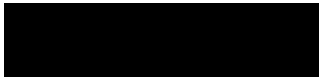




U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

December 2, 2009



NVS-216 mec  
Ref. # 10290672

Dear [REDACTED]:

Thank you for your correspondence concerning your son's model year (MY) 1998 Pontiac Grand Prix vehicle. The State of Wisconsin Department of Agriculture, Trade and Consumer Protection forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA) for a response. It was received by NHTSA's Office of Defects Investigation on October 29, 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. 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. Reports from motorists are a very important source of information for us. Please be advised, 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, our statute does not require manufacturers to reimburse or assist owners for costs associated with repair or corrective action performed prior to initiating a recall or for any additional costs associated with a safety recall (e.g., damage caused by the defect, lost wages while the vehicle is being repaired, car rentals, repairs not performed by an authorized dealership, 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. Although not required by the statute, under certain conditions, manufacturers may reimburse vehicle owners for recall work completed prior to receiving a recall notice. We recommend that you continue to work with the Pontiac Customer Center for resolution. We are sorry we cannot assist you further in this matter.



Additionally, we suggest you contact the Federal Trade Commission (FTC) regarding warranty issues. 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 "Randy Reid". The signature is written in a cursive, flowing style.

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