



INFORMATION Redacted PURSUANT TO THE FREEDOM OF

Cwi wuv'52."4232"

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

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Tgh0%'32564492"

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F gct [Redacted] "

Vj cpm{ qw'ht "{ qw'eqttgur qpf gpeg'vj cv'y cu'tgegkxgf "d{ 'vj g'P cvkqpcnJ ki j y c{ 'Vtchle"Uchgv"
Cf o lpkwcvkq*"P J VUC+."Qhleg"qh'F ghgew'kpxgunki cvkq*"QF K'eqpegtplpi "{ qw'4224"J { wpf ck'Ucpw'Hg"
xgj leng0'k'q'qtf gt "v'gur qpf "v'vj g'qxgty j grn lpi 'pwo dgt'qh'ngwtu'tgegkxgf "d{ "QF K'y g'ctg'cpuy gtlpi "
{ qw'y kj "vj ku'htqo 'rgwt0'
"

P J VUC"ku'vj g'Hgf gtcn'ci gpe{ 'tgr qpukdn'ht'ko r tqxkpi 'uchgv'qp'qw'P cvkqpcn'j ki j y c{ u0"Y g'ctg"
cwj qtk gf "v'q'qtf gt"o cpw'cewgtu'v'q'tgecm'cpf 'tgr ck'o qvqt'xgj lengu'qt'kgo u'qh'o qvqt'xgj leng'gs wkr o gpv'
y j gp'qw'kpxgunki cvkqpu'kpf lecv'vj cv'yj g{ 'eqpvckp'ugt'kwu'uchgv' 'f ghgew'lp'vj gk'f guki p.'eqpwtwv'kq'."qt"
r gthqto cpeg0"Y g'cnuq"o qpkqt'vj g'cf gs wce{ "qh'o cpw'cewgtu'v'q'tgecm'eco r cki pu0'k'q'qtf gt'ht'vj g'ci gpe{ "
v'q'kpkcv'cp'kpxgunki cvkq'."uw'k'k'p'v'f cv'o wuv'gz'ku'v'q'y cttcp'vj g'g'zr gpf kw'g'qh'ci gpe{ 'tguqwtg'u0"Y g"
ecppq'cev'qp'ku'rc'v'f 'r tqdrgo u'qt'tgu'k'g'f kur wgu'dgy ggp'kpf k'k'f wcn'qy pgtu.'f gcr'gtu.'qt"o cpw'cewgtu0'

Ki{ qw'rgwt'eqpegtpgf "c'r tqdrgo "{ qw'gpeqwpv'gtgf "y kj "c'o qvqt'xgj leng'qt'kgo "qh'o qvqt'xgj leng"
gs wkr o gpv.'y g'cr r tgekv'vj g'tgr qtv'f qw'r tqxkf gf 0"Tr gr qt'u'htqo "o qvqt'ku'ctg'c'xgt{ "ko r qt'w'p'v'q'wte'g'qh'
kphqto cvkq'ht'wu0"Vj g'kphqto cvkq'f qw'r tqxkf gf "y kn'dg'tg'x'ky gf "cpf 'gpv'gtgf "k'v'q'w'f'cv'cd'cu'g0"K'y kni'
dg'eqpuk'gtgf "y kj "q'y gt'tgr qt'u'v'k'f gp'v'h'f 'tgecm'k'pcf gs wce'ku'qt'uchgv'/tgr'v'f 'f gh'ev't'gpf u'vj cv't'gs wkt g"
qw'cv'g'p'k'p0"Q'p'eq'gf "ku'c'd'q'q'm'g'v'vj cv'f g'uet'kd'gu'vj g'r tq'guu'f qw'tgr qt'v'i ag'u'vj tq'w j 'k'p'f'v'gto k'p'kpi "
y j g'y gt'cp'kpxgunki cvkq'uj q'w'f 'dg'k'p'k'cv'gf 0'
"

Ki{ qw'rgwt'ku'tgs wgu'kpi "o qvqt'xgj leng'qt"o qvqt'xgj leng'gs wkr o gpv'kphqto cvkq.'y g'tgeqo o gpf "vj cv'
{ qw'x'ku'v'q'w'k'p'g'p'v'y gd'ukg'cv'y y y [Uchitect0 qx0](#)"Vj ku'ukg'r tqxkf gu'kphqto cvkq'eqpegtplpi "o qvqt"
xgj leng'tgecm.'o cpw'cewgtu'v'q'ugt'x'k'g'd'w'ng'v'ku.'eqo r r'k'p'u'htqo "xgj leng'qy pgtu.'g'v'0' qw'o c{ "cnuq"
eqp'cev'q'w'v'qm'ht'g'g'F QV'C wq'Uchgv'J q'v'k'p'g'J q'v'k'p'g'cv'3/: : /F C U /4/F Q V""*3/: : /549/6458-0"
Q'p'g'qh'q'w'tgr t'g'ug'p'cv'k'x'gu'o c{ "dg'cd'g'v'q'cu'ku'v'f qw'qp"o cw'gtu'eqpegtplpi "o qvqt'xgj leng'cpf "o qvqt"
xgj leng'gs wkr o gpv'uchgv' 'tgecm'qt'v'q'tgr q't'v'p'cm'gi gf 'uchgv' 'r tqdrgo 0"l qw'ecp'cnuq'tgs wgu'uchgv' "
kphqto cvkq0"Ki'q'w'v'gr'j q'p'gu'ct'g'd'wu'."qt"q'w'ecm'f w'kpi 'p'q'p/y q't'kpi "j q'w'u'."q'w'ecp'hg'cxg'f q'w'p'co g."
v'gr'j q'p'g'p'wo dgt.'cpf "c'uj q't'v'w'd'g'ev'q'p'q'w't'ge'q't'f kpi "u'v'g'o 0"C"J q'v'k'p'g'tgr t'g'ug'p'cv'k'x'g'y kni'g'w'tp"q'w"
ecm0'
"

Ki{ qw'rgwt'eqpegtpu'c'ugt'x'k'g'r tqdrgo "qt'tgs wgu'ht'tg'ko dwt'ugo gpv.'y ku'v'r g'qh'eqo r r'k'p'v'f q'gu'p'q'v'hc'm'
w'p'f gt'qw'lw'k'f'k'v'k'p0"Ki{ q'w'j c'x'g'p'q'v'f q'p'g'uq'."q'w'o c{ "eqpuk'gt'eqp'cev'kpi "{ q'w'ht'ec'n'Eq'pu'wo gt"
Rt'q'v'k'p'Ci gpe{ .D'g'w'g'D'w'k'p'gu'D'w'g'w'c'p'f "vj g'Q'ht'eg'qh'C w'q't'p'g'f "I g'p't'c'n'k'p"q'w'U'cv'g't'gi c't'f kpi "
{ q'w'r tqdrgo "u'q't'g's wgu0"l q'w'j c'x'g'eg't'v'k'p't'ki j u'w'p'f gt'f q'w'U'cv'g'v'N'go q'p'N'cy 0"l q'w'o c{ "cnuq'cun'
{ q'w'f g'c'r'gt'uj k'r "ht'c'o g'g'v'kpi "y kj "vj g'o cpw'cewgtu'v'q'f k'ut'k'v'o c'p'ci gt't'gi c't'f kpi "{ q'w'r tqdrgo "qt'tgs wgu0'
"

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,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure