



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

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

AUG 18 2005

[REDACTED]
Baton Rouge, LA
[REDACTED]

NVS-216 mrc
Ref No. 10124706

Thank you for your correspondence dated May 11, 2005, concerning your clients Lindsey Nevel and Angela Mooney in behalf of their three children. Your correspondence was received on May 23, 2005. 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.

There was no accident report enclosed with your correspondence. Please have your clients complete the enclosed Vehicle Owners Questionnaire (VOQ) or they can contact our toll-free Vehicle Safety Hotline (Hotline) toll free number at 1-888-327-4236. One of our representatives will assist them to report their safety problem. If our telephones are busy, or call during non-working hours, they can leave their name, telephone number, and a brief subject on our recording system. A Hotline representative will return their call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. 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 automatically transferred to our database and are used to identify safety-related defect trends that require our attention. 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>.



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

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 cursive script, appearing to read "Alberto A. Jimenez".

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

Enclosure