



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

400 Seventh St., S.W.
Washington, D.C. 20590

June 15, 2007

[REDACTED]
[REDACTED]
Milwaukee, WI [REDACTED]

NVS-216et
Ref # 10020287

Dear [REDACTED]:

Thank you for your inquiry concerning the National Highway Traffic Safety Administration's (NHTSA) response to your safety issue. Your inquiry was referred to the Office of Defects Investigation (ODI) and received on May 30, 2007. 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 items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) are automatically entered into our complaint database, and data is then available to NHTSA's Office of Defects Investigation investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you. Additionally, in order for ODI to initiate an investigation, consumer complaints and other available data are carefully examined to determine whether a defect may exist. A brochure explaining the investigation process is enclosed.

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 VOQ online at

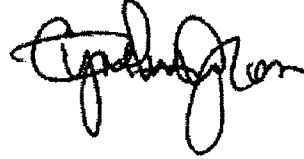


www.nhtsa.dot.gov
nhtsa
people saving people

VEHICLE SAFETY HOTLINE
888-327-4236

<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>.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', with a stylized, cursive script.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: Motor Vehicle Defects and Recall Campaigns