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

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

August 20, 2002
Ref. # 565983

Dear [redacted]

Thank you for your correspondence dated May 8, 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)

BUCKLE UP AMERICA
There's Just Too Much to Lose

NHTSA
People Saving People
www.nhtsa.dot.gov

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