



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

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

May 23, 2017

[REDACTED]  
San Jose, CA [REDACTED]

NVS-216  
Ref. No. 10865140

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year 2000 Pontiac Grand Am.

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.

The information you provided will be reviewed and entered into our database. It will be considered with other reports to identify recall inadequacies or safety-related defect trends that require our attention. The NHTSA investigation and recall process can be located on our web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

You inquired why your MY 2000 Pontiac Grand Am was excluded from NHTSA Safety Campaign No. 03V-327. Within NHTSA Safety Campaign No. 03V-327, certain criteria such as manufacturing date ranges were used to determine the affected vehicles. Based on the manufacturer's information, your vehicle may not have not fallen within the date ranges identified. We recommend you contact your manufacturer for further information.

On August 20, 2014, we added a new feature to our web site that will allow consumers to search for open recalls by using their vehicle identification number (VIN). The free VIN look-up tool (<https://vinrcl.safercar.gov/vin/>), searches for open recalls via a direct connection to the manufacturer's database. The VIN can be found on the door label, insurance card, or lower left corner of your windshield. Then enter VIN into the VIN search box on our web site above. If you have any open recalls, you will know immediately.

Sincerely,

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

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