

From: 4ME
To: EVOO (NHTSA); Robertson, Faithia (NHTSA); Lewis, Brenton
Cc: NHTSA ODI CED; Marion Strasser-King; AnnMarie Ambrose
Subject: ODI-11513576
Date: Thursday, May 18, 2023 6:57:09 PM

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From: [REDACTED]
Sent: Wednesday, May 17, 2023 1:18 PM
To: trevor.thompkins@gm.com <trevor.thompkins@gm.com>; 4ME <4me+nhtsa@telesishq.com>
Subject: Attention Chevrolet Communications

To Whom it may concern.

Please review the following email. I have filed a Complaint the NHTSA with respect to my 2006 Chevy Colorado. I have also contacted the Insurance Institute for Highway Safety. The following apply to my Chevrolet.

1GCDT146568 [REDACTED]

2006 Chevrolet

Colorado Reg Cab

111.2" WB 4WD LT w/1LT

I purchased the vehicle new in 2006. The servicing Dealer is Klick Lewis Chevrolet located in Palmyra PA. Your Department should be able to track the extensive Service records in fact I am here today to have Service performed. The vehicle is Garage kept and well maintained as the Service records will show.

The main issue: Frame shackle mounts are rusting to the extent that I needed to, at the request of Klick Lewis, take the vehicle to a Specialty shop to have repairs done. Which included having the both rear springs, shackles, bushings replaced, and shackle mounts repaired.

Overall costing me in excess of \$1300.00.

Chevrolet did not have all the necessary parts available to have the repairs performed at Klick Lewis. Understand Klick Lewis is and has been my Dealer of Choice for maintenance.

I conducted an extensive investigation on the issue and it's widespread.

I think it's only fair to me as a loyal Chevrolet customer and owner going back to 1984 Fiero, 1989 GMC Truck, 1995 Monte Carlo and now my 2006 Chevrolet Colorado Truck to ask Chevrolet for reimbursement of my out of pocket expenses for repairs that were necessary and no fault of my own.

Respectfully submitted.

[REDACTED]
[REDACTED]
Hershey PA [REDACTED]
[REDACTED]

April 14 2023 (received following email from the NHTSA)

Dear [REDACTED]

A Ambrose mentioned you in the following request:

Request # [REDACTED] Complaint inquiry #11513576

Good day [REDACTED],

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline

Information Center.

In some cases, an investigator from the Office of Defects Investigation (ODI) may call to clarify or verify information from your report. Unfortunately, the large volume of reports received by the agency does not permit a return call for each report filed. Questions about whether your concern involves an investigation or recall are best answered by contacting the DOT Vehicle Safety Hotline or by viewing our Web site.

NHTSA technical staff conducts a continuous analysis of these reports to determine whether an unusual number of complaints of potential safety-related problems have been received on any specific line of vehicles, tires, or equipment (e.g., child safety seats, jacks, trailer hitches, etc.). The number of reported complaints and the severity of the consequences are carefully reviewed by technical staff and measured against the number of vehicles (or items of equipment) manufactured, and how many years the vehicles or equipment have been in service.

This ongoing evaluation process allows NHTSA technical staff to determine whether complaints represent isolated reports or a trend. If a trend is suspected and a problem has a potential for causing a risk to safety, the agency will open an investigation for more detailed analysis of the problem.

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at [1-888-327-4236](tel:1-888-327-4236).

Thank you,

[NHTSA.dot.gov](https://www.nhtsa.dot.gov) Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.