



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

1200 New Jersey Avenue SE.
Washington, DC 20590

June 23, 2009

[REDACTED]

West Seneca, NY [REDACTED]

NVS-216 mec
Ref. No. 10273368

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2000 Chevrolet Impala. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on June 17, 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 safety defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided and we sympathize with you concerning the loss of your vehicle prior to the recall notification you received. In your letter, you indicated that your vehicle was destroyed in an underhood fire due to a safety defect specified in NHTSA campaign 09V-116. Unfortunately, our statute does not require manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, 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.

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