



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

February 2, 2015

[REDACTED]

Fargo, ND [REDACTED]

NVS-216 nam

Ref. No. 10669042

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your experienced with your model year 2007 Chevrolet Impala. Due to the unprecedented amount of correspondence received by this office, we are now just getting to your letter. Please accept our apologies for this delay.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor 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 safety-related defect trend may exist. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

The information you provided will be reviewed and has been entered into our database. While NHTSA does not have the resources to intervene in individual disputes, it does monitor this data and may address situations where appropriate. Owners may contact General Motors customer service at 1-800-222-1020 (Chevrolet) or your dealer for further assistance. The NHTSA investigation and recall process can be located on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

If your letter concerns a service/repair problem, warranty or request for reimbursement, this type of complaint does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, or the Office of Attorney General in your State regarding your problem(s) or request. You have certain rights under your State's lemon law. You may also ask our dealership for a meeting with the manufacturer's district manager regarding your problem or request.

[REDACTED]

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 (877) 382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov/#crnt&panel1-1.

You may consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

Sincerely yours,



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