



National Transportation Safety Board

Washington, DC 20594

CL-10 594065-2556

Office of Highway Safety

April 23, 2014

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

[Redacted]

Yucaipa, CA [Redacted]

MAY 15 2014

Dear [Redacted]

Thank you for your letter to the National Transportation Safety Board concerning the problems you are having with the cooling system on your 2004 Chevrolet SSR. To provide you some background, we are an independent federal agency charged by Congress with investigating every civil aviation accident in the United States and significant accidents in the other modes of transportation -- railroad, highway, marine, and pipeline. We determine the probable cause of the accidents we investigate and issue safety recommendations aimed at preventing future accidents. In addition, we coordinate the resources of the federal government and other organizations to provide assistance to victims and their family members affected by major transportation disasters. We derive this authority from Title 49 of the *United States Code*, Chapter 11.

The regulation of motor vehicle safety equipment and the authority to issue and enforce recalls in the United States lie with another Federal agency, the National Highway Traffic Safety Administration (NHTSA). As a courtesy, we have forwarded your letter to NHTSA. If you wish to contact NHTSA directly, you can write to the following address:

**NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590**

Thank you for your interest in transportation safety.

Sincerely,

Donald F. Karol
Director, Office of Highway Safety

4/27/14 See attached letter. To do no response for G.M.

ET
5/22/14
SMD

4/27/14

Dear NATSO:

Please see attached
letters.

I believe we have
a situation where Chevrolet
knew they had a cooling system
issue and repaired them and
a lot of notes re: this on the
internet.

The dealership that I took
my car to for repairs confirmed
the cooling fan failed and
was defective.

Please help us

Thank you,
[REDACTED]

March 5, 2014

Chevrolet Motor Division
P O Box 33170
Detroit, MI 48232-5170

From: [REDACTED]

Yucaipa, Ca [REDACTED]

Phone [REDACTED]

Re; 2004 Chevrolet SSR VIN. # 1GCES14P74B [REDACTED]

I am writing to Chevrolet today to ask for your assistance. I have a 2004 Chevrolet SSR with 25,000 original miles on it. I purchased the car new and have taken excellent care of it. Since I do not drive it very much as noted by the low miles, on occasion I start the car and let it run idle in the garage to keep internal parts lubricated.

Last week I was running the car in idle in the garage when I went out to check the car awhile later I found that the coolant reservoir had a hole on it and all the coolant on the garage floor. The motor stopped running and was hot.

This is very unusual. I believe that a cooling component failed and caused this issue. With such low miles on the car I believe that any repairs needed should be covered under the drive train warranty.

This should never have happened to a car with such low miles on it.

I welcome your assistance.

Sincerely, [REDACTED]

April 7, 2014

Ms. Mary Barra, CEO
P O Box 33170
Detroit, MI 48232-5170

Subject: [REDACTED] 2004 Chevrolet SSR, VIN# 1GCES14P74B [REDACTED]

Dear Ms. Barra:

I am writing directly to you today as it seems impossible to get a response from your company with regard to my issue and an issue I believe many SSR owners across the country are having with their cars. **Please see my attached letter and please have someone contact me as soon as possible to resolve this situation. .**

Your customer service department is not trained nor equipped to address issues such as these. After 4 calls I was finally issued a case # 71-1292183337. In addition, I have tried calling your office and have been placed on numerous holds with no success. Something needs to be done ASAP based upon your commitment recently during hearing in Washington D.C.

Based upon cursory research I have found that many SSR owners have had problems with their cars overheating as a result of faulty cooling system components such as the cooling fan, etc. This should have been addressed by the company as a recall. **I believe this to be a huge issue as the motor or failing components could have started an engine fire and destroyed a major portion of my home.**

Today I called again and placed on long holds in an effort to get assistance and I have been transferred 3 different times to Kamika, Jake and now India. All very courteous but not equipped to handle this issue. I have asked for leadership in your warranty division but have not been given this information.

I believe that if we could have a discussion we could resolve this issue on behalf of all SSR owners that are having or have had this problem.

Sincerely,

[REDACTED]
Yucaipa, Ca [REDACTED]

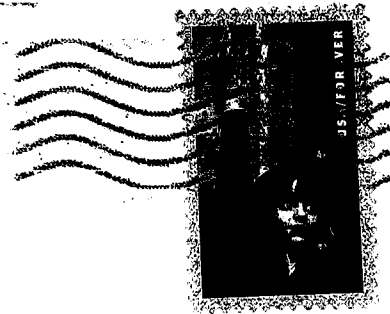
Enclosure

CC: NHSTB



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NHTSA HEADQUARTERS
1200 NEW JERSEY AVE. SE
WEST BUILDING
WASHINGTON, DC

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