From: Watkins, Abigail (Durbin)
To: OST Government Affairs
Subject: constituent concern for NHTSA; office of Senator Durbin
Date: Tuesday, March 18, 2025 11:44:29 AM
Attachments: GM letter illinois.docx
GM Service Bulletin 14882 - Blocked PCV valve causing Rear Main Seal failure Page 2 GMC Terrain, Equinox, and SRX Forum.pdf
03062025scan.pdf
[redacted]

You don't often get email from abigail_watkins@durbin.senate.gov. Learn why this is important

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.

Dear Sir/Madam,

[redacted] contacted our office regarding concerns about a GM issue in his vehicle. I am not sure if there is any action that could be taken but if any response is possible that would be greatly appreciated. [redacted] includes an explanation and details in the attachments. Thank you kindly for any assistance that could be provided.

Best,

Abigail Watkins
Director of Constituent Casework
Office of U.S. Senator Dick Durbin
230 S. Dearborn, Suite 3892
Chicago, IL 60604
o.312.353.0175

DICK DURBIN
UNITED STATES SENATOR
ILLINOIS

Federal agencies are prohibited from releasing information concerning an individual to a third party under the Privacy Act of 1974. Please complete and sign this form, which will allow information regarding your concern to be released to the office of Senator Durbin.

Your Contact Information

[redacted]

Gender:
male

[redacted]

Phone:
[redacted]

Email:
[redacted]

Residential Address or PO box

[redacted]

Algonquin, IL [redacted]

County & Office

County of Residence
Kane

Office
Chicago

Case Details

Federal Agency Involved:
Better business bureau, Illinois state attorney general

[redacted]

Contacted another congressional office?
No

Your Request

What do you need help with?

OST-1-250316-001

Per previous email with issue with GM defext

I am filling out this form for myself only, not family, friends, or others.
Signed

I certify, under penalty of perjury, that 1) I provided or authorized all of the information in this privacy release and any document submitted with it; 2) I reviewed and understand all of the information contained in my privacy release and submitted with it; and 3) all of this information is complete, true, and correct.
Signed

I hereby authorize Senator Durbin and his staff to work on my behalf with any federal agency relevant to the matter described above to receive and review any information contained in my file and, if necessary, to [redacted] orrespondence sent by me regarding this matter.

Signature:_____ date: **March 06, 2025**

Please complete and mail this form to:

Senator Dick Durbin
711 Hart Senate Building
Washington, D.C. 20510
Attn: Casework

You may also scan and email this signed form to::

chicagocasework@durbin.senate.gov

Watkins, Abigail (Durbin)

From: Casework, Durbin (Durbin)
Subject: FW: [redacted] . Signed form case work details

From: [redacted]
Sent: Thursday, March 6, 2025 10:19 PM
To: Casework, Durbin (Durbin) <Durbin_Casework@durbin.senate.gov>
Subject: [redacted] . Signed form case work details

Thank you , I'm hoping you and your teams involvement will make a difference

I'm attatching documentation as well. If you have any other questions please reach out

I'll be as brief as I can .

On 1-21-25. My wife was driving home 1/2 mile drive from work. The temps that day did not exceed zero degrees

As she entered our neighborhood the 2016 equinox started to run rough as she pulled in drive. No warning lights came on. After she pulled in garage she noticed an oil trail up our driveway
She called me and I told her to leave off until I got home . When I got home there were what I guess to be 3-4 quarts of oil on our garage floor.

I called a gm dealer, and was told this was the third one he had that day and most likely blew rear engine seal, he said it's commion when it gets cold with this engine.

I arranged to tow in the next day to gm service center.

In the meantime I did some research and Also called a few other service centers, all told me the same thing.

The research I discovered that GM in 2015 issued a service bulliten for 2004-2014 gm vehicles with the 2.4 engine . There was a defect in the engine design of the pvc intake valve . The way it's designed moisture can not escape the intake. And on extreme cold days it causes ice build up in the intake. This causes the engine pressure to build and blow the rear seal and cause further engine damage. For those years they extended the warranty to 10 years 120k miles and instructed gm dealers how to fix at no charge .

Vehicles with the same engine from years 2015-2017, gm did not change or fix the defect. They also did not inform owners that a simple fix could prevent this.

So our 2016 equinox has the same exact engine and same defect that gm covered for 04-14.

After my vehicle sat at the dealer for two weeks they confirmed the engine has severe damage and the fix is replacement at $18000. The service manager told me it's the same issue and they reached out to gm, as I did as well to ask them to cover since same exact issue.

The first offer they gave me was $1500 coupon towards a new car. After I reported to better business bureau and national transportation department, they offered to cover $2000.

I ask GM to explain to me why they didn't extend the coverage to the 15-17 vehicles. They refuse.

I am now 7 weeks in and paying $285 per week for rental car.

I've reported to Illinois state attorney general and GM still hasn't budged.

I feel that gm should cover the full cost, our 2016 equinox only has 91k , so should fall within the guidlines to be fixed

The he more I read on this , there are thousands of these vehicles on the road and GM knows that in extreme weather these engines will fail.

I cannot afford a new car (had another gm vehicle blow engine last year with defect they refuse as well)

I need help, these engines need to be recalled.

We are lucky my wife worked close and was not somewhere further away in this cold day.

Please help

[redacted]

[redacted]

Hey, Chris & Kelly

CM Service Bulletin 14002 - Blocked PCV causes causing Rear Main Seal Leaks

0 Kudos Count | 12 Views

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CM Service Bulletin 14002 - Blocked PCV causes causing Rear Main Seal Leaks

Hey Guys!

Here is a CM SB 14002 that we had this issue underfoot, but not the 2004 Ford F150 that we were using for the demo. Hopefully this will be helpful to you guys in the requesters of the TSS.

https://www.cmcustomcars.com/Portals/0/TSS-SB-14002-Rear-Main-Seal-Leaks.pdf

Scotty Bell
Sales Engineer
CM Products

SPECIAL STORAGE!
CM Products Cold Storage Adjustment - Plugger
Part # 10-0000 - Cold Storage Adjustment
MSRP $: 3000-3000 Stock Location: 3000

Scotty Bell
Sales Engineer

Sort by: Oldest First | Newest First

Jan 2021

Hey Guys!

Here's a video I made for my company, my wife thinks I look like a Hollywood movie star, but I look like a dork in front of a green screen, it's ridiculous now! Tune in to guys profile for more videos, I'm trying to make them more fun than just boring tech videos. Thanks! Scotty

Scotty Bell
Sales Engineer
CM Products

2016 RV and - CM will not forge - Class Action

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Scotty Bell
Sales Engineer
CM Products

SPECIAL STORAGE!
CM Products Cold Storage Adjustment - Plugger
Part # 10-0000 - Cold Storage Adjustment
MSRP $: 3000-3000 Stock Location: 3000

Scotty Bell
Sales Engineer

Sort by: Oldest First | Newest First

Jan 2021

Hey Guys!

So is there a way to find out what VIN's are included ??
I did get a notice in mail a few years ago about it so does that mean its included??

Reply Like

[redacted]

#60 · Mar 22, 2019

Looks like we have conflicting information here.
Click on the link in post #53 and scroll down to "Vehicle Fitment"
This web page says it will fit the 2.4L

2014 Equinox LTZ FWD 3.6L. V-6 (LFX)
GM6T70 Transmission-Gen II(M7W)

Reply Like

[redacted]

#66 · Apr 20, 2019

I see on Rockauto they do list that part on the 3.6 but I can't find it for the 2.4.
When I was shopping for a CPO Nox last December, I looked at a 2.4 and there was a film of oil all over the engine compartment and remnants of a pool of oil on the valve cover. I Went with the 3.6 after I saw all that oil on a vehicle with less than 20,000 miles on it.

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OST-I-250318-001

State Of Illinois 2/25/25

Office of the Attorney General

Consumer Protection Division

Attention: Sarah DeNardo

Customer: [redacted]

Reference Number: [redacted]

General Motors Case Number: [redacted]

Mediation Liaison: Juanita

In regard to General Motors response on 2/24/2025.

I am in total agreement that the warranty on my 2016 Equinox is not in effect.

General Motors in their response, not once mentions what my complaint is and why I believe they need to cover all repair and rental cost associated with my claim.

In 2015 Gm Issues a service bulletin for GM vehicles with the 2.4 Engine. For model years of 2004-2014. The defect in design of this engine mentioned in their own bulletin states the PVC valve design causes the Pressure to build in engine and can cause the rear seal to blow out, this can also cause severe engine damage. In the Bulletin they instruct their dealer network to extend the coverage on these vehicles to 10 years, 120,000 miles. It also says this is most likely to happen in extreme temperatures.

General Motors did not change the design in this engine in the years 2015-2017 and did not extend the Bulletin or coverage. Even though GM is aware this issue still exists in 2015-2017, they did not make those owners aware of the issue that could have prevented the damage to my vehicle.

I have contacted 3 Illinois GM service departments, including Martin Chevrolet where my car is, and all three of them are aware the issue exists in 2015-2017 and don't understand why GM does not extend. A simple internet search of this issue reveals thousands of owners with the same defect as mine.

In a previous attached record I provided, it shows GM did offer approx. $2100 in assistance and now only since I reported to the State Attorney's office has changed that.

Once again, Gm does not mention anywhere in their response to your letter or to my inquiries, why the defect that is still current in 2015-2017 And never changed from 2004-2014, has not been extended or 2015-2017 owners notified of a known issue.

There are thousands of these defects still on the road. They are more likely to cause damage when temperatures like the day ours happened, did not exceed zero degrees.

GM REFUSES to answer why?

I believe that GM has a responsibility to not only cover all cost to repair my vehicle and the rental cost I've incurred of $295 per week that is ongoing, but to announce and answer to the thousands of owners immediately that they will extend and cover these vehicles.

There s a huge safety concern and many things can happen when a vehicle suddenly loses power without warning on a below zero day WITHOUT WARNING.

I believe the State of Illinois needs to open of a FULL INVESTIGATION of GM and the unsafe vehicles they allow to stay in service without repair.

[redacted]

[redacted]

Algonquin, Illinois [redacted]

[redacted]

[redacted]