

NVS-2011

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

1200 New Jersey Avenue SE.  
Washington, DC 20590

October 25, 2011

NVS-216 et  
Ref. No. 10420905

The Honorable Jim DeMint  
United States Senator  
39 Broad Street, Suite 300  
Charleston, SC 29401

Dear Senator DeMint:

Thank you for your correspondence on behalf of your constituents, [REDACTED] and his mother, [REDACTED] [REDACTED] wrote your office concerning his mother's model year (MY) 2007 Chevrolet Impala 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 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 defect may exist.

[REDACTED] indicated that two sets of rear tires on his mother's MY 2007 Chevrolet Impala have experienced premature wear and could blowout without warning. He claims the rear tires are angled improperly due to a problem with the rear spindle rods, and that this is a design and engineering problem of the rear suspension. [REDACTED] believes that General Motors (GM) initiated a recall to address this problem in MY 2007 Chevrolet Impala vehicles equipped with the police package but not in non-police vehicles.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to premature tire wear and blowouts caused by improper rear tire alignment and suspension issues in MY 2007 Chevrolet Impala vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For [REDACTED] information, we have enclosed a brochure explaining the investigation and recall process which can also be found on our web site at: [www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm).



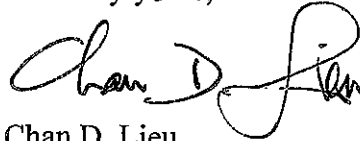
10420905

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GM initiated a customer satisfaction program (bulletin No. 08032, summary enclosed) to address premature tire wear in MY 2007 and MY 2008 Chevrolet Impala vehicles equipped with the police package. This action is not a recall. It is not uncommon for a field action to be limited to police package vehicles due to their more severe duty cycle. We did locate another technical service bulletin that may be of interest to [REDACTED] and [REDACTED]. In December 2010, GM announced a technical service bulletin (bulletin No. PIC5406, summary enclosed) to address rear tire alignment and/or rear tire wear on the inside edges in MY 2007 through MY 2011 Chevrolet Impala non-police vehicles. The issuance of a technical service bulletin does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require GM to perform the corrective action described in the technical service bulletin at no cost to your constituents. We recommend that [REDACTED] schedule an appointment with an authorized GM dealership to have the procedure described in bulletin No. PIC5406 performed on [REDACTED] vehicle.

I hope this information is helpful. If you have any questions, please contact me or Mr. Claude H. Harris, Acting Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Chan D. Lieu  
Director, Governmental Affairs,  
Policy and Strategic Planning

Enclosures

cc: Washington Office