

NHTSA ccmMercury Routing Slip



CL-10409489-3104

Printed: 6/22/2011

NHTSA #: ES11-004039	Rec'd Date: 6/22/2011	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 6/20/2011
Delivery: FAX	Address To: NIA110	Due Date: 7/21/2011
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR GRASSLEY ON BEHALF OF CONSTITUENT [REDACTED] RE 2007 SUBURBAN IMPLODING (SHATTERING INWARD INTO THE VEHICLE COMPARTMENT)		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR FOR EXTERNAL AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

THE HONORABLE CHARLES E GRASSLEY
 UNITED STATES SENATE
 131 WEST 3RD STREET, SUITE 180
 DAVENPORT, IA 52801
 Tel: 563-322-4331 Fax: 563-322-8552 E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	6/22/2011	7/21/2011	
NVS-010	INFORMATION	6/22/2011		6/22/2011
NIA-110	INFORMATION	6/22/2011		6/22/2011

JUN 22 2011

RECEIVED - NHTSA
 JUN 22 11 43 AM
 EXECUTIVE SECRETARIAT

NAL
 062211
 PLW

Charles E. Grassley

131 West 3rd Street, Suite 180
Davenport, Iowa 52801
Phone: 563/322-4331
Fax: 563/322-8552

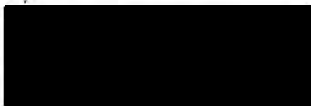
e-mail: kay_rash@grassley.senate.gov

FACSIMILE

To: *Chan Lien*

From: Kay Rash

Fax: 202.493.2929

Subject: 

Date: JUN 20 2011

Number of Pages (Including Cover): 5

Comments:

ES11-004039

REPLY TO:

- 135 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510-1501
(202) 224-3744
E-MAIL: grassley.senate.gov/contact.cfm
- 721 FEDERAL BUILDING
210 WALNUT STREET
DES MOINES, IA 50309-2140
(515) 288-1145
- 150 1ST AVENUE NE
SUITE 325
CEDAR RAPIDS, IA 52401
(319) 362-8832

- 103 FEDERAL COURTHOUSE BUILDING
320 6TH STREET
SIOUX CITY, IA 51101-1244
(712) 253-1860
- 210 WATERLOO BUILDING
531 COMMERCIAL STREET
WATERLOO, IA 50701-5497
(319) 232-6657
- 131 WEST 3RD STREET
SUITE 180
DAVENPORT, IA 52801-1418
(563) 322-4331
- 307 FEDERAL BUILDING
8 SOUTH 6TH STREET
COUNCIL BLUFFS, IA 51501-4204
(712) 522-7105

United States Senate

CHARLES E. GRASSLEY

WASHINGTON, DC 20510-1501

June 20, 2011

Chan Lieu
National Highway Traffic Safety Adm.
1200 New Jersey Avenue, S.E.
Washington, DC 20590

Dear Mr. Lieu:

Enclosed please find a communication from [REDACTED]
regarding his request for assistance.

I would appreciate any assistance you could provide pertaining
to this matter. Please mark your return correspondence to the
attention of Kay Rash when responding to my Davenport office.

Thank you for your attention to my request.

Sincerely,

Charles E. Grassley
United States Senator

CEG/kr
Enclosure

RANKING MEMBER,
FINANCE

Committee Assignments:

BUDGET
JUDICIARY
AGRICULTURE

CO-CHAIRMAN,
INTERNATIONAL NARCOTICS
CONTROL CAUCUS

Please complete this form and return to:

Senator Charles E. Grassley
131 West 3rd Street, Suite 180
Davenport, Iowa 52801-1419
Phone: 563-322-4331
FAX: 563-322-8552

6/16/11
2:30 PM

CONSENT FOR RELEASE OF PERSONAL RECORD INFORMATION

The Privacy Act of 1974 limits the disclosure of personally identifiable records by federal executive agencies, absent permission from the person involved.

Accordingly, to facilitate my constituent casework request, I, the undersigned, hereby authorize Senator Charles E. Grassley and employees in his office to receive information in my file on my behalf.

[Redacted]
Name (please print)

Spouse name (if applicable)

[Redacted]
Signature

Signature

[Redacted]
Social Security Number

Social Security Number

6/16/11
Date

Date

[Redacted]
Date of Birth

Date of Birth

Address:
[Redacted]
[Redacted]

Address:

Preston, Ia [Redacted]
Phone (daytime)

Phone (daytime)

[Redacted]
Email (if applicable)

Email (if applicable)

STATEMENT OF PROBLEM - In detail

See letter attached. 2007 Suburban

Please feel free to use additional sheets, if necessary



[REDACTED]
Preston, Iowa [REDACTED]

June 16, 2011

Ms Penny Vacek, Regional Director
Office of Senator Charles Grassley
131 West 3rd Street, Suite 180
Davenport, IA 52801

Dear Ms Vacek,

Thank you for your assistance in this matter. Enclosed is the release you requested. I offer the following information.

On March 17, 2011 at approximately 7:50 PM the rear window (hatch) on our 2007 Suburban, VIN: 1GNFK16387J [REDACTED] imploded (shattered inwards into the vehicle compartment). This occurred while traveling east on Highway 64 approximately 7 miles west of Preston, Iowa. It was at night, all windows on the vehicle were up, the outside temperature was about 40 degrees Fahrenheit. It was a clear night, no rain or snow.

The vehicle is registered to the [REDACTED] My daughter, an employee of the company, was driving and she was alone in the vehicle. There were no other vehicles in front or behind her, she did not run onto the shoulder of the road, nor did she meet another vehicle. The rear window imploded without warning causing glass to come forward to the second seat area.

On March 18, 2011 I contacted the dealer where we purchased the vehicle, Runde Chevrolet in East Dubuque, IL. They were very helpful, gave me the General Motors Customer Service number to call, and offered to pay half of the replacement expense. One question they did ask was if the rear window defroster was operating. My daughter indicated it was not. I explained to Runde's that my concern was not the expense, but the safety. My daughter often carries young children in the vehicle, and we wanted to know what happened to avoid it in the future. Had the young children been in the vehicle they would have been impacted by the flying glass.

I called the GM Customer Service number at 11:10 AM on March 18, 2011 and talked to a lady named Jo. She assigned a Incident Number 71-929101181. I told her my same safety concerns. She said she would call back. After not hearing anything, I called her on April 11 at 10:13 AM and got her voice mail, leaving a message. Again after no return call, I called her on April 18 at 11:27 AM. She said she would forward it to "Product Allegation" and they would call me

2

back. On April 20 at 2:07 PM, Jo called me back and said the dealer would have to see it about any warrantee. I reviewed with her again that it was not a dollar issue, but rather a safety issue that was my concern. At 3:45 PM that same day Theresa called me to say she had reviewed my case with Jo and would have a District Representative call me.

On April 26 at 12:46 PM I received a voice mail message from Tony, the District Specialist telling me to call him back. I tried at 1:07 PM the same day and left him a voice mail message. He called me on April 29 at 11:46 AM and left a voice mail message, but did not call back. On May 5 at 7:50 AM I called Tony and left him a voice mail message. That day at 2:22 PM Tony called me back. He said safety was not his department, said there were no recalls and that he could not tell me if others had reported this problem. He was my advocate, but could not help me. He couldn't pass me on to anyone and there was nothing else he could do.

This ended my contact with General Motors. My next step was to try to find the government agency that might be of help. Not finding one, I wrote to Senator Grassley, and you thus enter the story.

Again, my concern is safety. My grandchildren and others regularly travel in that vehicle. With no cause or prevention available, what is to say it won't happen again, this time with injuries? Through all my discussions with various General Motors people, it became apparent that one concern was the rear window defroster and, apparent, problems they have had with this in the past. One even went so far as to suggest that implosion's had occurred in cold weather when the defroster was activated. Neither was the case in our situation.

Thank you very much for your willingness to do more than just give me the federal agency that might deal with this. Help from the Senator, through you, can only be an asset.

Encl
as

