

From: Margaret Caulhome
To: [REDACTED]
Date: 3/28/00 2:40PM
Subject: Re: AVOLON 97 XLS

783665

Dear Consumer:

Thank you for your E-Mail correspondence. It has been forwarded to the Office of Defects Investigation for us to respond. An answer to your E-Mail was delayed due to the volume of E-Mail we are currently receiving. We are answering each one in the order that they are received. We regret any inconvenience that this delay may cause.

The National Highway Traffic Safety Administration (NHTSA) is the government agency responsible for improving safety on our Nation's highways. As part of our efforts to achieve this goal, 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-related defects due to design, construction, or performance. In order for the agency to initiate a defect investigation, sufficient data must exist to warrant the expenditure of agency resources. Most of the information in our database comes from problems reported to us by consumers.

We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

We also provide information related to highway safety or advise you whom you should contact. Additionally, an electronic form by which vehicle owners can file safety-related complaints about their motor vehicle and motor vehicle equipment, as well as summary listings of vehicle owner's complaints, safety recalls and manufacturers' service bulletins, can now be obtained through the Internet World Wide Web at <http://www.nhtsa.dot.gov>. Select Vehicle and Equipment and Information and then Safety Problems and Issues.

The brake recall on the 1997 Avalon is registered in the following states: Alaska, Colorado, Idaho, Illinois, Iowa, Kansas, Maine, Michigan, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin, and Wyoming. Owners were send notifications beginning October 1, 1997. If you feel that your vehicle may be included in this recall, you can contact your local dealer with your vehicle identification number and they can tell you if your vehicle is include and/or if the repair work was completed.

The manufacturer campaign number is 97V156000

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

>> [REDACTED] 03/28/00 10:31PM >>>

HOW CAN I TELL IF MY AVOLON 97 XLS IS ONE OF THE RECALLS ON BRAKES
I LIVE IN ATHENS,GA MY BRAKES DO BANG AND RATTLE HORRIBLY WHEN
I USE THEM NOT ALL THE TIME, JUST OFTEN CAN YOU HELP ME!

From: [REDACTED]
To: Klass, Kathie <NHTSA>
Date: 3/27/00 8:37AM
Subject: AVOLON 97 XLS

HOW CAN I TELL IF MY AVOLON 97 XLS IS ONE OF THE RECALLS ON BRAKES
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