



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

Deputy Administrator

1200 New Jersey Avenue SE.
Washington, DC 20590

July 11, 2011

The Honorable Charles E. Grassley
United States Senator
131 West 3rd Street, Suite 180
Davenport, IA 52801

NVS-216 nam
Ref. No. 10409489

Dear Senator Casey:

Thank you for your correspondence on behalf of your constituent, [REDACTED]. [REDACTED] wrote concerning his daughter's model year (MY) 2007 Chevrolet Suburban.

The National Highway Traffic Safety Administration 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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. [REDACTED] stated that the rear window imploded in a MY 2007 Chevrolet Suburban his daughter uses for her job. General Motors (GM) customer service offered to pay half of the rear window replacement cost; however his main concern is the safety of passengers in the second row of seats.

We have reviewed our database in an effort to identify whether a safety defect exists with regard to rear window shattering and imploding in MY 2007 Chevrolet Suburban 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 [REDACTED] information or he may visit our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.



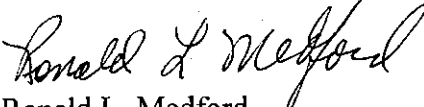
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The Honorable Charles E. Grassley

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Ronald L. Medford

Enclosure

cc: Washington Office