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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Administrator

1200 New Jersey Avenue, SE
Washington, DC 20590

June 15, 2010

The Honorable Walter B. Jones
Member, U.S. House of Representatives
1105-C Corporate Drive
Greenville, NC 27858

NVS-216 nlm
Ref. No. 10324671

Dear Congressman Jones:

Thank you for your correspondence dated April 15 on behalf of your constituent, Mr. Vernon G. Snyder III. Mr. Snyder wrote on behalf of his client [REDACTED] concerning his model year (MY) 2007 Chevrolet Suburban. Your correspondence was received on April 15. We regret any inconvenience our delay in responding may have caused you.

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 safety defects in their design, construction, or performance. 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 this report and the previous report [REDACTED] submitted through our website. Reports from motorists are a very important source of information for us. [REDACTED] indicated that while driving his MY 2007 Chevrolet Suburban all four air bags deployed although he did not have a collision. [REDACTED] did schedule to have his vehicle looked at by a General Motor's (GM) inspector; however, to this date, he and the dealer have had no new communication from GM.

A review of our database relative to air bag problems, specifically spontaneous deployment in MY 2007 Chevrolet Suburban vehicles, revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

ES10-002640

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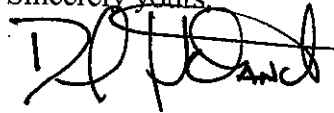
The Honorable Walter B. Jones

With regard to [REDACTED] customer service problems, this does not fall under our jurisdiction. We recommend that he should continue to contact GM and the dealer to resolve this problem. If [REDACTED] has not already done so, he may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the North Carolina Office of the Attorney General regarding his problems and rights under State law.

In addition, [REDACTED] may also consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over paint, fraud, or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways he 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>.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Daniel C. Smith, NHTSA's Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read "D. Strickland", with a stylized flourish at the end.

David L. Strickland

cc: Washington Office