



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

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

April 26, 2007

[REDACTED]

NVS-216 aac
Ref. # 10187954

Glastonbury, CT [REDACTED]

Dear [REDACTED]

Thank you for your correspondence dated March 23, 2007, concerning your request for reimbursement for the insured, [REDACTED]. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 3, 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED], we regret any problems you may be experiencing with Saab's Customer Assistance on behalf of the insured, [REDACTED], and your request for reimbursement. However, please be informed that we are neither required nor authorized to do so. A provision of State law cannot bind the Federal government in this fashion; and, the particular provision to which you refer is, in fact, directed at the manufacturer of the vehicle.

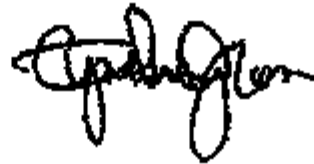
Federal regulations do not require manufacturers to reimburse owners for additional costs associated with a safety recall (e.g., lost wages, car rentals, towing, damage caused by the defect, etc.). Nor do they authorize the Federal government to reimburse vehicle owners for any costs



VEHICLE SAFETY HOTLINE
888-327-4236

associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name being more prominent.

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