receiving NHTSA Safety Recall Campaign No. 11V-350. You contacted the manufacturer to request reimbursement however they denied your claim indicating that the repairs were not completed within the required dates.

NHTSA Safety Recall Campaign No. 11V-350 addresses a problem with the steering linkage in MY 2006 through MY 2008 Dodge Ram 3500 trucks. The recall applies to vehicles that were in for service and repaired with a Mopar steering linkage between July 12, 2002 through February 13, 2008. According to the repair order you provided dated October 20, 2009, your MY 2006 Dodge Ram 3500 was serviced after the time requirement for the recall and therefore is not eligible for a free recall remedy. Furthermore, at the time your vehicle was repaired the defective tie rods were purged from the dealer's service parts inventory. We recommend that you work with Chrysler and your dealer to resolve your problem.



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 www.nhtsa.dot.gov/ivoq. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

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