



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

February 24, 2012

The Honorable Charles E. Grassley
United States Senator
131 West 3rd Street, Suite 180
Davenport, IA 52801

NVS-216 nlm
Ref. No. 10445291

Dear Senator Grassley:

Thank you for your correspondence on behalf of [REDACTED] concerning his model year (MY) 2003 Chevrolet Tracker. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED] indicated experiencing a problem backing up in his MY 2003 Chevrolet Tracker. The problem was worse on turns and his vehicle would pull to the left while braking. He took his vehicle to a service station mechanic who told him about a General Motors (GM) service bulletin that may be related to his problem. The bulletin provided notice to GM dealers and owners of MY 1999 through MY 2004 Chevrolet Tracker vehicles that a special coverage adjustment was being administered to address front suspension crossmember corrosion on these vehicles in certain (salt belt) States and Canada.

[REDACTED] stated that he contacted Chevrolet customer service for assistance and was told that his vehicle was not eligible for the special coverage based on his vehicle's mileage and failure to meet other criteria. [REDACTED] is requesting a discount on the crossmember repair and that a document disclosing this repair remain with the vehicle. In addition, he wants to know why GM did not advise his mechanic that the inspection had to be performed by an authorized dealer to be eligible for the recall.

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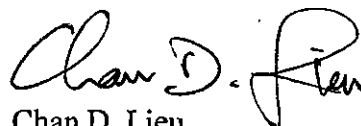
The Honorable Charles E. Grassley

NHTSA looked into the matter and found that the notification the service station mechanic provided [REDACTED] was a special coverage adjustment and not a safety recall. Therefore, NHTSA cannot require GM to perform the corrective action described in the special coverage campaign on [REDACTED] vehicle at no cost.

[REDACTED] inquiry into why GM did not respond back to his mechanic with information and disclosure of the repair does not fall under our jurisdiction. We suggest that [REDACTED] continue to contact GM to resolve the problem. The Federal Trade Commission (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 www.ftc.gov/ftc/complaint.htm.

I hope this information is helpful. If you have any questions, please contact me or Ms. Nancy L. Lewis, Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



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

cc: Washington Office