



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

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

March 21, 2007

██████████
██████████
Ocala, FL ██████████

NVS-216 aae
Ref. # 10183746

Dear ██████████:

Thank you for your correspondence dated February 14, 2007, concerning your used vehicle purchase. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on February 22, 2007. We regret any inconvenience our delay in responding may have caused 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; however we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

██████████, we sympathize with you concerning your experiences with dealership problems, the warranty purchase, and a bad transmission in your used vehicle purchase; however, this does not fall under our jurisdiction. Your correspondence indicated you provided courtesy copies to the Consumer Protection Agency, Better Business Bureau, Office of the Attorney General, and Federal Trade Commission please continue to these agencies regarding your problems. We suggest you continue to pursue this concern with those agencies.

Sincerely,

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement



VEHICLE SAFETY HOTLINE
888-327-4236