



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

August 30, 2011

[REDACTED]  
Asheboro, NC [REDACTED]

NVS-216  
Ref. No. 10269229

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI). In order to respond to the overwhelming number of letters received by ODI, we are answering you with this form letter.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

If your letter concerned a problem you encountered with a motor vehicle or motor vehicle equipment, we appreciate the report you provided. If your problem still remains unresolved at this time, we would appreciate an updated report of your problem. You can also file complaints on line at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq).

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236). The NHTSA Executive Summary and NHTSA Full Report for the NHTSA-NASA investigation on unintended acceleration in Toyota vehicles can be located online at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).

If your letter concerns a service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Better Business Bureau regarding your problem. In addition, the Federal Trade Commission (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 to



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>.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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