



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

10064949

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

*Added to  
10064949*

**JUN 13 2005**

[Redacted]

NVS-216 jls/mjj  
Ref. No. 10064949

Beverly Hills, CA [Redacted]

Dear Ms. [Redacted]

*per non June '05*

Thank you for your correspondence dated November 23, 2004, concerning the status of previous correspondence you submitted to the National Highway Traffic Safety Administration (NHTSA). Your correspondence was received on December 3, 2004. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are responsible for issuing Federal motor vehicle safety standards, which require specific minimum levels of safety performance for new motor vehicles and motor vehicle equipment. All new vehicles must comply with these safety standards at the time of their initial sale to the public. We are also 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. 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. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

*fixed?*

On June 14, 2004, we responded to your correspondence dated March 12, 2004. For your information, we have enclosed a copy of your letter and a copy of our response.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

*Answered from safety with a letter since it's not a problem?*

*Michael  
7/14/05*



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236

*don't have*

~~Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit.~~ An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., ~~child safety seats, jacks, tires, brake fluid, etc.~~ The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. 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>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,



for  
Alberto A. Jimenez, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosures