



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



May 5, 2021

[REDACTED]
[REDACTED]
Saint Louis, MO [REDACTED]

NEF-109 tgd
Ref. No. 11407661

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2007 Chevrolet Suburban SUV. Your letter was received in 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. Among other activities, we also monitor the completion rate and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. The recall of defective Takata inflators has grown over the past few years to include 19 separate vehicle manufacturers. Approximately 67 million air bags are under recall in tens of millions of vehicles in the United States, making it the largest, most complex recall in NHTSA's history.

Your request to have your vehicle replaced does not fall under our jurisdiction. We encourage you to continue to work with General Motors (GM) and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a GM district manager regarding your problem. You may also consider contacting your local Consumer Protection Agency or the Missouri Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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 website 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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., 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