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[REDACTED]
White Rock, NM [REDACTED]
January 25, 2020

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

Administrator, NHTSA
1200 New Jersey Ave, SE
Washington, D.C. 20590

RE: Recall Number 19V328

Dear Sir:

I am the owner of a vehicle that is subject to this recall. A 2019 Chevrolet Silverado 3500 HD was purchased in January 2019, and delivered in March 2019. This recall was received in May 2019. The block heater was ordered as part of the factory build on the diesel engine.

I reside at 7600 feet elevation in Northern New Mexico. I receive snow and cold weather during the winter months each year. I inquired at the Chevrolet dealer when I should use the block heater to drive the vehicle during cold weather. I was informed that below 0 degrees F, I should plug in the block heater.

I had the vehicle inspected by Santa Fe Chevrolet during the fall months of 2019 to ascertain the status of the block heater. I was told the block heater cabling had never been uncoiled and was not available for use.

Subsequently, I have checked with the dealer every month on availability of parts to make the block heater functional. To date, no parts have been made available by Chevrolet to correct this issue. My patience is running out in trying to use this feature on the vehicle that I purchase almost a year ago.

Please intervene on my behalf with the Chevrolet Company to provide the necessary parts to correct this issue with the block heater. I appreciate your response to this letter.

Sincerely,

[REDACTED]
CC: Santa Fe Chevrolet, Service Manager

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White Rock, NM

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25 JAN 2020 PM 4 L



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