



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

May 26, 2011

[REDACTED]  
Rainelle, WV

NVS-216  
Ref. No. 10403452

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration (NHTSA), Office of Defects Investigation (ODI). In order to respond to the overwhelming number of letters received by ODI, we are answering you with this form letter.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

If your letter concerned a problem you encountered with a motor vehicle or motor vehicle equipment, we appreciate the report you provided. If your problem still remains unresolved at this time, we would appreciate an updated report of your problem. You can also file complaints on line at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq).

If your letter is requesting motor vehicle or motor vehicle equipment information, we recommend that you visit our Internet web site at [www.safercar.gov](http://www.safercar.gov). This site provides information concerning motor vehicle recalls, manufacturers' service bulletins, complaints from vehicle owners, etc. You may also contact our toll-free Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236). The NHTSA Executive Summary and NHTSA Full Report for the NHTSA-NASA investigation on unintended acceleration in Toyota vehicles can be located online at [www.nhtsa.dot.gov](http://www.nhtsa.dot.gov).

Federal regulations require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim. Owners who feel that their claim was wrongfully denied should pursue the matter with the manufacturer.

Owners may also report any dispute to NHTSA by contacting the Department of Transportation's Auto Safety Hotline or by filing a complaint via the agency's Internet Web site. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate.

Additionally, 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.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive style with a large, prominent "R" at the beginning.

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