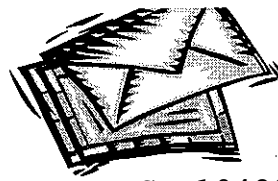


NHTSA ccmMercury Routing Slip



Congressional

Printed: 9/23/2011

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

CL-10420905-6704

NHTSA #: ES11-006072	Rec'd Date: 9/23/2011	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 9/22/2011
Delivery: HND	Address To:	Due Date: 10/24/2011
S10 #:	DOT/I #:	RMP #:
Subject: LTR FROM [REDACTED] ON BEHALF OF HIS MOTHER [REDACTED] WITH CONCERNS RE THE SAFETY OF HER 2007 CHEVROLET IMPALA SUSPENSION & SPINDLE RODS; PLEASE REPLY ATTN: COURTENAY MIMS/CHARLESTON, SC OFFICE		
Ack Date:	Ack By:	Signed For:
Sign Office: DIR. GOVT. AFFAIRS	Signature: CHAN LIEU	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: SHARRIS x62534	Modified By: SANDRA.HARRIS	
Most Recent Comment:		

Author:

The Honorable JIM DEMINT
 UNITED STATES SENATE
 39 BROAD STREET, SUITE 300
 CHARLESTON, SC 29401
 Tel: 843-727-4525 Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	9/23/2011	10/24/2011	
NVS-010	INFORMATION	9/23/2011		9/23/2011
NGA-110	INFORMATION	9/23/2011		9/23/2011

RECEIVED-NHTSA
 2011 SEP 23 P 4: 11
 EXECUTIVE SECRETARIAT

ET
 09/26/11
 PLW

JIM DEMINT
SOUTH CAROLINA

COMMITTEES:
SENATE RANKING MEMBER, JOINT ECONOMIC
COMMERCE, SCIENCE, AND TRANSPORTATION
BANKING, HOUSING, AND URBAN AFFAIRS
FOREIGN RELATIONS

CHAIRMAN, SENATE STEERING COMMITTEE

167 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6121
demint.senate.gov

United States Senate

September 22, 2011

Mr. Chan Lieu
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590-0001

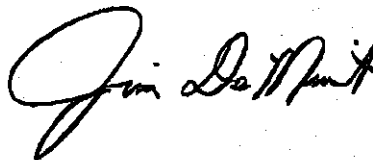
Dear Mr. Lieu,

I am writing on behalf of my constituent, [REDACTED] about her concerns regarding the safety of her vehicle. Enclosed is a copy of her letter for your review.

Please address the questions and concerns mentioned in [REDACTED] correspondence, with respect to governing rules and regulations. I have assured [REDACTED] that I would write to emphasize my interest in her case and to help obtain a reply from your office.

Thank you for your help. Please feel free to call Courtenay of my staff at 843-727-4525 if you have any questions or need additional information. I look forward to your prompt reply to our Charleston office.

Sincerely,



Jim DeMint
United States Senator

CHARLESTON
39 BROAD STREET
SUITE 300
CHARLESTON, SC 29401
(843) 727-4525

GREENVILLE
40 WEST BRAD STREET
SUITE 320
GREENVILLE, SC 29601
(864) 233-5366

COLUMBIA
1901 MAIN STREET
SUITE 1475
COLUMBIA, SC 29201
(803) 771-6112

ES11-006072

Mims, Courtenay (DeMint)

From: [REDACTED]
Sent: Wednesday, September 21, 2011 04:46 PM
To: Mims, Courtenay (DeMint)
Subject: National Highway Safety Transportation Administration Complaint Confirmation number (ODI Number) is:

Follow Up Flag: Follow up
Flag Status: Flagged

From: [REDACTED]
Sent: Wednesday, September 21, 2011 4:38 PM
To: 'courtenay_mims@demint.senate'
Cc: [REDACTED]; 'Info@doi.sc.gov'; 'dblack@doi.sc.gov'
Subject: National Highway Safety Transportation Administration Complaint Confirmation number (ODI Number) is:

Good afternoon Ms. Courtenay Mills & Senator DeMint, Mr. David Black, Senator Lindsey Graham,

I am writing today in regard to a major safety concern in the 2007 Chevy Impala where the rear tires may burst & blow out without warning due to a design and engineering error by GM that they are aware of and will not fix. Ironically, GM has volunteered to fix the exact problem on every law enforcement vehicle but refuses to fix the consumers & taxpayers vehicles. Their attitude is New GM doesn't know the old GM and there for their not responsible... This issue needs to be fixed immediately thru a mandatory recall!

In my opinion this is blatant negligence by GM and w/ your help the NHSTA & OSHA should force GM to fix what was their fault to begin with. Please note that GM is refusing to honor their own warranty under conditions they know their responsible for. Please see below and I will forward the VIN number for my Mother's vehicle as soon as possible.

Mr. David Black (Director & State Insurance Commissioner) for South Carolina
 803-737-6180
 Email: consumers@doi.sc.gov
dblack@doi.sc.gov
 South Carolina Department of Insurance
 P.O. Box 100105
 Columbia, SC 29202

Reuters.com - GM says bankruptcy excuses it from Impala repairs
<http://www.reuters.com/article/email/idUSN1E77I0Z820> [REDACTED]

Sincerely,

[REDACTED]
 Spring Hill, FL [REDACTED]
 Cell: [REDACTED]

From: [REDACTED]

Sent: Monday, August 22, 2011 7:57 AM

To: [REDACTED]

Cc: lisa; [REDACTED]

Subject: National Highway Safety Transportation Administration Complaint Confirmation number (ODI Number) Is:

VIN number #2G1WT55K879 [REDACTED] was not added into this complaint process and really should be... If you'd like to call NHSTA at: 888-327-4236 just give them your complaint number # 10420905 and let them know you'd like to add in your VIN Number to your complaint form and it will officially have everything they need.

Monday-Friday (8 am to 8 pm)
(888) 327-4236 TTY: (800) 424-9153

Your Complaint Information is successfully submitted.
Your Confirmation number (ODI Number) is: 10420905
Click on the "Print Complaint" button to see a print version of the confirmation page to print for your records.

Acknowledgement
An e-mail was sent to

[REDACTED]

Complaint Information

Description:

Rear Tires wearing too prematurely due to bad engineering and design in the 2007 Chevy Impala. I'm at 50,000 miles and second set of tires is wearing too soon as well. There is a problem w/ the suspension & spindle rods angling the tires in the wrong position causing the car to be unsafe during any ice, snow and or slippery conditions. GM has recalled all police vehicles to fix the problem in the exact model car. However, GM is refusing to pay for the car to be fixed and leaving the individual owner to scramble and find alternative solution knowing it's a dangerous situation. Rear spindle rods part numbers 10329689 (2) and 10329691 (2) need to be replaced as noted on bulletin 08032 by GM and they sell a complete kit to correct their mistake. This is at minimum a \$600 to \$700 repair plus new tires g.M. Will not replace anything stating this only applies to police vehicles. But all part numbers are the same on police and regular impalas.

Approximate Incident Date:

8/22/2011

Your responses to the questions regarding the incident:

Deaths/Injuries: No

Fire: No

Property Damage: No

Crash: No

Police Report: No

top

Vehicle Information

VIN:

Year, Make, Model:

2007, CHEVROLET, IMPALA

Vehicle Details

Failure Mileage: 0

Speed: 30

Vehicle Component Information

Component 1:

SUSPENSION:REAR

top

Consumer Information

Name:

[REDACTED]

Daytime Phone:

[REDACTED] Ext:

Evening Phone:

[REDACTED]

Alternate #

[REDACTED]

E-mail:

[REDACTED]

Fax:

Address:

[REDACTED]

City, State, Zip:

Mount Pleasant, SC

[REDACTED]

Country:

USA

Referral Source:

Newspaper

JIM DeMINT
SOUTH CAROLINA

COMMITTEES:
BANKING, HOUSING, AND
URBAN AFFAIRS

CHAIRMAN
SENATE STEERING COMMITTEE

United States Senate

COMMERCE, SCIENCE AND
TRANSPORTATION

340 RUSSELL SENATE OFFICE BUILDING
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FOREIGN RELATIONS
JOINT ECONOMIC

PRIVACY ACT RELEASE FORM

To Whom It May Concern:

I am aware that the Privacy Act of 1974 prohibits the release of personal information without my approval. I (print name) _____ do hereby authorize Senator Jim DeMint and/or his staff to access the information necessary to assist me.

Signature _____

Address _____

Mt Pleasant, SC

Telephone _____

Social Security Number _____

Date of Birth _____

Brief explanation of situation: (Please use additional sheet if necessary.)

My son is handling my affairs as I have been ill.

Would you like our office to share the information we obtain on your behalf with someone else?

Yes No _____

If yes, please provide their name and phone number.

Name _____ Phone: _____

Are you currently or have you previously received assistance in this situation from another Senator or Member of Congress? Yes _____ No

If Yes, which Member? _____

JIM DEMINT
SOUTH CAROLINA

CHAIRMAN, SENATE STEERING COMMITTEE

167 RUSSELL SENATE OFFICE BUILDING
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FOREIGN RELATIONS

OFFICE OF SENATOR JIM DEMINT

39 BROAD STREET
SUITE 300
CHARLESTON, SC 29401
PHONE 843-727-4525 FAX 843-793-6839

FACSIMILE TRANSMITTAL SHEET

TO:	FROM:
Chan Lieu	
COMPANY:	DATE:
National Highway Traffic Administration	SEPTEMBER 22, 2011
FAX NUMBER:	TOTAL NO. OF PAGES, INCLUDING COVER:
202-366-2106	6
PHONE NUMBER:	SENDER'S PHONE NUMBER:
202-366-1836	843-727-4525
RE:	SENDER'S FAX NUMBER:
[REDACTED]	843-793-6839

EXECUTIVE SECRETARIAT
201 SEP 23 P 3:31
RECEIVED-INTSA

- JEREMY TOLBERT
 PAMELA GREGORY
 COURTENAY MIMS
 JENNIFER HIGHTOWER

NOTES/COMMENTS:

Please advise on how to best instruct this constituent. Thank you in advance for all of your help!

Best,

Courtenay

CHARLESTON
39 BROAD STREET
SUITE 300
CHARLESTON, SC 29401
(843) 727-4525

GREENVILLE
40 WEST BROAD STREET
SUITE 320
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