



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

August 28, 2013

[REDACTED]

Vacaville, CA [REDACTED]

NVS-216 nlm
Ref. No. 10525458

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 1998 Chevrolet Monte Carlo. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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 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.

You state that you purchased a used MY 1998 Chevrolet Monte Carlo. You saw on a web site that there are several recalls on your vehicle, but you have not received recall notices from the dealer or manufacturer. You want to know who to contact for recall information.

Please note that manufacturers send recalls to the owner they have on record based on the current State registration. We recommend that you contact a local Chevrolet or General Motors dealer for information regarding the open and completed recalls on your vehicle. Also, you can update your owner information at that time. You can also call Chevrolet Customer Assistance at 1-800-222-1020 to receive recalls and update your owner information. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can 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 on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid". The signature is written in dark ink and is positioned above the printed name and title.

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