



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

October 31, 2007

The Honorable Chris Van Hollen  
Member, U.S. House of Representatives  
51 Monroe Street, Suite 507  
Rockville, MD 20850

NVS-216 mec  
Ref. No. 10204871

Dear Congressman Van Hollen:

Thank you for your correspondence dated September 4 on behalf of your constituent, Ms. Danuta Wilson. Ms. Wilson wrote to request that the National Highway Traffic Safety Administration (NHTSA) make information on all service campaigns (customer satisfaction campaigns) issued by vehicle manufacturers available to consumers at no cost in the State of Maryland. The Maryland law refers to these service campaigns as "Manufacturer Special Policy Adjustment Programs." Your correspondence was received by NHTSA on September 21.

Each year NHTSA receives thousands of notices, technical service bulletins and other communications from manufacturers as required by 49 CFR Part 579.5. An analyst reviews each notice and makes a determination as to whether it may relate to safety. Those determined to be potentially safety related are recorded in our electronic database (Artemis) where investigators have access to the full file content. Since technical service bulletins are protected by copyright, only a summarized version is made available to the public. A small number of technical service bulletins contain information pertaining to a customer satisfaction campaign. Generally, these campaigns include a customer notification letter containing details about the problem, any warranty adjustments available to owners and instructions if any remedy is being offered.

NHTSA has been in contact with Ms. Wilson and is aware of the new requirements in the State of Maryland's Annotated Code – Commercial Law Article, Title 14, Subtitle 10, § 14-1003. This legislation went into effect October 1, 2007, and it identifies NHTSA as a resource that consumers should use to obtain information pertaining to "Manufacturer Special Policy Adjustment Programs." Our current practice of providing information to the public regarding technical service bulletins does not match the expectation of the new Maryland law. That is to say, we currently do not identify and make available for public viewing all customer satisfaction campaigns. Therefore, in an effort to provide better customer service, the agency is planning to make a change to its public website.



Page 2

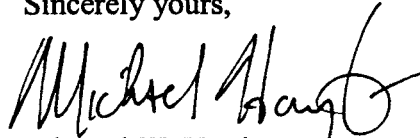
The Honorable Chris Van Hollen

Beginning with customer satisfaction campaigns received by the agency after October 31, 2007, the NHTSA website will be modified to allow consumers to view all manufacturers' consumer notification letters associated with any (safety-related or not) customer satisfaction campaign. The website currently allows users to search for technical service bulletin summaries by entering the vehicle MAKE, MODEL, and MODEL YEAR, or by entering an identification number assigned by NHTSA. This functionality will be maintained, but in the case of a technical service bulletin that references a customer satisfaction campaign, a "Document Search" button will illuminate. Clicking this button will allow users to view or download a copy of the consumer notification letter.

Again, this change is scheduled to go into effect November 1, 2007 and will only include customer satisfaction campaigns received by the agency after October 31, 2007.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety, at (202) 366-9700.

Sincerely yours,



Michael W. Harrington  
Director of External Affairs

cc: Washington Office