



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

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

June 14, 2013

[REDACTED]
Biloxi, MS [REDACTED]

NVS-216 nlm
Ref. No. 10511098

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2005 Chevrolet Trailblazer vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI). We regret any inconvenience our delay in responding may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that you were not aware of NHTSA and recently learned of our investigation into inaccurate fuel gauges in MY 2005 Chevrolet Trailblazer vehicles. You allege that you have been experiencing an erratic fuel gauge in your vehicle since 2007. However, General Motors (GM) did not notify you of the defective fuel level sensor until November 2011. You declined to accept GM's offer to cover 50 percent of the repair expense. Now you believe the fuel pump is damaged in your vehicle due to running out of gas so often. Furthermore, you believe this problem poses a safety risk to your family.

On January 7, 2010, ODI opened an investigation based on a citizen's petition alleging incorrect fuel level readings resulting in certain GM sport utility vehicles (SUV) running out of fuel without warning. This investigation became preliminary evaluation (PE11-014), which analyzed more reports and data alleging engines were stalling because of fuel gauge failures. During this investigation, GM developed a remedy procedure and issued a Special Coverage Adjustment (Bulletin No. 10054D) instructing dealers to install a new design fuel level sensor in certain GM MY 2005 through MY 2007 SUV's. Based on GM's corrective action, ODI closed PE11-014 on September 23, 2011.

Please note that manufacturers issue special coverage adjustments to address a known problem and to restore customer satisfaction. However, this action does not mean there is 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 special coverage on your vehicle at no cost to you. To be eligible, vehicles had to exhibit the condition within 10 years or 120,000 miles, whichever comes first. Also, the special coverage adjustment expired on October 31, 2012. We recommend that you continue to work with GM and a local dealer to resolve your problem.

Your vehicle's owner's manual has NHTSA contact information. The NHTSA investigation and recall process on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Mississippi Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with a GM district manager regarding your problem. In addition, 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.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement