



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

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

NVS-216 aae
Ref. No. 10146426

[REDACTED]
Heavercreek, OH

Dear [REDACTED]

Thank you for the correspondence received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for the use of this form letter; however, due to the number of letters received 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 assist 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 and a request that it be reviewed for a possible resolution. Reimbursement requests relating to failure of a product, 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 safety, please attach the additional information to the enclosed Vehicle Owner's Questionnaire. The information you provide will be used to update your report.

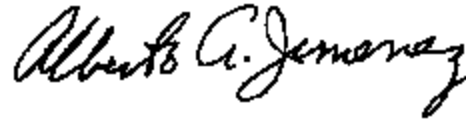
In cases where an investigation is initiated or your report relates to a current investigation, a copy of your report is provided to the manufacturer of the product being investigated. The Privacy Act prohibits our agency from providing your personal identifiers (name, address, and mailing zip code)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



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

If you have access to a computer, you may obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at <http://www.nhtsa.dot.gov>.

Sincerely,

A handwritten signature in black ink that reads "Alberto A. Jimenez". The signature is written in a cursive style with a large, prominent initial "A".

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