

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11465422
Date: Monday, May 23, 2022 7:12:58 PM
Attachments: [REDACTED]

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Subject: Fwd: Equinox repair problem
To: nhtsa.webmaster@dot.gov

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Copy of my letter to General Motors re: your claim #11465422

...

----- Forwarded message -----

From: [REDACTED] >
Date: Sat, May 21, 2022 at 3:17 PM
Subject: Equinox repair problem
To: [REDACTED] >

[REDACTED] attached a document [REDACTED] has attached the following document:
 Re: your claim #11465422
 Copy of my letter sent to General Motors for remedy of my Equinox problems not solved
 Equinox repair problem
 Google LLC, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA
 You have received this email because [REDACTED] shared a document with you from Google Docs.

If you put the government in charge of the Sahara Desert, in five years there will be a shortage of sand!----M. Friedman

[REDACTED]
 ASRC Federal Holding Company
 [REDACTED]
 7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

received the message in error and destroy the original message and all copies.

[REDACTED]
Silver Spring, Maryland [REDACTED]

May 21, 2022

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, MI 48232-5170

Dear Sir/Madam:

My 2020 Chevrolet Equinox has developed multiple defects that cannot be fixed.. The brakes will suddenly catch, the lights come on on their own, door locks will lock and unlock intermittently and it will lock up so we cannot get it into gear. The engine light remains on.

First in for service 4/18/22 for one week. Problem not fixed. Now in second time and dealer has had it for three weeks. GM techs have been unable to determine problem solutions... (See pictures of car interior torn apart)

The vehicle VIN 3GNAXHEV2LS [REDACTED] and has 13,118 miles. Purchased from Sport Chevrolet in Silver Spring, MD on January 24, 2021, Car is now at Miller Brothers Chevrolet service department in Ellicott City, MD.

What remedy can I expect from General Motors since I no longer have the use of this vehicle? I have alerted NHTSA to this matter,

Thank you and will await word from you on how to procede,

[REDACTED]
(cell) [REDACTED]

Attch: Two pictures of vehicle interior being worked on.

4/18/22 First repair ticket

CC" Miller Bros

CC NHTSA Claim # 1146542