



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

October 25, 2011

The Honorable Robert P. Casey, Jr.
United States Senator
22 S. 3rd Street, Suite 6A
Harrisburg, PA 17101

NVS-216 nam
Ref. No. 10422915

Dear Senator Casey:

Thank you for your correspondence on behalf of your constituent, [REDACTED]. [REDACTED] wrote concerning his model year (MY) 2001 Isuzu Rodeo.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

██████████ stated that Isuzu recalled his MY 2001 Isuzu Rodeo under NHTSA Safety Recall Campaign No. 10V-436. The recall addresses excessive corrosion of the rear suspension lower link brackets; however, Isuzu deemed his vehicle is beyond repair. ██████████ states he has not been contacted by Isuzu since their decision not to perform the recall and the dealer will not release the vehicle to him. He does not accept Isuzu's refund offer and wants reimbursement for the time his family was without a vehicle and the cost to replace it.

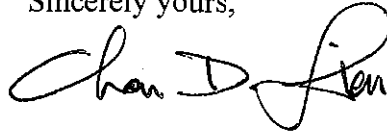
The Federal Government cannot reimburse vehicle owners for any cost associated with safety recalls or assist vehicle owners in obtaining reimbursement for cost associated with an alleged defect. Chapter 301 of Title 49 of the United States Code requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal motor vehicle safety standard to remedy the defect or

The Honorable Robert P. Casey, Jr.

noncompliance without charge. The code also specifies that a manufacturer may remedy a defect by refunding the purchase price of a vehicle, less a reasonable allowance for depreciation. Isuzu is in compliance with the code if they offered to repurchase [REDACTED] vehicle at the Kelly Blue Book private owner price. The actual price is impacted by the model year of the vehicle, its mileage, trim level, and overall condition (unrelated to any corrosion that may exist in the area of the rear suspension lower link brackets). We suggest [REDACTED] continue to work with Isuzu regarding his request for reimbursement.

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,

A handwritten signature in black ink, appearing to read "Chan D. Lieu". The signature is fluid and cursive, with the first name "Chan" being the most prominent.

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

cc: Washington Office