



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

1200 New Jersey Avenue SE  
Washington, DC 20590

May 29, 2008

[REDACTED]

NVS-216 mec  
Ref. # 10228516

Queen Creek, AZ [REDACTED]

Dear [REDACTED]:

Thank you for your correspondence concerning your model year (MY) 1997 Buick Regal vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 21, 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 safety defects in their design, construction, or performance. 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 sympathize with your loss of property resulting from a vehicle fire. However, NHTSA is unable to respond to your request for cash compensation or a replacement vehicle. Our statute is limited to requiring manufacturers to reimburse owners for certain costs incurred by owners to remedy a safety defect condition prior to a recall. 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 that reads "Frank S Borris II". The signature is written in a cursive style with a large, prominent "F" and "S".

Frank S Borris II, Acting Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement