



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

May 14, 2019

[REDACTED]

Myrtle Point, OR [REDACTED]

Dear [REDACTED]

NEF-109 nlm
Ref. No. 11119150

Thank you for your correspondence concerning your model year (MY) 2001 Dodge Durango vehicle. Your correspondence was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Our office received an unprecedented increase in the number of correspondence last year. Our limited resources were overwhelmed and we are now just getting to your letter. We regret any inconvenience this delay 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. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. You are trying to determine if skid marks can provide evidence as to whether a front ball joint failure, which is the safety defect identified in NHTSA Safety Recall Campaign No. 04V-596, may have caused your crash in 2016.

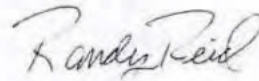
We understand your concerns regarding the crash of your MY 2001 Dodge Durango. However, at this time it is impossible for our agency to analyze the crash scene and vehicle, review the police accident report, or interview witnesses. When provided with all necessary details and particularly after an opportunity to examine the vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to the cause of the crash.

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. For your

information, an explanation of NHTSA's investigation and recall process is on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. In addition to an expert in crash reconstruction, we recommend that you contact Fiat Chrysler Automobiles, your insurance company, or a local dealer for assistance in determining the cause of the crash.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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