



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE.  
Washington, DC 20590

May 2, 2014

The Honorable Allyson Y. Schwartz  
Member, U.S. House of Representatives  
801 Old York Road, Suite 212  
Jenkintown, PA 19046

NVS-216 et  
Ref. No. 10554183

Dear Congresswoman Schwartz:

Thank you for your correspondence on behalf of your constituent, [REDACTED], who wrote concerning her model year (MY) 2005 Chevrolet Trailblazer truck. Your letter was forwarded to the National Highway Traffic Safety Administration (NHTSA).

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. However, we do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

NHTSA received a report from [REDACTED] on November 30, 2013, by means of a Vehicle Owner's Questionnaire submitted through our website at [safercar.gov](http://safercar.gov). As stated on our website and in the complaint confirmation email, our investigators read every complaint but only contact consumers if they require additional information. [REDACTED] indicates that in August 2013, the speedometer in her MY 2005 Chevrolet Trailblazer began to operate erratically. Later, the frequency of the erratic operation of the speedometer readings increased. [REDACTED] states that she disconnects the negative battery cable to temporarily correct the problem. She contacted General Motors (GM) and local dealers but was told there is no recall to address this problem. In addition, she states that GM told her that the government has to feel that this is an issue to initiate a recall. [REDACTED] also states that there is a class action law suit for this problem but her vehicle is not included.

NHTSA is aware of this problem and in early 2007, we began to monitor complaints concerning erratic speedometer operation in certain MY 2003 and MY 2004 GM trucks and sport utility vehicles. Based on the volume of complaints it received regarding this problem, GM announced Technical Service Bulletin (TSB) No. 07-08-49-027, enclosed, on December 4, 2007.



The Honorable Allyson Y. Schwartz

The TSB addresses owners' concerns of erratic speedometer operation caused by a loose or poor connection at the powertrain control module ground in certain MY 2002 through MY 2008 GM sport utility vehicles. We recommend that [REDACTED] review the enclosed TSB with her dealer to determine if the repair procedure will resolve her vehicle's problem. Because this is not a recall, NHTSA cannot require GM to perform the corrective action described in the TSB on [REDACTED] vehicle free of charge.

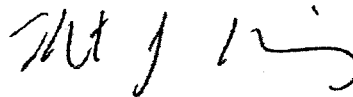
The information [REDACTED] received from GM stating that recalls are issued only when the government believes that there is a problem, is incorrect. Manufacturers are required to identify and report safety-related defects to NHTSA based on the information they receive from their assembly plants, suppliers, field reports, dealers, and owner complaints. NHTSA is authorized to request and even order recalls; however, the majority of recalls are initiated by manufacturers themselves without NHTSA's influence. If possible, we would like [REDACTED] to provide NHTSA with the name of the individual from GM who made the erroneous comment.

If [REDACTED] has not done so already, she may consider contacting her local Consumer Protection Agency or the Pennsylvania Office of the Attorney General regarding her problem and rights under the State laws. [REDACTED] may also consider asking a dealer for a meeting with a GM district manager or contacting the Better Business Bureau (BBB) Auto Line regarding her problem. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the Federal Trade Commission (FTC). Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. She can visit their website at [www.bbb.org](http://www.bbb.org) to file a complaint and review eligibility information, or call the BBB Auto Line at (800) 955-5100.

[REDACTED] may also consider contacting the FTC which has jurisdiction over 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 (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](http://www.ftccomplaintassistant.gov).

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,



Kristin J. Kingsley  
Acting Director, Governmental Affairs,  
Policy and Strategic Planning

Enclosure

cc: Washington Office