

[Redacted]
Earlysville, Virginia [Redacted]

September 12, 2016

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

SEP 20 2016

Dr. Mark R. Rosekind
Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Dear Dr. Rosekind:

I have enclosed a letter I sent to the Vice President for Global Vehicle Safety at General Motors Company. It explains a safety problem with GM vehicles.

I received a call from a GM representative in response to my letter. He seemed interested initially, but he has not returned recent calls. I think General Motors realizes there is a safety issue, but the company seems reluctant to address it.

Please take appropriate action to ensure that General Motors corrects this safety problem. Thank you very much.

Sincerely,

[Redacted Signature]

Enclosure

MM
9/21/16
SMD


Earlysville, Virginia 

July 5, 2016

Mr. Jeffrey M. Boyer
Vice President, Global Vehicle Safety
General Motors Company
Post Office Box 33170
Detroit, Michigan 48232-5170

Dear Mr. Boyer:

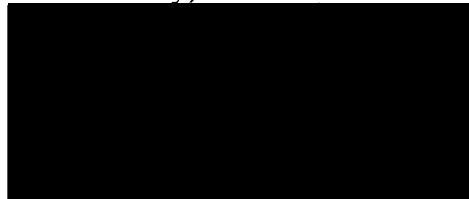
I own a 2016 Chevrolet Equinox and have recently driven it on a fairly long trip. That gave me an opportunity to observe and evaluate the forward collision alert system. I am writing to advise you that it is unsafe. Last week I took the vehicle back to the dealer from which I purchased it, and the service department checked the system and told me it was operating properly.

I have the system set on its most sensitive setting. It has no problem detecting a vehicle in front of me at quite a distance. The problem is that it allows me to get much too close to the vehicle in front of me before giving a visual warning. According to the "Tailgating Alert" section of the owners' manual, "the red Collision Alert display will stay continuously illuminated when following a detected vehicle ahead much too closely." The system consistently fails to do that. The safety standard for following another vehicle is to maintain a separation of one vehicle length for each 10 mph of speed. My Equinox tailgating alert isn't even close to that standard at its most sensitive setting. At 60 mph I could get within less than two car lengths before the visual warning appeared. I don't know when an audible warning would have occurred, because it was too dangerous for me to get any closer to vehicles in front of me to find out.

You should recall all GM vehicles that have the same forward collision alert system as my Equinox. Rather than being a safety feature, it is a safety hazard because it gives a false sense of security, especially to less experienced drivers. The system is in need of recalibration and perhaps redesign.

I look forward to hearing from you as soon as possible about this dangerous condition. Thank you very much.

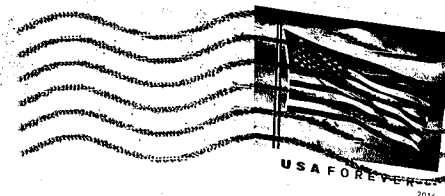
Sincerely,



Earlysville, VA

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Administrator
National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
Washington, DC 20590

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