INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

1200 New Jersey Avenue SE
Washington, DC 20590

November 25, 2010

[redacted]
White Lake, MI [redacted]

NVS-216. rr
Ref. No: 10364512

Dear [redacted]

The National Highway Traffic Safety Administration (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 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 have received a report (copy enclosed) from The Ohio Turnpike Commission dated October 19, 2010 concerning the fire incident that occurred on the Ohio Turnpike on September 12, 2010 involving your 2002 Chevrolet Venture vehicle. Reports of this type are a very important source of information for us. Each report is analyzed and compiled into a database to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted.

However, in order for us to utilize and record specific information concerning the problem you experienced with your vehicle, more detailed information needs to be provided. Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). Provide a more detailed account of the incident and identify the specific vehicle assembly that caused the problem. Also, attach any documentation that may help in correctly identifying the cause of the failure, e.g., copies of repair invoices, insurance reports, etc. The information will be used to update that report and entered into our data system. Additionally, the Privacy Act prohibits our agency from identifying you to the manufacturer without your permission. Therefore, we request having your authorization to provide your name and address to the manufacturer of your vehicle. This may assist the manufacturer in determining if a safety-related defect trend exists. Please mark the appropriate authorization box and sign the form.

Contact the undersigned if further assistance is needed at (202) 366-5211.

Sincerely.

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosures