



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

RL-11464945-1000

1200 New Jersey Avenue SE.
Washington, DC 20590

August 22, 2022

The Honorable Jeanne Shaheen
United States Senator
2 Wall Street, Suite 220
Manchester, NH 03101

NEF-109 rrr
Ref. No. 11464945

Dear Senator Shaheen:

Thank you for the letter on behalf of your constituent, [REDACTED], concerning her model year (MY) 2020 Chevrolet Equinox vehicle. 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 motor vehicle 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. In response to this report, we reviewed our database to identify whether a safety defect trend exists with a sudden loss of power steering in MY 2020 Chevrolet Equinox vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or to initiate a recall. However, we entered [REDACTED] information into NHTSA's database, where it will be used with other reports as part of NHTSA's ongoing review of potential motor vehicle safety issues and monitoring for possible safety defect trends that may require our attention. [REDACTED] can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

In addition, we encourage [REDACTED] to continue to work with General Motors (GM) to explore the potential for an amicable resolution to her problem. She may consider requesting, through her dealership, a meeting with a GM district manager. [REDACTED] can contact an independent company that specializes in retrieving complete Event Data Recorder reports for vehicle owners. [REDACTED] may also consider contacting her local Consumer Protection Agency or the New Hampshire Attorney General's Office regarding her problem and any rights under state law.

As you know, the Federal Trade Commission (FTC) regulates and investigates unfair, deceptive, or fraudulent practices in the marketplace. If [REDACTED] believes this issue potentially relates to such a practice, she may contact the FTC to discuss the matter. There are three ways to contact

Page 2
The Honorable Jeanne Shaheen

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.

██████████ 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. ██████████ 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.

I hope this information is helpful. If you have any questions, please feel free to contact me at ron.thaniel@dot.gov.

Sincerely,



Ron Thaniel
Director, Governmental and External Affairs
Office of Governmental Affairs, Policy and
Strategic Planning