



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



September 10, 2021

[REDACTED]
Newsbury Park, CA [REDACTED]

NEF-109 tgd
Ref. No. 11428983

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2007 Chevrolet Express 3500 van. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, we also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We are aware of a General Motors (GM) technical service bulletin (TSB No. PIT3665E) for certain light duty trucks and sport utility vehicles, including your MY 2007 Chevrolet Express 3500 van. The TSB instructs technicians to replace the brake hydro-boost if the brake pedal moves or applies on its own at a full turn in. However, the TSB does not call for replacing all the components that were replaced on your vehicle. The TSB states that before replacement of the hydro-boost system, the entire steering system (including power steering pump, lines, cooler, and gear box) must be **flushed** to avoid reoccurrence. As such, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall at this time. However, we entered your information into NHTSA's database, where it will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.gov/files/documents/14895_odi_defectsrecallspublicdoc_110520-v6a-tag.pdf.

Please note that the issuance of a TSB by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. NHTSA continuously monitors manufacturer warranty extensions to identify any such campaigns and programs that may involve safety issues for which a recall is necessary. However, NHTSA does not otherwise regulate a manufacturer's warranty extension programs. Thus, the manufacturer remains responsible for all aspects of TSB's including the nature and scope of the repair and the vehicle make, model and years at issue.

We encourage you to continue to work with GM and a local dealer to explore the potential for an amicable resolution to your problem. You may also consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under state law. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. 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.

Finally, 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.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

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

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