

**NHTSA ccmMercury Routing Slip**



Printed: 9/27/2007

NHTSA #: ES07-005537  
XREF #:  
Delivery: MESSENGER ENV.

Rec'd Date: 9/27/2007  
Doc Type: CNG  
Address To:

Referred By: NPO-011  
Doc Date: 9/17/2007  
Due Date: 10/18/2007

S10 #: DOT/I #: 2007-7219 RMP #:  
**Subject: FAX FROM CONGRESSMAN KING ON BEHALF OF HIS CONSTITUENT, [REDACTED] RE  
RESOLVING ONGOING PROBLEMS WITH HER 2007 CHEVROLET SUBURBAN (2007-7219) -- REPLY TO  
MASSAPEQUA PARK OFFICE**

Ack Date:  
Sign Office: DIRECTOR FOR  
EXTERNAL AFFAIRS  
Cleared Date:  
File Loc:  
Added By: BMILLINGS x85470

Ack By:  
Signature: HARRINGTON  
Cleared By:  
XREF File:  
Modified By:  
BERNADETTE.MILLINGS

Signed For:  
Cleared For:  
Closed Date:

Most Recent Comment

**Author:**

PETER T KING  
U.S HOUSE OF REPRESENTATIVES  
1003 PARK BLVD  
MASSAPEQUA PARK, NY 11762  
Tel: 516-541-4225 Fax: E-mail: pete.king@mail.house.gov

CC-10204926-1519

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	9/27/2007	10/18/2007	
NVS-010	INFORMATION	9/27/2007		9/27/2007
NOA-010	INFORMATION	9/27/2007		9/27/2007
NIA-110	INFORMATION	9/27/2007		9/27/2007
110	INFORMATION	9/27/2007		9/27/2007

2007 SEP 27 PM 2:07

NM  
09/27/07  
LB

**PETER T. KING**

Member of Congress  
Third District, New York

335 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-2203  
(202) 225-7898

1003 PARK BOULEVARD  
MASSAPEQUA PARK, NY 11762  
(516) 541-4225

For Suffolk County  
(631) 543-4225

pet.king@mail.house.gov  
www.petking.house.gov



NHTSA

COMMITTEE ON HOMELAND SECURITY  
RANKING MEMBER

FINANCIAL SERVICES COMMITTEE

SUBCOMMITTEE ON CAPITAL MARKETS

SUBCOMMITTEE ON FINANCIAL INSTITUTIONS

SUBCOMMITTEE ON HOLDINGS

**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-3203

**FAX COVER SHEET**

TO: Ms. Nicole Nason

FAX: (202) 366-7346

FROM: Kevin DeLury, District Representative  
Congressman Peter T. King  
1003 Park Boulevard  
Massapequa Park, NY 11762  
TEL: (516) 541-4225  
FAX: (516) 541-6612  
E-mail: kevin.delury@mail.house.gov

TOTAL # OF PAGES: 8

RE: \_\_\_\_\_

COMMENTS:

2007-7215  
ES07-005537

**PETER T. KING**

Member of Congress  
Third District, New York

228 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-3203  
(202) 225-7896

1003 PARK BOULEVARD  
MASSAPEQUA PARK, NY 11762  
(516) 641-4225

For Suffolk County:  
(516) 641-4225

petking@mail.house.gov  
www.petking.house.gov



**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-3203

September 17, 2007

COMMITTEE ON HOMELAND SECURITY  
RANKING MEMBER

FINANCIAL SERVICES COMMITTEE

SUBCOMMITTEE ON CAPITAL MARKETS

SUBCOMMITTEE ON FINANCIAL INSTITUTIONS

SUBCOMMITTEE ON HOUSING

Ms. Nicole Nason  
Assistant Secretary for Government Affairs  
U.S. Department of Transportation  
400 Seventh Street, SW, Room 10408  
Washington, DC 20590

Dear Ms. Nason:

The attached communication is sent for your consideration. Please investigate the statements contained therein and respond to me with the necessary information for reply, returning the enclosed correspondence with your answer.

Send all correspondence to my Massapequa Park District Office at 1003 Park Blvd., Massapequa Park, New York 11762.

Thank you for your prompt attention to this matter.

Sincerely,

  
PETER T. KING  
Member of Congress

PTK/kd



UNITED STATES OF AMERICA  
**FEDERAL TRADE COMMISSION**  
 WASHINGTON, D.C. 20580

Office of the Secretary

SEP 13 2007

The Honorable Peter King  
 U.S. House of Representatives  
 1003 Park Boulevard  
 Massapequa Park, NY 11762

Re: FTC Ref. No. 11518982

Dear Representative King:

Thank you for your letter on behalf of your constituent [REDACTED] of Glen Head, [REDACTED] has numerous problems with her Chevrolet Suburban.

For your information, the Federal Trade Commission has been directed by Congress to act in the interest of all consumers to prevent deceptive or unfair practices and unfair methods of competition, pursuant to the Federal Trade Commission Act, 15 U.S.C. 41 *et seq.* In determining whether to take enforcement or other action in any particular situation, the Commission may consider a number of factors, including the type of violation alleged; the nature and amount of consumer injury at issue and the number of consumers affected; and the likelihood of preventing future unlawful conduct and securing redress or other relief. I would like to emphasize that letters from consumers like you provide valuable information that is frequently used to develop or support Commission enforcement initiatives.

I appreciate learning of your concerns; however, I should note that the jurisdiction of the Commission under the FTC Act does not extend to the situation described. Therefore, I have taken the liberty of forwarding your letter to the Department of Transportation for review. Again, thank you for your interest in this matter, and please let me know whenever we can be of service.

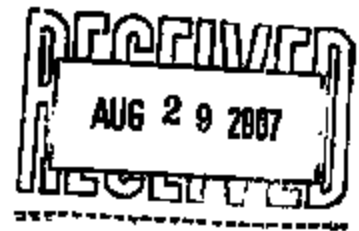
Sincerely,

Donald S. Clark

Secretary of the Commission

cc: Director, Office of Congressional Affairs  
 Department of Transportation  
 1200 New Jersey Avenue, SE  
 Washington, DC 20590





August 28, 2007

[REDACTED]  
Glen Head, NY [REDACTED]

Congressman Peter King  
1003 Park Blvd.  
Massapequa Park, NY 11762

Dear Congressman King,

I am writing to you in hopes that you can help me or direct me to the correct person(s) to resolve ongoing problems with my new vehicle.

I purchased a 2007 Chevrolet Suburban from East Hills Chevy on or about January 22, 2007. From the time of purchase I have had problems with the SUV and there seems to be no solution to them. The problems I've incurred have been: transmission slipping, the lint covered interior and the poor gas mileage. I have owned a Chevy Sub before so I am aware that they are not the best on gas mileage by far, but, this one is the worst! The manufacturer sticker states that 15mpg city and 20 mpg hwy. I understand give or take a couple of miles but I get 10.4 mpg city and 11.8 mpg hwy..this is incredible with the price of gas averaging about \$3.00 a gallon there is no way anyone would want or could own a car like this. East Hills first told me that the fuel injectors should be cleaned but it would be at my expense..the car was 1.5 months old! I told them that the car is under warranty and I am not paying one dime so it wasn't done. Chevrolet has been informed of what's been going on with this vehicle and at one point they were going to buy back the SUV but now that is not happening.

Next big problem is the interior. The SUV is black with black cloth interior. My previous cars have been mostly cloth and never have seen anything like this. There is so much lint all over the interior; seats, floor and the sides that I have to keep a lint brush in the car! I've spoken to the dealer mgr., Michelle Mauro and was told that Chevy could not send anyone down to check out the vehicle. I am paying over \$600 a month for this \$45,000 brand new vehicle! This is just not acceptable and Chevrolet and East Hills Chevy said there is nothing else they can do about it.

I have enclosed a copy of the sticker from the window and a service order. I can be reached at the above address or by phone [REDACTED]. I am hoping that you can provide a solution. A reply at your earliest convenience would greatly be appreciated.

Sincerely,

[REDACTED]

enc.

- PASSENGER SENSING SYSTEM
- ONSTAR SERVICE INCLUDES 1 YEAR SERVICE & SUPPORT PLAN
- ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
- STABILITRAK-STABILITY CONTROL
- THEFT DETERRENT SYSTEM
- RR DOOR CHILD SECURITY LOCKS
- PWR DOOR LOCKS, PROGRAMMABLE
- PWR WINDOWS-DRIVER EXPRESS DN
- DRIVER LOCKOUT PREVENTION
- REMOTE KEYLESS ENTRY
- TIRE PRESSURE MONITOR
- DAYTIME RUNNING LAMPS
- \*\*\* MECHANICAL \*\*\*

- ENGINE 5.3L VORTEC V8 WITH ACTIVE FUEL MANAGEMENT & FLEX-FUEL CAPABILITY
- TRANSMISSION, 4 SPEED AUTO WITH TOW/HAIL MODE
- PREM. SMOOTH RIDE SUSPENSION
- AUTOTRAC TRANSFER CASE
- DRIVER INFORMATION CENTER

- CLOTH
- 2ND ROW 80/40 BEACH, CHAIR
- 3-PASSENGER, 3RD ROW SEAT
- PWR SEAT ADJUST, DRIVER 6-WAY
- MANUAL TRI-ZONE AIR COND
- AUX REAR HEAT & AIR COND
- AM/FM STEREO WITH CD/MP3
- TILT STEERING WHEEL
- CRUISE CONTROL
- FLOOR MATS, 1ST & 2ND ROW
- INSIDE REARVIEW MIRROR - WITH AUTO DIMMING, COMPASS & TEMP
- VISION MIRRORS, LIGHTED
- \*\*\* EXTERIOR \*\*\*

- RUNNING BOARDS
- TRAILERING EQUIP. HEAVY-DUTY
- 17" ALUMINUM WHEELS
- UNDERBODY MOUNTED SPARE TIRE
- LUGGAGE RACK - ICE RAILS
- REAR WINDOW DEFROGGER & WIPER
- LIFTGATE / LIFTGASS
- SOLAR-RAY DEEP TINTED GLASS
- AUTOMATIC HEADLAMPS
- POWER HEATED OUTSIDE MIRRORS

Options installed by the manufacturer (may replace standard equipment shown at left)

### SUBURBAN LS EQUIPMENT GROUP

- LOCKING REAR DIFFERENTIAL
- 3-PASSENGER, 3RD ROW SEAT
- GVW RATING-7400 LB
- REAR AXLE - 3.73 RATIO
- EXT-BLACK
- INT-EBONY

### TOTAL OPTIONS

For more information on E85, visit [livegreengoyellow.com](http://livegreengoyellow.com)

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

GASOLINE  
CITY MPG

15

FLEXIBLE FUEL



GASOLINE  
HIGHWAY MPG

20

ACTUAL MILEAGE WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

12 AND 16 MPG IN THE CITY AND BETWEEN 17 AND 23 MPG ON THE HIGHWAY.

2007 K1500 SUBURBAN 4WD 5.3 LITER V8 ENGINE ACTIVE FUEL MANAGEMENT, AUTOMAT 4 SPEED TRANSMISSION CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$2,337

FOR COMPARISON SHOPPING, ALL VEHICLES CLASSIFIED AS SPECIAL PURPOSE HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM TO MPG CITY AND TO MPG HIGHWAY. NOT AVAILABLE

ALL FUEL ECONOMY VALUES ON THIS LABEL PERTAIN TO GASOLINE FUEL USAGE. HYBRID FUEL USAGE WILL YIELD DIFFERENT VALUES. SEE THE FREE FUEL ECONOMY GUIDE FOR INFORMATION ON ETHANOL E85

THIS VEHICLE OPERATES ON E85 ETHANOL BLENDS OR GASOLINE

K3B

[www.fuel economy.gov](http://www.fuel economy.gov)

DEALER TO WHOM DELIVERED

EAST HILLS CHEVROLET OLDSMOBILE, INC.  
1039 NORTHERN BLVD  
ROSLYN, NY 11576-1502



ORDER NO. K153 T SALES CODE E  
SALES MODEL Y 2006 CK150000  
DEALER NO. 02K8  
FINAL ASSEMBLY PLANT, GM  
VIN 3GNFK16377G

This label has been applied pursuant to Federal law. It is not to be used prior to delivery to the ultimate purchaser. Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.

SALES PROD. 8008 ©2004 General Motors Corporation  
Last Change: 05/1/2004



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

Office of the Secretary

The Honorable Peter King  
U.S. House of Representatives  
1003 Park Boulevard  
Massapequa Park, NY 11762

SEP 13 2007

NHTSA

Re: FTC Ref. No. 11518982

Dear Representative King:

Thank you for your letter on behalf of your constituent, [REDACTED] of Glen Head. [REDACTED] has numerous problems with her Chevrolet Suburban.

For your information, the Federal Trade Commission has been directed by Congress to act in the interest of all consumers to prevent deceptive or unfair practices and unfair methods of competition, pursuant to the Federal Trade Commission Act, 15 U.S.C. 41 *et seq.* In determining whether to take enforcement or other action in any particular situation, the Commission may consider a number of factors, including the type of violation alleged; the nature and amount of consumer injury at issue and the number of consumers affected; and the likelihood of preventing future unlawful conduct and securing redress or other relief. I would like to emphasize that letters from consumers like you provide valuable information that is frequently used to develop or support Commission enforcement initiatives.

I appreciate learning of your concerns; however, I should note that the jurisdiction of the Commission under the FTC Act does not extend to the situation described. Therefore, I have taken the liberty of forwarding your letter to the Department of Transportation for review. Again, thank you for your interest in this matter, and please let me know whenever we can be of service.

Sincerely,

Donald S. Clark  
Secretary of the Commission

✓ cc: Director, Office of Congressional Affairs  
Department of Transportation  
1200 New Jersey Avenue, SE  
Washington, DC 20590

11518902

PETER T. KING

Member of Congress  
Third District, New York

389 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-3202  
(202) 225-7896

1003 PARK BOULEVARD  
MASSAPEQUA PARK, NY 11762  
(516) 541-4225

For Suffolk County:  
(631) 541-4225

[peter.king@mail.house.gov](mailto:peter.king@mail.house.gov)  
[www.peterking.house.gov](http://www.peterking.house.gov)



*file*

COMMITTEE ON HOMELAND SECURITY  
RANKING MEMBER

FINANCIAL SERVICES COMMITTEE

SUBCOMMITTEE ON CAPITAL MARKETS

SUBCOMMITTEE ON FINANCIAL INSTITUTIONS

SUBCOMMITTEE ON HOUSING

**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-3203

FAX COVER SHEET

TO: \_\_\_\_\_



FAX: \_\_\_\_\_



FROM:

Kevin DeLury, District Representative  
Congressman Peter T. King  
1003 Park Boulevard  
Massapequa Park, NY 11762  
TEL: (516) 541-4225  
FAX: (516) 541-6602  
E-mail: [kevin.delury@mail.house.gov](mailto:kevin.delury@mail.house.gov)

TOTAL # OF PAGES: \_\_\_\_\_

*7*

RE: \_\_\_\_\_

COMMENTS:

FEDERAL TRADE COMMISSION  
2007 AUG 30 AM 11:52  
CONG. CORRES. BRANCH

**PETER T. KING**

Member of Congress  
7th District, New York

335 CANNON HOUSE OFFICE BUILDING  
WASHINGTON, DC 20515-3203  
(202) 226-7886

1003 PARK BOULEVARD  
MASSAPEQUA PARK, NY 11762  
(815) 841-4226

For Suffolk County:  
(631) 841-4226

[peter.king@mail.house.gov](mailto:peter.king@mail.house.gov)  
[www.peteking.house.gov](http://www.peteking.house.gov)



**Congress of the United States**  
**House of Representatives**  
Washington, DC 20515-3203

August 29, 2007

**COMMITTEE ON HOMELAND SECURITY**  
**RANKING MEMBER**

**FINANCIAL SERVICES COMMITTEE**

**SUBCOMMITTEE ON CAPITAL MARKETS**

**SUBCOMMITTEE ON FINANCIAL INSTITUTIONS**

**SUBCOMMITTEE ON HOUSING**

Ms. Anna Davis  
Director  
Office of Congressional Relations  
Federal Trade Commission  
600 Pennsylvania Avenue, NW, Room 404  
Washington, D.C. 20580-0001

Dear Ms. Davis:

The attached communication is sent for your consideration. Please investigate the statements contained therein and respond to me with the necessary information for reply, returning the enclosed correspondence with your answer.

Send all correspondence to my Massapequa Park District Office at 1003 Park Blvd., Massapequa Park, New York 11762.

Thank you for your prompt attention to this matter.

Sincerely,

**PETER T. KING**  
Member of Congress

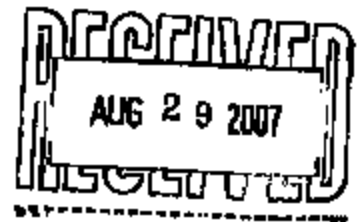
PTK/kd

25-Sep-07

## 2007 House Report - Governmental Affairs (I-10) Correspondence Control Sheet - Room 10408

---

**Control Number:** 2007 -7219  
**Date DOT Received:** 9/19/2007  
**Date DOT Entered:** 9/19/2007  
**Member's Date:** 9/17/2007  
**Member Last Name:** King  
**Member First Name:** Peter T.  
**Member Organization:** Member, U.S. House of Representatives  
**Address1:** 1003 Park Boulevard  
**Address2:**  
**City:** Massapequa Park  
**State:** NY  
**Zip:** 11762  
**Constituent File Name:** [REDACTED]  
**Constituent Date:**  
**Action Office:** National Highway Traffic Safety  
Administration  
**Subject:** her problems with her Chevrolet Suburban  
**Due Date:** 10/18/2007  
**Action Office Code:** NHTSA  
**Member Contact:** Kevin DeLury  
**Pending:** Yes  
**Member Contact Phone:** (516) 541-4225  
**Closed Date:**  
**Remarks:**  
**Direct Reply/Comeback Copy:** Yes  
**Congressional Affairs Contact:** Maria Harrison at (202) 366-4573



August 28, 2007

[REDACTED]  
Glen Head, NY [REDACTED]

Congressman Peter King  
1003 Park Blvd.  
Massapequa Park, NY 11762'

Dear Congressman King,

I am writing to you in hopes that you can help me or direct me to the correct person(s) to resolve ongoing problems with my new vehicle.

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Sincerely,

[REDACTED]

enc.

- PASSENGER SENSING SYSTEM
- ONSTAR SERVICE INCLUDES 1 YEAR SAFE & SOUND PLAN
- ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
- STABILITRAK-STABILITY CONTROL
- THEFT DETERRENT SYSTEM
- RR DOOR CHILD SECURITY LOCKS
- PWR DOOR LOCKS, PROGRAMMABLE
- PWR WINDOWS-DRIVER EXPRESS ON
- DRIVER LOCKOUT PREVENTION
- REMOTE KEYLESS ENTRY
- TIRE PRESSURE MONITOR
- DAYTIME RUNNING LAMPS
- \*\*\* MECHANICAL \*\*\*
- ENGINE 5.3L VORTEC V8 WITH ACTIVE FUEL MANAGEMENT & FLEX-FUEL CAPABILITY
- TRANSMISSION, 4 SPEED AUTO WITH TOW/HAUL MODE
- PRES. SMOOTH RIDE SUSPENSION
- AUTOTRAC TRANSFER CASE
- DRIVER INFORMATION CENTER

- CLOTH
- 2ND ROW 60/40 BENCH, CLOTH
- 2-PASSENGER, 3RD ROW SEAT
- PWR SEAT ADJUST, DRIVER 6-WAY
- MANUAL TRI-ZONE AIR COND
- AUX REAR HEAT & AIR COND
- AM/FM STEREO WITH CD/MP3
- TILT STEERING WHEEL
- CRUISE CONTROL
- FLOOR MATS, 1ST & 2ND ROW
- INSIDE REARVIEW MIRROR - WITH AUTO DIMMING, COMPASS & TEMP
- VISOR MIRRORS, LIGHTED
- \*\*\* EXTERIOR \*\*\*
- RUNNING BOARD
- TRAILERING EQUIP, HEAVY-DUTY
- 17" ALUMINUM WHEELS
- UNDERBODY MOUNTED SPARE TIRE
- LUGGAGE RACK, TIE RAILS
- REAR WINDOW DEFROGGER & WIPER
- LIFTGATE / LIFTGLASS
- SOLAR-RAY DEEP TINTED GLASS
- AUTOMATIC HEADLAMPS
- POWER HEATED OUTSIDE MIRRORS

Options included by the manufacturer (may replace standard equipment shown at left)

**SUBURBAN LS EQUIPMENT GROUP**

- LOCKING REAR DIFFERENTIAL
- 3-PASSENGER, 3RD ROW SEAT
- GVW RATING-7400 LB
- REAR AXLE - 3.73 RATIO
- EXT-BLACK
- INT-EBONY

**TOTAL OPTIONS**

For more information on E85, visit [livegreengoyellow.com](http://livegreengoyellow.com)

Compare this vehicle to others in the FREE FUEL ECONOMY GUIDE available at the dealer.

GASOLINE  
CITY MPG

15

ACTUAL MILEAGE WILL VARY WITH OPTIONS, DRIVING CONDITIONS, DRIVING HABITS AND VEHICLE'S CONDITION. RESULTS REPORTED TO EPA INDICATE THAT THE MAJORITY OF VEHICLES WITH THESE ESTIMATES WILL ACHIEVE BETWEEN

12 AND 16 MPG IN THE CITY AND BETWEEN 17 AND 23 MPG ON THE HIGHWAY.

FLEXIBLE FUEL



2007 K1500 SUBURBAN 4WD  
5.3 LITER V8 ENGINE  
ACTIVE FUEL MANAGEMENT, AUTOMAT  
4 SPEED TRANSMISSION  
CATALYST, FEEDBACK FUEL SYSTEM

ESTIMATED ANNUAL FUEL COST: \$2,337

GASOLINE  
HIGHWAY MPG

20

FOR COMPARISON SHOPPING, ALL VEHICLES CLASSIFIED AS SPECIAL PURPOSE HAVE BEEN ISSUED MILEAGE RATINGS RANGING FROM TO MPG CITY AND TO MPG HIGHWAY. NOT AVAILABLE ALL FUEL ECONOMY VALUES ON THIS LABEL PERTAIN TO GASOLINE FUEL USAGE. ETHANOL GAS FUEL USAGE WILL YIELD DIFFERENT VALUES. SEE THE FREE FUEL ECONOMY GUIDE FOR INFORMATION ON ETHANOL USE.

THIS VEHICLE OPERATES ON E85 ETHANOL BLENDS OR GASOLINE

K3B

[www.fueleconomy.gov](http://www.fueleconomy.gov)

DEALER TO WHOM DELIVERED

EAST HILLS CHEVROLET OLDSMOBILE, INC.  
1039 NORTHERN BLVD  
ROSLYN, NY 11576-1502



ORDER NO 4525 T SALES CODE E  
SALES MODEL F006 CK000  
DEALER NO 02H 8  
FINAL ASSEMBLY BLAD, NJ MEXICO  
VIN 3GNFK16377G

This label has been applied pursuant to Federal law. Do not remove prior to delivery to the ultimate purchaser. \*Includes Manufacturer's Recommended Pre-Delivery Service. Does not include dealer installed options or accessories not listed above, local taxes or license fees.

GM, SA, PROD 0208 © 2004 General Motors Corporation  
Lat. Clangs - 0421/0006

**THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXAMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).**