



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

October 27, 2016

[REDACTED]
Daly City, CA [REDACTED]

NEF-109 rrr
Ref. No. 10786371

Dear [REDACTED]

Thank you for your correspondence that was received by the National Highway Traffic Safety Administration's (NHTSA), Office of Defects Investigation regarding your model year (MY) 2003 Chevrolet Impala. Due to the unprecedented amount of correspondence received by our office for the Takata air bag recalls, we are now just getting to your letter. Please accept our apologies for this delay.

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. 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.

We reviewed our database in an effort to identify whether a safety defect trend exists with regard to engine oil pan leaks and a problem with the pass lock system in MY 2003 Chevrolet Impala vehicles. At this time, there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation or the initiation of a recall. We are aware of a several recalls that affect certain General Motors (GM) vehicles equipped with 3.8L engines for a defective front valve cover gaskets that results in an oil leak. However, your vehicle is equipped with a 3.4 L engine and is not included in the recalls.

As a courtesy, we entered your vehicle identification number (VIN) into our VIN Look-Up Tool (<https://vinrel.safercar.gov/vin/>) which searches for open recalls via a direct connection to the manufacturer's database. It confirmed that there are no open recalls on your vehicle at this time. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, NHTSA's investigation and recall process, which is also on our website at www-odi.nhtsa.dot.gov/recalls/recallprocess.

We recommend that you contact GM for further assistance regarding your vehicle and the treatment you received at the dealership. If you have not done so, you may consider contacting your local Consumer Protection Agency or the California Office of Attorney General regarding your problem. 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 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 website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

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