



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

1200 New Jersey Avenue SE
Washington, DC 20590

August 9, 2007

[REDACTED]
[REDACTED]
[REDACTED]
Wilkes-Barre, PA [REDACTED]

NVS-216et
Ref # 10199133

Dear [REDACTED]:

Thank you for your correspondence date June 8, 2007, concerning your request for reimbursement. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on August 1, 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

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.

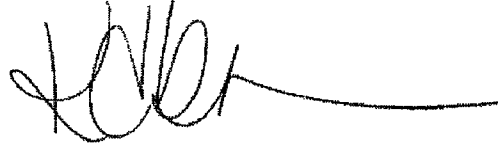
If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Pennsylvania State Office of the Attorney General regarding your request.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at



<http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read 'K DeMeter', followed by a long horizontal line extending to the right.

Kathleen DeMeter
Director
Office of Defects Investigation
Enforcement