

Type: Customer E-mail	
From: [REDACTED]	
To: "Webmaster <NHTSA>" <Webmaster@nhtsa.dot.gov>	NOV - 8 2004
Subject: Problem	

From: [REDACTED]

Comments:

10118903

On October 01, 2004 I reported an accident to Travelers Insurance company. The car was a 2005 Equinox. At that time I notified the company that I felt the accident was caused by a malfunction problem. I also contacted GM. To date GM claims that they cannot get the car to inspect it. I located the car twice for them and it's now at Henry K Auto Sales in Utica, N.Y. I truly believe that there is a problem with the Equinox and ask if there is anything that you can to force GM to inspect that car. I'm concerned that another accident will occur with more serious results. Thank you.
From NHTSA Web Site.

Jimenez, Alberto

From: Jimenez, Alberto
Sent: Tuesday, April 05, 2005 10:16 AM
To: [REDACTED]
Subject: Problem, Inspection of vehicle.

APR 5 2005

Dear [REDACTED]:

NVS-216 aaj

Thank you for your e-mail to NHTSA's Webmaster, which was received by NHTSA's Office of Defects Investigation. We apologize for the delay in answering your e-mail and use of this form letter; however, due to the number of e-mails received and limited resources, we are responding to your correspondence in this manner. A member of our staff may contact you if further information is needed.

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 items of motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

Reports from motorists concerning vehicle problems are a very important source of information for us. If you wish to provide information with regard to motor vehicle or motor vehicle equipment problems or problems with regard to recall corrective actions and have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq <<http://www.nhtsa.dot.gov/ivoq>>. Each report is analyzed and compiled into a database to assist us in identifying potential safety problems or recall inadequacies that require our attention.

You may also obtain information about recalls, investigations, and other safety related information by accessing NHTSA website at www.nhtsa.dot.gov/cars/problems <<http://www.nhtsa.dot.gov/cars/problems>>. For other information please call our DOT Auto safety Hotline toll-free number at 1-888-327-4236.

If further assistance is needed, please contact Mr. Michael J. Jordan, Office of Defects Investigation, Correspondence Research Division, at: (202) 493-0576.

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

P.S. NHTSA does not have the authority to order any manufacturer to inspect a vehicle to determine what cause the crash or if the vehicle has a defect in their design, construction, or performance. This Office may inspect vehicles that are under investigation for an alleged defect that relates to serious safety problem. If you have not done so, please complete the vehicle owner's questionnaire that is available on NHTSA's Web site at www.nhtsa.dot.gov/ivoq if you suspect there is a safety