

**From:** [4ME](#)  
**To:** [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)  
**Subject:** ODI-11513404  
**Date:** Friday, May 5, 2023 4:55:26 PM

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**From:** [REDACTED]  
**Sent:** Wednesday, May 3, 2023 3:28 PM  
**To:** [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov) <[nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)>  
**Subject:** ODI 11513404

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Received questionnaire with multiple mistakes on it. NAME: [REDACTED] Email: [REDACTED]  
Vehicle info date of purchase 11/20/2010 Dealer name: Classic Chevrolet Bellevue Pa 15202 412-766-5000 Original owner Engine cyl: 4 Fuel type: gas Trans Type: automatic- Antilock Brakes- Cruise control- Powertrain: 1.4 Liter Turbo Incident date 03/16/2023 Failure mileage; 45057 Failure speed: intermittent

Beginning around January 2023, wife complained of intermittent response to accelerator. Sometimes from a stop, or while trying to accelerate, vehicle would not respond as expected. No check engine lights or warnings showed at this time.

Took vehicle to dealer where it was purchased from to diagnose issue. Service personnel drove vehicle to experience said issue. As per service recommendations, dealership replaced O2(oxygen sensor)-- which did not fix issue. Chuck, the service advisor, said he needed more time to diagnose, and would be able to tell me the problem. Agreed to 4 to 5 hours at a cost of \$500.00. After 2 days, his results were 2 cylinders with low compression. I was given 2 options at the time; *Option1:* \$1800.00 teardown fee and rebuild-- at my cost-- for parts and labor with a 1 year warranty on parts. *Option2:* buy remanufactured motor from GM and install for \$8,500.00 with 3 year warranty on parts and labor. Choose option 2 around April 5th or so and Classic began search for engine. As of this letter, they are installing the remanufactured engine.

I have a case open with GM customer service to see if they will help defray some cost, due to low mileage on vehicle. Case # [REDACTED]. A GM representative, Rosetta, said GM can look into some form of goodwill after repairs are made. My main concern is the safety of the general public, if this is an ongoing issue with the accelerator response. I still do not know what caused the issue, or if the engine replacement will remediate the problem. Your quick response would be appreciated, so as to examine the engine before it dissappears.

Contact info: home [REDACTED]  
cell [REDACTED]

Sincerely

[Redacted signature]

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**Cc:** [NHTSA ODI CED](#); [Marion Strasser-King](#); [AnnMarie Ambrose](#)  
**Subject:** ODI-111513404  
**Date:** Friday, May 5, 2023 4:11:37 PM

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**Subject:** ODI 111513404

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Concerning my complaint, vehicle engine is being replaced at Classic Chevrolet in Pittsburgh, PA.