



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

May 1, 2012

[REDACTED]
[REDACTED]
Claremont, CA [REDACTED]

NVS-216 nam
Ref. No. 10443414

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 2012 to ensure we expedite our review and send an appropriate response if warranted.

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. 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 to file and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov, or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained from our web site.

Sincerely yours,



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