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

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

MAR 0 1 2005

[redacted]
Staten Island, NY [redacted]

NVS-216 jcc
Reference No. 10094363

Dear [redacted]

Thank you for your correspondence received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We apologize for the use of this form letter; however, due to the overwhelming number of letters received by ODI and the limited resources available to this agency, we are responding to your correspondence in this manner.

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 also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and compiled into a database to help us in identifying potential recall inadequacies and safety defects that require our attention. Reimbursement requests relating to a safety recall will be sent to the manufacturer with a request that it be reviewed for a possible resolution. Reimbursement requests relating to failure of a product, which is not related to a safety recall, do not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, the Better Business Bureau, and the State Office of the Attorney General for assistance.

If you wish to update or provide additional information, e.g., copies of repair invoices, police report where a crash occurred, fire department report when a fire occurred, or more detailed information about the incident(s) relating to motor vehicle safety, please attach the additional information to the enclosed Vehicle Owner's Questionnaire (VOQ). The information you provide will be used to update your report.

In cases where an investigation is initiated or your report relates to a current investigation, a copy of your report is provided to the manufacturer of the product being investigated. The Privacy Act prohibits our agency from providing your personal identifiers (name, mailing address, zip code, and complete vehicle identification number) to the manufacturer without your permission. Please mark the appropriate authorization box and sign the VOQ before returning it to the agency.

If you have access to a computer, you may obtain information about safety recalls, safety defect investigations, and other safety-related information by accessing NHTSA's Internet Web site at http://www.nhtsa.dot.gov.

Sincerely,

for

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

Enclosure