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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

February 25, 2011

The Honorable Gabrielle Giffords
Member, U.S. House of Representatives
1661 North Swan, Suite 112
Tucson, AZ 85712

NVS-216 nlm
Ref. No. 10368840

Dear Congresswoman Giffords:

Thank you for your correspondence on behalf of your constituent, [REDACTED].
[REDACTED] wrote concerning her model year (MY) 2004 Honda CRV vehicle.

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 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 defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to air conditioning system failure, air bag non-deployment, hood latch failure, engine failure, unintended acceleration, and power train problems in MY 2004 Honda CRV vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for [REDACTED] information; or she may visit our website at: www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.



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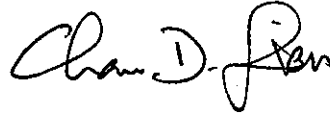
The Honorable Gabrielle Giffords

We sympathize with [REDACTED] concerning the service problems she reported; however, this does not fall under our jurisdiction. If she has not done so, she may consider contacting her local Consumer Protection Agency, Better Business Bureau, or the Arizona Office of the Attorney General regarding her problems and her rights under State law.

With regard to [REDACTED] request for reimbursement, 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 www.ftc.gov/ftc/complaint.htm.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu
Director, Governmental Affairs,
Policy and Strategic Planning

Enclosure

cc: Washington Office