



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

400 Seventh Street, S.W.  
Washington, D.C. 20590

August 20, 2002  
Ref. # 565955

Dear [REDACTED]

Thank you for your correspondence dated May 9, 2002, concerning your vehicle, which was received June 5, 2002. We regret any inconvenience our delay in responding may have caused you.

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 items of motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to assist us in identifying potential recall inadequacies and safety defects to determine whether an investigation is warranted.

We apologize for having to use this form letter. However, the information you have provided will be reviewed and entered into our database. It will be used with other reports to identify recall inadequacies or safety defect trends that require our attention. If you wish to update your report, please complete and return the enclosed postage-paid Vehicle Owner's Questionnaire.

If further assistance is needed please contact Mr. Freddie L. Richards, Jr., Editorial Specialist, Information Management Staff, Office of Defects Investigation, at: (202) 366-5224.

Sincerely,

Alberto A. Jimenez, Chief  
Information Management Staff  
Office of Defects Investigation  
Safety Assurance

Enclosure(s)



DOT AUTO SAFETY HOTLINE  
888-DASH-2-DOT  
888-327-4236