

NOV 30 2004

NVS-216aac
Ref. #10101571

Thank you for your e-mail dated September 21, 2004, concerning the problem you have encountered with your 1998 Oldsmobile Regency vehicle. Your correspondence was received by the Office of Defects Investigation on November 15, 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.

The National Highway Traffic Safety Administration (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, 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.

We appreciate the previous Vehicle Owners Questionnaire (VOQ, reference No.10096360) report you provided while visiting on October 25, 2004, the Department of Transportation NHTSA web site. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

Based on an evaluation of the complaints received by NHTSA and our analysis of the failure mode of General Motors Corporation's engine intake manifold units, this agency has determined that this type of failure is not related to motor vehicle safety within the meaning of our authorizing statute. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Office of the Attorney General regarding your problem.

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 you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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,

A handwritten signature in dark ink, appearing to read "Alberto A. Jimenez", is written over the typed name and title.

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