

**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

July 29, 2010

[REDACTED]
Redwood City, CA [REDACTED]

NVS-216 mec
Ref. # 10323458

Dear [REDACTED]

Thank you for your correspondence addressed to the President concerning your model year (MY) 2005 Chevrolet Equinox vehicle. Your correspondence has been forwarded to the National Highway Traffic Safety Administration (NHTSA) for response.

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. 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 this report and the previous report you provided. Information submitted by owners using the Vehicle Owner's Questionnaire is automatically entered into our complaint database. The data is then reviewed and analyzed by NHTSA's Office of Defects Investigation to determine whether an investigation is warranted. All complaints are reviewed, if 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.

In your letter you indicated that General Motors (GM) needs to recall all older Chevrolet Equinox vehicles because their engines fail between 46,000 miles and 93,000 miles. You also state GM is aware of this issue but refuses to repair these vehicles even though the engines are failing before the 100,000 mile warranty expires.



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While understandably frustrating to you, the type of engine problem you described does not appear to relate to motor vehicle safety within the meaning of our authorizing statute. Therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. The agency has no jurisdiction over non-safety defects, warranty, and remuneration matters. A brochure explaining the investigation process is enclosed for your information.

If you have not done so, you 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 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 contact me or Mr. Daniel C. Smith, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,

A handwritten signature in black ink, appearing to read "D. Strickland", written over a horizontal line.

David L. Strickland

Enclosure