



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

April 12, 2012

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

[REDACTED]  
Oneonta, NY [REDACTED]

NVS-216 nam  
Ref. No. 10430934

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation. Please accept our apologies for this delay in responding. You can be assured that your complaint will be considered along with other complaints for future defect investigations and to identify safety-related defect trends. If necessary, we will follow up by contacting the vehicle owner.

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 trend may exist. We do not have authority to 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. If you desire to send another letter, please indicate that you sent your original complaint in 2011 to ensure we expedite our review and send an appropriate response if warranted. You can also file complaints on line at [www.nhtsa.dot.gov/ivoq](http://www.nhtsa.dot.gov/ivoq).

If your letter concerns a customer service problem or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting the Federal Trade Commission (FTC) which 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.ftccomplaintassistant.gov](http://www.ftccomplaintassistant.gov). In addition you may consider contacting your local Better Business Bureau (BBB) regarding your problem. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on

program eligibility. You may also consider contacting the BBB Auto Line at [www.bbb.org](http://www.bbb.org) to file and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Sincerely yours,

A handwritten signature in cursive script that reads "Randy Reid".

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