



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

May 19, 2011

[REDACTED]
Woodbury, MN [REDACTED]

NVS-216 nam
Ref. No. 10385888

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Chevrolet Impala vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 motor vehicle equipment when our investigations indicate that they contain 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. In your letter you indicated that you repaired the brakes on your MY 2004 Chevrolet Impala after experiencing a moderate pulsation when braking. You suspected that the front rotors were warped; however, after you disassembled the front brakes you discovered the front brake pad friction material had separated from the steel backing plate. You feel that the brake friction material becoming separated from the backing plate is unacceptable and would like reimbursement from General Motors for the full cost of the repair.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to brake pad backing plate separation problems in MY 2004 Chevrolet Impala vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you 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. A brochure explaining the investigation process is enclosed for your information or you may visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

We sympathize with you being responsible for the costs to repair your brakes; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Minnesota Office of the Attorney General regarding your problem and your rights under State law.

In addition, 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 to 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>.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at www.nhtsa.dot.gov/cars/problems.

Sincerely yours,



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

Enclosure