

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

Administrator

1200 New Jersey Avenue SE
Washington, DC 20590

May 6, 2010

The Honorable Claire McCaskill
United States Senator
4141 Pennsylvania Avenue, Suite 101
Kansas City, MO 64111

NVS-216 mec
Ref. # 10313255

Dear Senator McCaskill:

Thank you for your correspondence dated February 3 on behalf of your constituent, [REDACTED] [REDACTED] wrote concerning his model year (MY) 2001 Chevrolet Silverado truck. Your correspondence was received on February 22.

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 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, we look carefully at the body of consumer complaints and other available data to determine whether a safety 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] and the previous report he filed with NHTSA's Vehicle Safety Hotline on April 14, 2009. Reports from motorists are a very important source of information for us. Owner's information that is submitted by means of a Vehicle Owner's Questionnaire located on NHTSA's www.safercar.gov website or by calling the Vehicle Safety Hotline, is automatically entered into our complaint database. The data is then reviewed and analyzed by NHTSA's Office of Defects Investigation (ODI) to determine whether an investigation is warranted. All complaints are reviewed, and if NHTSA feels it is necessary, we will follow up by contacting the vehicle owner. Otherwise the information is entered into our database and used to identify safety-related defect trends. While ODI did not contact [REDACTED] to investigate his incident, his report was reviewed. We apologize for any confusion this may have caused.

The recall campaign [REDACTED] speaks of (NHTSA Recall Campaign No. 07V-521, summary enclosed) involves the replacement of the crankshaft position sensor in certain MY 2001 Chevrolet Silverado, Chevrolet Suburban, GMC Sierra, and GMC Yukon vehicles equipped with 8.1 liter engines manufactured on or before November 15, 2000. The recall states that if the crank position sensor becomes completely inoperable the engine will quit running, which



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is similar to the incidents experienced by [REDACTED]. Unfortunately, Chevrolet and the dealer informed [REDACTED] that his MY 2001 Silverado is not included in the recall based on the vehicle identification number and the repair would not be free of cost. In addition, a review of our database revealed insufficient evidence to warrant opening a safety defect investigation into the scope of the recall population; therefore, we have no basis upon which to request the manufacturer to expand the scope of the recall at this time.

As for [REDACTED] request to have Chevrolet reimburse him for the expense he incurred for the repair, this does not fall within our jurisdiction. If [REDACTED] has not done so, he may consider contacting his local Consumer Protection Agency, Better Business Bureau, or the Missouri Attorney General regarding his reimbursement request. Also, [REDACTED] may consider contacting the Federal Trade Commission (FTC). The 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 he can 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 contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,


for David L. Strickland

Enclosure

cc: Washington Office