



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

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

August 12, 2005

[REDACTED]

NVS-216 mjj  
Ref. No. 10131264

Raleigh, NC [REDACTED]

Thank you for your correspondence dated July 12 on behalf of your constituent, Mrs. Thomas G. Long. Mrs. Long wrote requesting assistance in obtaining reimbursement from the General Motors Corporation (GM) for expenses she incurred to maintain and repair her model year (MY) 1988 Chevrolet Suburban vehicle. Your correspondence was received on July 22, 2005.

We appreciate the report you provided on behalf of Mrs. Long. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation has reviewed its database in an effort to identify whether a safety defect trend exists with regard to reported problems associated with MY 1988 Chevrolet Suburban vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided on behalf of Mrs. Long has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

Mrs. Long stated that the vehicle mileage on the work order has been falsified. Complaints regarding dealership's false statements should be reported to the State's Consumer Protection office at: Consumer Protection Division, Office of the Attorney General, 9001 Mail Service Center, Raleigh, NC 27699-9001 or by toll-free telephone number at 1-877-566-7226. If Mrs. Long wishes to obtain information about North Carolina State's Lemon Law, she should request it from that Office since it also administers the Lemon Law.



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

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The Honorable Elizabeth Dole

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) 366-1810.

Sincerely yours,



Michael W. Harrington  
Director of External Affairs

cc: Washington Office