



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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 10, 2009

[REDACTED]
[REDACTED]
Seymour, CT [REDACTED]

NVS-216 et
Ref. No. 10263076

Dear [REDACTED]

Thank you for your correspondence dated December 8, 2008, concerning your model year (MY) 1998 Buick Regal vehicle. The Connecticut Office of the Attorney General referred your correspondence to the National Highway Traffic Safety Administration (NHTSA). The Office of Defects Investigation received your correspondence on April 1, 2009.

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. 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 appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicated that your MY 1998 Buick Regal vehicle was destroyed in a fire and that you received a recall notification shortly thereafter.

Please be advised that the National Traffic and Motor Vehicle Safety Act requires a manufacturer to remedy the noncompliance or safety-related defect without charge to the owner; however, it does not require manufacturers to reimburse vehicle owners for other costs associated with the safety defect, including damage caused by a vehicle fire. We have no authority to intervene on behalf of consumers to resolve disputes between individual owners, dealers, or manufacturers.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement