



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



October 12, 2020

NEF-109 tgd
Ref. No. 11354677

[REDACTED]
Wildwood, MO [REDACTED]

Dear [REDACTED]:

Thank you for the letter about model year (MY) 2002 Chevrolet Camaro vehicle. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. However, we do not believe the sail roof panel bubbling problem on your MY 2002 Chevrolet Camaro is a safety-related defect. Aesthetic and appearance problems, such as paint – by definition of our authorizing statute, The National Traffic and Motor Vehicle Safety Act – do not pose an unreasonable safety risk to you or other motorists. We entered your information into our database. You can learn more about safety-related defects and NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with General Motors or your local dealer to resolve this matter.

You may consider contacting your local Consumer Protection Agency or the Missouri Attorney General's Office regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a General Motors district manager regarding your problem. 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 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.

You may also 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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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

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