



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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 20, 2009

██████████
██████████
Whiting, NJ ██████████

NVS-216 et
Ref. No. 10290690

Dear ██████████

Thank you for your correspondence concerning NHTSA Safety Campaign No. 09V-122. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on November 2, 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 defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

In your letter you indicated that you were not informed of NHTSA Safety Campaign No. 09V-122 by the dealership during your initial visit, but only after receiving notification from the manufacturer. Under the Safety Act, manufacturers are required to notify vehicle owners when their vehicle is included in a safety recall campaign. However, there is no requirement for dealerships to inform vehicle owners of safety recalls involving their vehicles. If you have not done so, you may consider contacting the manufacturer to express your concern regarding this issue.

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