

10111695



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

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

**MAR 18 2001**

[Redacted]  
Evans, CO [Redacted]

NVS-216 jcc  
Ref. No. 10111695

Dear Mr. [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 that 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.



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4238

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>.

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 black ink, appearing to read "Alberto A. Jimenez", with a horizontal line extending to the right. Below the signature, the word "for" is written in a smaller, cursive script.

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

Enclosure

cc: Office of Defects Investigation, Recall Management Division (NVS-215)

PS. Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. However, our statute does not require manufacturers to reimburse owners for any additional costs associated with a safety recall (e.g., costs associated with the repair or replacement of components that are not subject to a safety recall, lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.