

NHTSA ccmMercury Routing Slip



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Printed: 4/25/2006

NHTSA #: ES06-002464
XREF #: ES06-001726
Delivery: MESSENGER ENV.

Rec'd Date: 4/21/2006
Doc Type: CNG
Address To: DOT/1

Referred By: NPP-011
Doc Date: 3/15/2006
Due Date: 5/2/2006

S10 #: [REDACTED] DOT/1 #: 2006-7183 RMP #: [REDACTED]
Subject: FAX FM [REDACTED] (OH) RE THE PROBLEM HE AND HIS WIFE HAD W/THE
HEAD GASKETS IN THEIR 2001 CHEVROLET MALIBU & 2001 CHEVROLET VENTURE, REPLY TO THE
COLUMBUS OFFICE, REF ES06-001726 /S/ HARRINGTON 4/5/06

Ack Date:
Sign Office: DIRECTOR FOR
EXTERNAL AFFAIRS
Cleared Date:
File Loc:
Added By: SHARRIS x02534

Ack By:
Signature: HARRINGTON
Cleared By:
XREF File:
Modified By: MRICE

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:

The Honorable MIKE DEWINE
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

GEORGE V VOINOVICH
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

2006 APR 25 PM 3:24

Assigned To	Task	Assign Date	Deadline	Returned Date
NVS-200	REPLY	4/21/2006	5/2/2006	
	Return Process	4/25/2006		4/25/2006
ODI	REPLY	4/25/2006	4/28/2006	
NVS-010	INFORMATION	4/21/2006		4/21/2006
NIA-110	INFORMATION	4/21/2006		4/21/2006
I10	INFORMATION	4/21/2006		4/21/2006
I20	INFORMATION	4/21/2006		4/21/2006

Amanteo
4/25/06

MIKE DeWINE
UNITED STATES SENATOR
OHIO

GEORGE VOINOVICH
UNITED STATES SENATOR
OHIO

United States Senate

WASHINGTON, DC 20510-3604

CASEWORK HOTLINE: (800) 205-OHIO (6448)

March 15, 2006

Ms. Nicola Nason
Assistant Secretary For Governmental Affairs
Department of Transportation
400 Seventh Street, SW
Room 10408
Washington, D.C. 20590

Dear Ms. Nason:

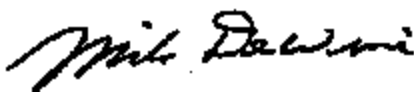
We are enclosing the correspondence that we received from a constituent, [REDACTED] regarding the problems he has experienced with his GM vehicles. [REDACTED]

We would appreciate your reviewing this information, and responding to our Casework Office located at 37 W. Broad Street, Suite 300, Columbus, OH 43215, at your earliest convenience.

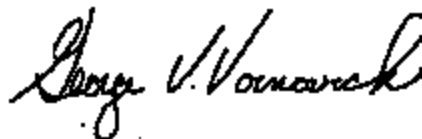
If you need additional information, please do not hesitate to contact our office at (614) 469-6774.

Very respectfully yours,

Sincerely Yours,



MIKE DeWINE
United States Senator



GEORGE VOINOVICH
United States Senator

RMD/GVV/MD
Enclosure

37 WEST BROAD STREET, ROOM 300
COLUMBUS, OHIO 43215
(614) 469-6774 / FAX: 469-7419

PRINTED ON RECYCLED PAPER

TRANSMITTED BY FAX

2006 APR 20 10:49 AM

EXPERIENCE GOVERNMENT

2006-7183

ES06-002464



Casework
3/15/06

RECEIVED
MAR 15 2006
CLEVELAND

Brook Park, Ohio

fax by appointment

Telephoned

March 14, 2006

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation
NEA-10.01, 400 7th St., SW
Washington, DC 20590

Re: 2001 Model Chevrolets

Dear Sirs:

My wife has a 2001 Malibu and I have a 2001 Venture. In December 2005, and just one week apart both vehicles had to undergo significant repairs for the very same problem. These apparently was a head gasket leaking coolant fluid into the oil system and could have ruined the engine if it was ignored. Repairs to both vehicles were very expensive and the cost was at the burden of the customer.

Just this past week, my brother-in-law had to have the very same repair done to his 2001 Venture. Again the expense was entirely at his expense. Apparently this is not an issue exclusively to our family. The automobile dealers have told us that they have had many such repairs on this era of General Motors vehicles.

This is clearly an issue that should lie clearly on the shoulders of General Motors Corporation. They made the vehicles and the pattern is clear that it is not an isolated problem. Why has there not been a recall relating to this particular problem? These types of issues make it difficult for potential customers to return to them to purchase future automobiles. It is outrageous that the customer is forced to pay such an expense for something that is defective and clearly the responsibility of the automaker.

Sincerely yours,

[Redacted signature block]

cc: Catherine McCallister
Stanley Kaplan
Dennis Kuchnick, U.S. House of Representatives
Michael DeWine, U.S. Senate
George Voinovich, U.S. Senate

Background



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

400 Geneva St., S.W.
Washington, D.C. 20590

April 5, 2006

The Honorable Dennis J. Kucinich
Member, U.S. House of Representatives
14400 Detroit Avenue
Lakewood, OH 44107

NVS-216 aac
Ref. No. 10154062

Dear Congressman Kucinich:

Thank you for your facsimile dated March 20 on behalf of your constituent, [REDACTED] who wrote concerning his model year (MY) 2001 Chevrolet Venture and his wife's MY 2001 Chevrolet Malibu vehicle.

The National Highway Traffic Safety Administration (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. 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 defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

Based on an evaluation of the complaints received by NHTSA and our analysis of the failure mode of engine head gaskets, the agency has determined that this type failure is not related to motor vehicle safety within the meaning of our authorizing statute. The agency has no jurisdiction over non-safety defects, warranty, and reimbursement matters. If [REDACTED] has not done so, he may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the Ohio Office of the Attorney General regarding his problems.



www.nhtsa.gov
nhtsa
people saving people

VEHICLE SAFETY HOTLINE
888-237-4235

ES06-001726

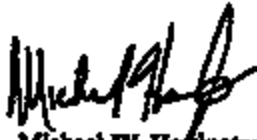
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The Honorable Dennis J. Kucinich

Additionally, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, reimbursement matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Ronald L. Medford, Senior Associate Administrator for Vehicle Safety, at (202) 366-1810.

Sincerely yours,



Michael W. Harrington
Director of External Affairs

cc: Washington Office

