



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

2007 OCT 16 AM 8:00

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

Green Bay, WI [REDACTED]

NVS-216 et
Ref. No. 10186090

Dear Mr. [REDACTED]

Thank you for your correspondence concerning the problem you encountered with your model year (MY) 2000 Oldsmobile Intrigue vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on October 12, 2007.

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 this report and the previous report you submitted through NHTSA's Internet Web site on March 25, 2007. 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.

Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) is automatically entered into our complaint database, and data is then available to ODI investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you.

A review of our database relative to problems associated with the engine, specifically engine coolant and gasoline mixing, in MY 2000 Oldsmobile Intrigue vehicles revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has



been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning your request for reimbursement; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Wisconsin Office of the Attorney General regarding your request.

Sincerely,

A handwritten signature in black ink that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement