

NHTSA ccmMercury Routing Slip



CI-10445291-7204

Printed: 1/17/2012

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

NHTSA #: ES12-000244	Rec'd Date: 1/17/2012	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 1/3/2012
Delivery: REG	Address To: NOA010	Due Date: 2/15/2012
S10 #:	DOT/I #:	RMP #:
Subject: LETTER TO THE ADMINISTRATOR FROM SENATOR GRASSLEY ON BEHALF OF CONSTITUENT [REDACTED] JR RE PROBLEMS WITH HIS 2003 CHEVY TRACKER		
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: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

Author:

The Honorable CHARLES E GRASSLEY
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	1/17/2012	2/15/2012	
NVS-010	INFORMATION	1/17/2012		1/17/2012
NGA-110	INFORMATION	1/17/2012		1/17/2012

JAN 18 2012

NM
011812
RW

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) 363-6832

REPLY TO:

- 103 FEDERAL COURTHOUSE BUILDING
320 6TH STREET
SIOUX CITY, IA 51101-1244
(712) 233-1860
- 210 WATERLOO BUILDING
531 COMMERCIAL STREET
WATERLOO, IA 50701-5497
(319) 322-6657
- 131 WEST 3RD STREET
SUITE 180
DAVENPORT, IA 52801-1419
(563) 322-4331
- 307 FEDERAL BUILDING
8 SOUTH 6TH STREET
COUNCIL BLUFFS, IA 51501-4204
(712) 322-7103

United States Senate

CHARLES E. GRASSLEY

WASHINGTON, DC 20510-1501

January 3, 2012

Mr. David Strickland
Administrator
National Highway Traffic Safety Adm.
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

Dear Mr. Strickland:

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,
JUDICIARY

Committee Assignments:

AGRICULTURE
BUDGET
FINANCE

CO-CHAIRMAN,
INTERNATIONAL NARCOTICS
CONTROL CAUCUS

December 28th, 2011

Recall Situation with 2003 Chev. Tracker Vin: 2CNBJ634236 [REDACTED]

Mileage: 161000

Registered ~July 29, 2009

Recall # (as per Chev. Corporate): 06186

Service Reg #: 71-1020950460

Chev Customer Service Agent: Vicki Tel # 1866-790-5700 X 40688

From: [REDACTED]

Davenport, Iowa [REDACTED]

To Senator Grassley

131 W 3rd st

Davenport, Iowa

Dear Senator Grassley,

I purchased a 2003 Chevy tracker from Bourbonnais Illinois a couple years back. I was driving it a couple weeks ago and noticed a peculiar problem backing up. It got noticeably worse on turns and braking (pulling the car to the left) so I brought it into my mechanic Bert: (Senior technician/manager of Ripple and Frenell Service Center 3869 Rockingham Rd in Davenport ((563) 323-3331 X 107)) to have a look (possible problem with the brakes). He came back to me the next day with a recall notice about the problem, and stated that the repair would cost at least \$1000.

I put in a call using the supplied information that Bert had given me to see what assistance could be offered me from Chevrolet corporate. I struck out on a few specific points (out of mileage date on recall notice, another state, non certified repair center who looked at the vehicle). The customer rep, although cordial, still indicated that there wasn't anything that could be done for me. I thought that it was weird that she knew that the car was examined by a service station but not a Chevrolet certified service facility. This begs a question: Why, at the time Chevrolet corporate had the report that was sent by the service station reporting the the car had been inspected did not report back to the investigating service station, that the investigation would not be honored and that the vehicle should be sent to an authorized chevy dealer for qualification? When I bought the car, this particular problem was not discussed with me.

Minimally, outside the obvious- "buyer beware", disclosure documentation pertaining to the problem should be kept with the car. It would also be marvelous to have a nice discount also pertaining to the failed cross-member.

[REDACTED]

Recall #
06186 / Vicki

2-4pm THURS Page 1 of 1
1866 790 5700 x 40688

serv. req # 71-1020950460

Some 1999-2004 model year Chevrolet Tracker vehicles have a front suspension crossmember that did not receive adequate corrosion protection. The result of this condition may be most noticeable on vehicles driven in areas where rust is most common, such as areas where salt is used to control snow and ice. The corrosion may advance and cause rust-through perforation of the crossmember in the area of the left and/or right front lower control arm attachment brackets. As the corrosion progresses, the crossmember will become thinner and the perforations will grow in size. If there are a substantial amount of large perforations, the left and/or right front lower control arm attachment brackets will become weakened and begin to flex. If this occurs, the customer may notice front tire wobble, steering looseness, vehicle pull to one side, front end noises (clunk, bang, rattle, etc), vehicle shaking, or steering wheel rotation when shifting from reverse to drive and drive to reverse.

Corrosion may progress over time until the front lower control arm bracket separates from the crossmember.

Take your vehicle to your dealer if you believe that your vehicle may have the condition as described above.

What We Have Done: General Motors is providing you with this special coverage for corrosion failures of the front crossmember. If this condition occurs on your 1999-2004 model year Chevrolet Tracker within 10 years of the date that your vehicle was originally placed in service or 150,000 miles (240,000 km), whichever occurs first, the condition will be repaired for you at *no charge*.

What You Should Do: If you believe that your vehicle may have the condition as described above, take your vehicle to your GM dealer and they will inspect the crossmember for you at no charge.

If the crossmember shows signs of advanced corrosion or perforation caused by corrosion, the crossmember will be replaced at no charge. If the inspection indicates that the crossmember does not need replacement, you may bring your vehicle back to your dealer every 12 months for another inspection. Keep this letter with your other important glove box literature for future reference. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center at 1-800-630-2438 or 1-800-833-2438 (TTY). The Customer Assistance Center's hours of operation are from 8:00 AM to 11:00 PM, EST, Monday through Friday.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Scott Lawson

General Director,

Customer and Relationship Services

United States Senate

WASHINGTON, DC 20510-1501

OFFICIAL BUSINESS

Davenport

Chuck Grassley
U.S.S.

Mr. David Strickland
Administrator
National Highway Traffic Safety
Adm.
1200 New Jersey Avenue, SE, West
Building
Washington, DC 20590

