



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

1200 New Jersey Avenue SE
Washington, DC 20590

May 20, 2008

[REDACTED]
Richmond, VA [REDACTED]

NVS-216 mec
Ref. # 10228420

Dear [REDACTED]:

Thank you for your correspondence concerning your request for reimbursement. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 14, 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.

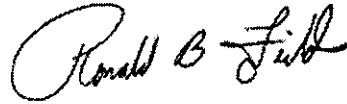
We appreciate the report you provided. Reports from motorists are a very important source of information for us. We sympathize with you concerning your request for reimbursement; however, this type of request does not fall under our jurisdiction. Our statute does not require manufacturers to reimburse owners for costs associated with safety recalls (e.g., lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, damage caused by the defect, etc.). Nor does the statute authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. 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,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is written in a cursive style with a large, looping initial "R".

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