

Jimenez, Alberto <NHTSA>

From: Jimenez, Alberto <NHTSA>
Sent: Monday, October 23, 2006 8:21 AM
To: [REDACTED]
Subject: RE: paint peeling on 95 white suburban

[REDACTED]

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, we look carefully at the body of consumer complaints and other available data to determine whether a safety defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Clearly, paint problems and the cost of repainting your vehicle are frustrating. While frustrating, paint problems are not related to motor vehicle safety within the meaning of our authorizing statute. The agency has no jurisdiction over non-safety defects, warranty, and remuneration matters. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the California Office of the Attorney General regarding your problem. The California Department of Consumer Affairs, Bureau of Automotive Repair telephone number is 1-800-952-5210.

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

From: Data Quality <NHTSA>
Sent: Wednesday, October 18, 2006 2:17 PM
To: Jimenez, Alberto <NHTSA>
Subject: FW: paint peeling on 95 white suburban

Oris Younger
TranTech Inc., NHTSA
202-366-6018

From: [REDACTED]
Sent: Wednesday, October 18, 2006 3:08 PM
To: Data Quality <NHTSA>

10/23/2006

Subject: paint peeling on 95 white surburban

I have a problem with my 95 white surburban peeling paint. I have gone to dealer and they say that there is no problem on record. I have seen many other white surburbans with the same problem and also other chevys of the same years. The front, doors, and sides all peeling chunks of paint and after looking on nhtsa I see there are other people with the same problem. I love my truck and repainting it is very costly. Is there anything that you can help me get the dealer to repaint my truck. Thank you

[REDACTED]

10/23/2006