



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

November 5, 2008

[REDACTED]

Clinton Twp., MI [REDACTED]

NVS-216 mec  
Ref. No. 10240699

Dear [REDACTED]

Thank you for your correspondence dated September 18, 2008, concerning your model year (MY) 2000 Pontiac Vibe vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on October 16, 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. We also monitor the adequacy of manufacturers' recall campaigns. 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. In your letter you state that after receiving your vehicle from the dealership for a recall remedy, the driver's window began to make noises. With regard to the recall remedy, please be advised that under the Safety Act, vehicle owners are entitled to one remedy per recall campaign. However, the information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.

We sympathize with you concerning the service repair problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.



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 initial "F" and "B".

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