



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

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

**AUG 17 2006**

[REDACTED]  
Acton, CA [REDACTED]

NVS-216 mrc  
RefNo. 10163677

Dear [REDACTED]

Thank you for submitting your correspondence dated June 26, 2006, concerning your model year 1999 Daewoo Lafanza vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence and a copy of your recall notice on July 12, 2006. We regret any inconvenience our delay in responding have cause you.

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 report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted.

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. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer. Owners may also report any dispute to NHTSA by contacting NHTSA's Vehicle Safety Hotline (Hotline) or by filing a complaint via the agency's Internet Web site.



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

While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Additionally, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

If further assistance is needed, please contact Mr. Richard Willard, Consumer Safety Officer, Recall Management Division, Office of Defects Investigation, at 1-800-986-9678 extension 66544.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez". The signature is written in a cursive style with a large, sweeping flourish at the end.

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