

 U.S. Department of Transportation National Highway Traffic Safety Administration		INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148 Date Received FEB 19 2013 02-JAN-2013		Repository <input type="checkbox"/> Reference No. 10490778									
OWNER INFORMATION (Type or Print)															
Name		Address		City		State		Zip Code		Daytime Telephone Number		E-mail Address			
RAYTOWN		MO		MO											
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).															
VEHICLE INFORMATION															
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side				Make		Model		Model Year							
2CNDL13F656				CHEVROLET		EQUINOX		2005							
Date Purchased		Dealer's Name and Telephone Number				Engine No: Cylinders		Fuel Type:							
9/04		Dahmer Chevrolet													
Original Owner		Dealer's City		State		Zip Code									
<input type="checkbox"/>		Independence		MO		64113									
Transmission Type		<input type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)							
		<input type="checkbox"/> Cruise Control						27-NOV-2012							
FAILED COMPONENT(S)/PART(S) INFORMATION															
Vehicle Component Code: ENGINE (PWS)								Failure Mileage		Failure Speed					
								92000							
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE															
Tire Make				Tire Model (Name or Number)				Tire Size (Example P215/65R15)							
DOT No. (Example: DOTM19ABC036)				<input type="checkbox"/> Original Equipment		<input type="checkbox"/> Prior Repair		Failure Location:							
Tire Component Code				Tire Failure Type:											
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE															
Make:				Date Manufactured:				Model No./Name:							
Seat Type:				Installation System:											
Child Seat Component Code:				Failed Part:											
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)															
Crash		Fire		Number of Persons Injured		Number of Deaths		Reported to Police							
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		0		0		N							
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).															
TL* THE CONTACT OWNS A 2005 CHEVROLET EQUINOX. THE CONTACT STATED THAT THE HEAD GASKETS FAILED WITHOUT WARNING. THE DEALER STATED THAT ANTI-FREEZE LEAKED INTO THE MOTOR AND CAUSED THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 92,000. THE VIN WAS NOT AVAILABLE.															
Include, if available: Police/Fire Department Report; Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY															
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.															

[REDACTED]
RAYTOWN MO [REDACTED]

December 5, 2012

Dear: GENERAL MOTORS

I have been a very loyal customer of yours for more than 25 years. My first car was a 72 Cutlass, next car 80 Caprice, 84 Cavalier, 90 Blazer, 95 Monte Carlo, my husband drives a 2002 Tahoe, and I currently have a 2005 Equinox, and all but one was purchased off the dealer's floor. My past experiences with your cars have been superb. GM cars have exceeded my expectations, which now leads to the reason I have been forced to write your company.

Unfortunately the 2005 Equinox has not performed as well as all my other cars. My disappointment starts and ends with two reasons that I will address with you as a disgruntled customer.

The number one reason for this letter starts with a diagnosis of BLOWN HEAD GASKETS. I wouldn't be so frustrated if this was just an isolated issue. BUT I did my research and discovered the number one complaint for the 2005 Equinox is engine problems either CRACKED, LEAKY, OR BLOWN HEAD GASKETS which based on the reported repairs that GM knew the problem first yet has failed to rectify the issue. As a result I am now being asked to pay 2400.00 in repairs which are not of any fault of my own.

The final reason for my letter is your own mission statement "paraphrased" to provide products and service of such quality that our customers will receive superior value, and earn customer enthusiasms through continuous improvement driven by INTEGRITY, CREATE LIFE LONG CUSTOMER. Which I haven't experienced through this entire ordeal.

My plans are to purchase another car in 2014 from your company with hopes this has been resolved with fair terms for both your company and myself. If no resolution can be reached I will be forced to give my loyalty to other entities.

[REDACTED]



Rayto

KANSAS CITY 640

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U.S. Department of Transportation
National Highway Traffic Safety
Office of Defects Investigation
1200 New Jersey Ave Se
Washington, DC 20011-9382

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