



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



September 30, 2022



Greer, SC

NEF-109 tg
Ref. No. 11482363

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 1995 Chevrolet Suburban 1500 vehicle. Your letter was forwarded to 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 roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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. We are aware of two recalls (NHTSA Safety Recall Campaign Nos. 98V-150 and 03V-159) and one General Motors (GM) policy adjustment (02054A) that address windshield wiper problems in the MY 1995 Chevrolet Suburban vehicles. However, according to CARFAX (report enclosed) you are not the original owner of this vehicle. You purchased this vehicle in August 2007 and are the third owner. Therefore, a previous owner of this vehicle most likely received the notices and completed the recalls. We confirmed that there are no open recalls on your vehicle.

Please note that Chapter 301 of Title 49 of the United States Code (U.S.C.) requires a manufacturer of motor vehicles or motor vehicle equipment that contains a defect relating to motor vehicle safety or fails to comply with a Federal Motor Vehicle Safety Standard to remedy the defect or noncompliance without charge, **one time**. Therefore, GM has met its obligation by completing the recalls for a previous owner. Hence, the dealer declined to repair your vehicle for free.

Your request for a reimbursement does not fall under our jurisdiction. We encourage you to continue to work with 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 South Carolina 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.

Finally, 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

Enclosure



Vehicle History Report™

US \$39.99

1995 CHEVROLET C1500 SUBURBAN

VIN: 1GNEC16K3
 4 DOOR WAGON/SPORT UTILITY
 5.7L V8 F OHV 16V
 GASOLINE
 REAR WHEEL DRIVE



No accidents or damage reported to CARFAX



28 Service history records



3 Previous owners



Types of owners: Personal lease, Personal



Last owned in South Carolina



299,137 Last reported odometer reading



This CARFAX Report Provided by:

US National Highway Traffic Safety Admin

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/28/22 at 1:12:06 PM (CDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



Ownership History

The number of owners is estimated

	Owner 1	Owner 2	Owner 3
Year purchased	1995	2000	2007
Type of owner	Personal lease	Personal	Personal
Estimated length of ownership	3 yrs. 11 mo.	4 months	15 yrs. 1 mo.
Owned in the following states/provinces	Ohio	Florida, Georgia	Virginia, South Carolina
Estimated miles driven per year	12,788/yr	—	9,060/yr
Last reported odometer reading	56,811	56,963	299,137



Title History

CARFAX guarantees the information in this section

	Owner 1	Owner 2	Owner 3
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem

Not Actual Mileage | Exceeds Mechanical Limits

✓ **Guaranteed**
No Problem

✓ **Guaranteed**
No Problem

✓ **Guaranteed**
No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back.
Register | View Terms



Additional History

Not all accidents / issues are reported to CARFAX

	Owner 1	Owner 2	Owner 3
Total Loss No total loss reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported
Structural Damage No structural damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported
Odometer Check No indication of an odometer rollback.	✓ No Issues Indicated	✓ No Issues Indicated	✓ No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	✓ No Issues Reported	✓ No Issues Reported	✓ No Issues Reported
Manufacturer Recall No open recalls reported to CARFAX. Check for open recalls on GM vehicles at recalls.gm.com .	✓ No Recalls Reported	✓ No Recalls Reported	✓ No Recalls Reported



Detailed History

Owner 1
Purchased: 1995



Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Lease Vehicle
12,788 mi/yr

Date	Mileage	Source	Comments
08/16/1995	13	Ohio Motor Vehicle Dept. Cincinnati, OH Title [REDACTED]	Title issued or updated - First owner reported - Titled or registered as personal lease vehicle - Loan or lien reported
04/29/1998	35,456	Service Facility	Vehicle serviced - A/C compressor replaced
05/14/1998	36,207	Service Facility	Vehicle serviced - Wiper motor intermittent control replaced




09/09/1998	40,256	Service Facility		Vehicle serviced - A/C and heating system checked - Refrigerant added for leak check checked
03/17/1999	46,229	Service Facility		Vehicle serviced - Wiper circuit board replaced - Wiper module replaced
07/13/1999	50,289	Service Facility		Vehicle serviced - A/C and heating system checked - A/C compressor replaced
07/22/1999	50,349	Dealer Inventory Cincinnati, OH		Vehicle offered for sale
08/11/1999	50,384	Ohio Motor Vehicle Dept. Cincinnati, OH Title [REDACTED]		Title issued or updated - Owner purchased from leasing company
08/28/2000	56,787	Ohio Motor Vehicle Dept. Cincinnati, OH Title [REDACTED]		Title issued or updated
09/26/2000	56,811	Auto Auction		Listed as a dealer vehicle - Vehicle sold



Millions of used vehicles are bought and sold at auction every year.

Owner 2			Personal Vehicle
Purchased: 2000			
Date	Mileage	Source	Comments
11/01/2000		Georgia Motor Vehicle Dept.	Vehicle purchase reported
11/01/2000		Florida Motor Vehicle Dept. Indian Rocks Beach, FL Title [REDACTED]	Title issued or updated - New owner reported - Loan or lien reported
03/05/2001		Dealer Inventory Cincinnati, OH	Vehicle offered for sale
06/01/2003	56,963	Florida Motor Vehicle Dept. Seminole, FL Title [REDACTED]	Registration issued or renewed - Titled or registered as personal vehicle - Vehicle color noted as Bronze

06/04/2004	Florida Motor Vehicle Dept. Largo, FL Title #0082053602	Registration issued or renewed - Titled or registered as personal vehicle - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as Bronze
06/05/2005	Florida Motor Vehicle Dept. Largo, FL Title [REDACTED]	Registration issued or renewed - Titled or registered as personal vehicle - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as Bronze
09/27/2005	Georgia Motor Vehicle Dept. Columbus, GA	Title issued or updated - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as Brown
02/17/2007	Jay Auto Mall Columbus, GA 706-322-8891 jayautomall.com	 Vehicle serviced - Maintenance inspection completed
06/26/2007	Georgia Motor Vehicle Dept. Waverly Hall, GA	Registration issued or renewed - Registration updated when owner moved the vehicle to a new location - Vehicle color noted as Brown





Owner 3





Purchased: 2007



Low mileage! This owner drove less than the industry average of 15,000 miles per year.

Personal Vehicle
9,060 mi/yr

Date	Mileage	Source	Comments
08/20/2007	167,000	Virginia Motor Vehicle Dept. Petersburg, VA	Vehicle purchase reported - Title issued or updated - Title or registration issued - New owner reported
04/28/2008		Virginia Motor Vehicle Dept. Petersburg, VA	Registration issued or renewed
08/24/2008	175,023	Pep Boys Gastonia, NC 704-853-0040 pepboys.com  4.5 / 5.0 47 Verified Reviews   70 Customer Favorites	 Vehicle serviced - Battery/charging system checked
05/02/2009		Virginia Motor Vehicle Dept. Petersburg, VA	Registration issued or renewed
05/05/2010		Virginia Motor Vehicle Dept. Petersburg, VA	Registration issued or renewed
05/01/2011		Virginia	Registration issued or renewed

		Motor Vehicle Dept. Petersburg, VA		
05/14/2012		Virginia Motor Vehicle Dept. Petersburg, VA		Registration issued or renewed
10/13/2012	219,226	Virginia Inspection Station		Passed safety inspection
04/30/2013		Virginia Motor Vehicle Dept. Petersburg, VA		Registration issued or renewed
11/02/2013	225,177	Virginia Inspection Station		Passed safety inspection
05/07/2014		Virginia Motor Vehicle Dept. Petersburg, VA		Registration issued or renewed
12/14/2014	225,893	Virginia Inspection Station		Passed safety inspection
01/27/2015	227,492	Big O Tires Urbandale, IA 515-278-8565 ★ 4.7 / 5.0 56 Verified Reviews ✓ ♥ 51 Customer Favorites		Vehicle serviced
04/16/2015		Virginia Motor Vehicle Dept. Petersburg, VA		Registration issued or renewed - Registration updated when owner moved the vehicle to a new location
07/20/2015	230,954	Big O Tires Urbandale, IA 515-278-8565 ★ 4.7 / 5.0 56 Verified Reviews ✓ ♥ 51 Customer Favorites		Vehicle serviced - Tires rotated - Four wheel alignment performed
08/18/2015	231,493	Willard Garage Waukee, IA 515-987-9025 willardgarage.com/ ★ 5.0 / 5.0 60 Verified Reviews ✓ ♥ 15 Customer Favorites		Vehicle serviced - Oil and filter changed - Fluids checked - Steering/suspension checked
08/24/2015		Virginia Inspection Station		Passed safety inspection
09/11/2015	235,386	Willard Garage Waukee, IA 515-987-9025 willardgarage.com/ ★ 5.0 / 5.0 60 Verified Reviews ✓		Vehicle serviced - Fluids checked - Steering/suspension checked - Oil and filter changed












15 Customer Favorites

12/15/2015	237,332	Willard Garage Wauke, IA 515-987-9025 willardgarage.com/ 5.0 / 5.0 60 Verified Reviews 15 Customer Favorites	Vehicle serviced - Thermostat replaced - Tires rotated - Intake manifold gasket(s) replaced - Oil pan drain plug replaced - Oil and filter changed - Fluids checked - Steering/suspension checked - Cooling system checked - Antifreeze/coolant checked
01/29/2016	240,880	Willard Garage Wauke, IA 515-987-9025 willardgarage.com/ 5.0 / 5.0 60 Verified Reviews 15 Customer Favorites	Vehicle serviced - Ignition lock cylinder replaced
02/12/2016	241,061	Willard Garage Wauke, IA 515-987-9025 willardgarage.com/ 5.0 / 5.0 60 Verified Reviews 15 Customer Favorites	Vehicle serviced - Drive belt(s) replaced - Idler pulley replaced
04/08/2016		South Carolina Motor Vehicle Dept. Greer, SC Title	Registration issued or renewed
04/25/2016	242,452	Willard Garage Wauke, IA 515-987-9025 willardgarage.com/ 5.0 / 5.0 60 Verified Reviews 15 Customer Favorites	Vehicle serviced - Fluids checked - Steering/suspension checked - Rear differential fluid flushed/changed - Oil and filter changed
05/12/2016	242,812	Willard Garage Wauke, IA 515-987-9025 willardgarage.com/ 5.0 / 5.0 60 Verified Reviews 15 Customer Favorites	Vehicle serviced
05/24/2016	243,876	Grease Junkies Greer, SC 303-386-2735 3 Customer Favorites	Vehicle serviced
09/09/2016	246,332	Grease Junkies	Vehicle serviced



		Greer, SC 303-386-2735 3 Customer Favorites	- Oil and filter changed
11/03/2016	247,772	Grease Junkies Greer, SC 303-386-2735 3 Customer Favorites	Vehicle serviced - A/C expansion/orifice valve replaced
02/16/2017	253,143	Grease Junkies Greer, SC 303-386-2735 3 Customer Favorites	Vehicle serviced - Oil and filter changed
03/27/2017		South Carolina Motor Vehicle Dept. Greer, SC Title # [REDACTED]	Registration issued or renewed
05/23/2017		Grease Junkies Greer, SC 303-386-2735 3 Customer Favorites	Vehicle serviced
05/23/2017	257,934	Carolina Internet Autos Greer, SC 864-655-4720 carolinainternetautos.com	Vehicle serviced - Oil and filter changed - Tire(s) balanced - Tires rotated
03/23/2018		South Carolina Motor Vehicle Dept. Greer, SC Title # [REDACTED]	Registration issued or renewed - Registration updated when owner moved the vehicle to a new location
04/04/2019	280,982	Advantage Auto Greer, SC 864-801-1810 https://facebook.com/advantageautogreer/ 2 Customer Favorites	Vehicle serviced
04/10/2019		South Carolina Motor Vehicle Dept. Greer, SC Title # [REDACTED]	Registration issued or renewed
05/28/2019	282,158	Advantage Auto Greer, SC 864-801-1810 https://facebook.com/advantageautogreer/ 2 Customer Favorites	Vehicle serviced - A/C refrigerant recharged
07/17/2019	283,919	Advantage Auto Greer, SC 864-801-1810 https://facebook.com/advantageautogreer/ 2 Customer Favorites	Vehicle serviced

 **2 Customer Favorites**

09/12/2019	285,805	AAMCO Transmissions & Total Car Care Taylors, SC 864-558-2173 aamco.com  4.7 / 5.0 28 Verified Reviews   85 Customer Favorites	 Vehicle serviced - A/C expansion/orifice valve replaced - A/C compressor replaced - A/C system serviced - A/C refrigerant recharged
03/31/2020		South Carolina Motor Vehicle Dept. Greer, SC Title #770490310769966	Registration issued or renewed
03/19/2021		South Carolina Motor Vehicle Dept. Greer, SC Title [REDACTED]	Registration issued or renewed
08/13/2021	296,127	Tire Choice Auto Service Centers Taylors, SC 864-801-1850 thetirechoice.com	 Vehicle serviced - Maintenance inspection completed - Recommended maintenance performed - Brakes checked - Battery/charging system checked - Oil and filter changed - Brakes serviced
03/17/2022	299,137	Express Oil Change Taylors, SC 864-214-7322 https://expressoil.com/stores/taylors/sc/0758/?utm_source=google&utm_medium=organic&utm_campaign=local_website&utm_content=0758  4.8 / 5.0 38 Verified Reviews 	 Vehicle serviced - Maintenance inspection completed - Oil and filter changed - Tire condition and pressure checked - Engine oil/fluid leak checked
03/31/2022		South Carolina Motor Vehicle Dept. Greer, SC Title [REDACTED]	Registration issued or renewed

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary

First Owner
When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported
When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1991 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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9/28/22 1:12:06 PM (CDT)

I have reviewed and received a copy of the CARFAX Vehicle History Report for this 1995 CHEVROLET SUBURBAN vehicle (VIN: 1GNEC16K3SJ414776), which is based on information supplied to CARFAX and available as of 9/28/22 at 2:12 PM (EDT).

Customer Signature

Date

Dealer Signature

Date