



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

1200 New Jersey Avenue SE  
Washington, DC 20590

NVS-216 nlm  
Ref. # 10199134

[REDACTED]  
Webster, N [REDACTED]

De [REDACTED]

Thank you for your correspondence dated June 27, 2007, concerning the ABS problem you encountered in your model year (MY) 1999 Chevrolet Suburban. The New York Office of the Attorney General forwarded your correspondence to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. Your correspondence was received on August 3, 2007. We regret any inconvenience our delay in responding may have caused you.

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 defect may exist. 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 determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. Based on information provided by the manufacturer, you're MY 1999 Chevrolet Suburban vehicle was not included in ABS recall (05V-379) due to the brake system, and/or the ABS control system change in the Suburban from 1999 to 2000.

We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your

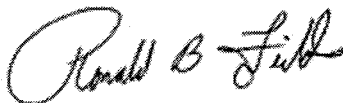


local Consumer Protection Agency or Better Business Bureau. You may also ask your dealership for a meeting with the GM district manager regarding your problem.

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>.

Additionally, we have an Internet Web site at <http://www.nhtsa.gov> that you may want to visit. A summary listing of vehicle owners' complaints, investigations, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.gov/cars/problems>. An electronic Vehicle Owner's Questionnaire (VOQ) is available on this Web site at <http://www.nhtsa.gov/ivoq>. This form is for vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience

Sincerely,

A handwritten signature in dark ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being more prominent.

Ronald B. Fields, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement

Enclosure:  
Vehicle Owner's Questionnaire