INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

NEF-010
CL-10919921-3617

December 14, 2016

[redacted]
Kansas City, MO [redacted]

Mark R. Rosekind, Administrator

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE Washington DC 20590

PETITION FOR DEFECT INVESTIGATION

Dear Administrator Rosekind:

I petition the National Highway Traffic Safety Administration (NHTSA) to initiate a defect investigation into and recall all 2012 model year Buick Verano, 2011-2012 model year Chevrolet Cruze and Volt, 2010- 2012 model year Chevrolet Equinox and GMC Terrain vehicles that have had steering gear repairs pursuant to BULLETIN 14232 (See below).

The problem addressed in that bulletin can recur and get worse **after the designated repair**. At least two NHTSA complaints attest to exactly this scenario (NHTSA ID #10689932 and #10919921) (See below). The cars were repaired at the dealership, and subsequently exhibited similar or worse steering problems which were extremely dangerous to the occupants and rendered the vehicle undrivable due to this intermittent problem.

BULLETIN 14232 calls for **reprogramming** the power steering control module on 2013-14 model year vehicles (no parts), and **replacing the steering gear** on 2010-2012 model year vehicles.

Apparently the manufacturer revised both the steering gear and steering module in such a way in the 2013 and subsequent model years, such that it could be reprogrammed to obviate the steering problem.

However, the steering gear and module must be replaced as a pair, and the older units cannot be mixed and matched with the newer ones. Therefore the BULLETIN 14232 is is **insufficient** in replacing only the steering gear on 2010-12 vehicles. The control module must also be replaced. Then, the module can be reprogrammed to correct the problem.

These facts have actually been proven in my particular case. (see Complaint #10919921). Subsequent to the original steering problem and repair pursuant to BULLETIN 14232, the steering foze up on two occasions. The dealer would not

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1417
SMD

repair the problem **again** pursuant to BULLETIN 14232, but agreed to replace the steering gear for $400. I agreed to this, but after my 2012 Equinox spent several days in the shop, the dealer called to advise me that they would have to order a **new control module** to go with my replacement steering gear. The dealer could not fix the problem without replacing **both units**. This repair is documented below.

To protect the public from dangerous steering problems in the 2012 model year Buick Verano, 2011-2012 model year Chevrolet Cruze and Volt, 2010- 2012 model year Chevrolet Equinox and GMC Terrain, I request an immediate recall.

Respectfully submitted,

[redacted]

Consumer Location: KANSAS CITY, MO

Number: [redacted]

Date of Incident: 10/17/2016

All Products Associated with this Complaint

Details

- **Crash:**No
- **Fire:**No
- **Number of Injuries:**0
- **Number of Deaths:**0

Manufacturer: General Motors LLC
Vehicle Identification No. (VIN): 2GNALDEK8C6...

SUMMARY:

ON 3/31/15, CHEVY DEALER THAT SOLD US THE CAR REPLACED THE STEERING GEAR SUBJECT TO BULLETIN 14232, BECAUSE WE GOT A LETTER FROM GM ADVISING US TO GET IT DONE. ON 10/17/16, POWER STEERING FAILED DURING A TURN ON CITY STREET, CAUSING EMERGENCY BRAKING AND NEAR MISS. THE POWER STEERING FROZE UP, AND THE WHEEL WOULD NOT TURN. THIS HAPPENED NEAR THE END OF A 10-MILE COMMUTE. ON 10/18/16, THIS SCENARIO WAS REPEATED NEAR THE END OF A 10-MILE COMMUTE. THE CAR WAS TOWED AT THIS TIME TO THE SAME DEALER. ON 10/25/16, DEALER RETURNED CAR TO US UN-REPAIRED, SAYING THEY COULD NOT DUPLICATE THE PROBLEM, THE CAR IS OUT OF WARRANTY, AND THAT THE PROBLEM IS A NEW ONE. THEY OFFERED TO REPAIR THE CAR FOR $400. WE TOLD THE DEALER THIS IS A KNOWN PROBLEM, THAT THEY REPLACED THE STEERING GEAR THAT IS CURRENTLY FAILING, AND THAT THERE IS A TEN YEAR NON-WARRANTY WINDOW ON THIS TYPE OF SAFETY REPAIR. ON 10/26/16 WE CALLED CHEVROLET CUSTOMER SERVICE TO COMPLAIN. THEY GOT BACK TO US ON 10/27/16 AND OFFERED TO FIX THE CAR FOR $400. THIS IS A DANGEROUS IF INTERMITTENT PROBLEM THAT IS KNOWN TO GM, AND THEY ARE OBLIGED TO FIX IT. THERE IS AT LEAST ONE OTHER CASE (NHTSA ID #10689932) OF STEERING FAILING AFTER STEERING GEAR REPLACEMENT PURSUANT TO BULLETIN 14232.

0 Available Documents

Consumer Location: FAIRFAX, VA
CONTROL

Number: [redacted]

Date of Incident: 02/01/2013

All Products Associated with this Complaint

Details

- **Crash:**No
- **Fire:**No
- **Number of Injuries:**0
- **Number of Deaths:**0

Manufacturer: General Motors LLC
Vehicle Identification No. (VIN): 2GNALDEK6C1...

SUMMARY:

AFTER 36K MILES, THE CAR STEERING WOULD STICK AND SLIP. PA DEALER COULD NOT REPLICATE AS THIS WOULD HAPPEN AT HIGHER SPEED 65MPH.
BUT, UNDER EXTENDED WARRANTY, THE DEALER REPLACED THE STEERING RACK DUE TO A TECHNICAL BULLETIN REPORT ABOUT STEERING STICKING/SLIPPING. THE PROBLEM WENT AWAY AND CAME BACK AFTER 36K MORE MILES ON THE NEW STEERING RACK. CAR IS AT VA DEALER TODAY FOR DIAGNOSTIC TEST AS I MOVED. CAR ALSO HESITATES AND JERKS BACK WHEN ACCELERATING AND HAS DONE THAT SINCE A YEAR AFTER OWNED VEHICLE. LOVE THE CAR DESIGN BUT I AM AFRAID TO DRIVE IT AS I FEEL LIKE I DON'T HAVE CONTROL OVER STEERING. AT TIMES STEERING FEELS LOOSE CAR HAS SLIPPED ON ICE AND CANNOT CONTROL STEERING. I'M VERY DISAPPOINTED AND FEEL THE STEERING DESIGN IS POOR. STEERING RACK DESIGN IS A SIMPLE CONCEPT AND DON'T UNDERSTAND WHY THIS IS A POOR DESIGN. I'M SKEPTICAL ABOUT KEEPING THE CAR AS I DON'T FEEL SAFE DRIVING. *TR

0 Available Documents

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

VAN CHEVROLET CADILLAC SERVICE AND TIRE CENTER

100 N.W. VIVION RD.
KANSAS CITY, MO 64118
(816) 454-6666

SERVICE ADVISOR: 577 JARRETT RASH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	TAG
TWIL BLUE	12	CHEVROLET EQUINOX	2GNALDEK8C6[redacted]		67108/67108	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26NOV11 DD			09:00 16NOV16			CASH	22NOV16

R.O. OPENED	READY	OPTIONS: SOLD-STK:2952 DLR:05011 ENG:2.4_Liter_SIDI_DOHC TRN:AUTO
08:01 16NOV16	10:26 22NOV16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S WILL INTERMITTENLY LOSE POWER STEERING WHILE TURNING- SOP HERE			
CAUSE: INTERMITTENT LOOS OF POWER STEERING			
7420270 POWER STEERING ASSIST MOTOR REPLACEMENT			
1549 WAR			(N/C)
1 19117588 (S)MOTOR KIT			(N/C)
1 20857570 (S)GEAR			(N/C)
1 Z5001 OVN			(N/C)
1 Z5001 OVN			(N/C)
FC: 6051			
PART#: 19117588			
COUNT: 1			
CLAIM TYPE: ZREG			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE A			403.47
67108 STEERING GEAR INSTALLED NEW STEERING GEAR, PROGRAMMED AND SETUP EPS CONFORMATION CODES 31524 AND FD8C8. TEST DROVE VEHICLE VEHICLE DRIVES AS INTENDED AND HAS POWER STEERING AFTER REPAIR.			
**********			
B MULTI-POINT INSPECTION			
MPI MULTI-POINT INSPECTION			
1549 ISER			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
67108 MPI			
**********			
C VAN AUTOPLEX LOANER CAR			
LOANER VAN AUTOPLEX LOANER CAR			
14 ISER			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER COPY

[redacted]
Kansas City, MO

KANSAS CITY 640

16 DEC 2016 PM 2 L



Mark R. RoseKind, Administrator
National Highway Traffic Safety Admin
1200 New Jersey Avenue SE
Washington DC 20590

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