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U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

May 25, 2016

[redacted]
Truckee, CA [redacted]

NEF-160 nam
Ref. No. 10852648

Dear [redacted]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year (MY) 2005 Dodge Ram 3500. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate receiving an air bag recall notice and the repair completed by your local dealer. However after the repair your MY 2005 Dodge Ram 3500 air bag light came on and you noticed a shimmy while driving. You returned to your dealer and were advised that this was a separate issue from the completed recall repair. You are concern and wish to have you vehicle inspected by a non-Fiat Chrysler Automobiles (FCA) dealer.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to air bag light and engine problems in MY 2005 Dodge Ram 3500 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. Our researched revealed no open recalls for your vehicle. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. We recommend that you continue to work with FCA and your dealer for further assistance. We have enclosed a brochure that explains the NHTSA investigation and recall process which is on our Web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

All dealership customer service problems, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. You may also ask our dealership to arrange a meeting with manufacturer's district manager regarding your problem or request. In addition, 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 (877) 382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their Web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

Sincerely yours,

Randy Reid

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