



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

1200 New Jersey Avenue SE
Washington, DC 20590

NVS-216 mec
Ref. # 10226268

East Northport, NY

Dear :

Thank you for your correspondence concerning your model year (MY) 1999 Honda Odyssey minivan. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on April 30, 2008.

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. However, 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. We sympathize with you concerning your reimbursement request; however, this does not fall under our jurisdiction. NHTSA cannot assist vehicle owners in obtaining reimbursements. We can only recommend you continue to work with American Honda Motor Company regarding your request. We regret that we cannot assist you further in this matter.

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,

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

