



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

400 Seventh Street, S.W.
Washington, D.C. 20590

FEB 13 2004

NVS 216mrc
Ref No: 10046359

[REDACTED]
West Paterson, NJ [REDACTED]

Dear [REDACTED]

Thank you for your e-mail correspondence dated November 3, 2003, and November 5, 2003, concerning problems you experienced with your 2001 Yukon Denali XL vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Technology and Information Management forwarded your correspondence to NHTSA's Office of Defects Investigation for response. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the reports you provided. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to determine whether an investigation into a possible defect is warranted.

A review of our database relative to problems associated with the electrical system and engine-stalling conditions involving 2001 General Motors Corporation (GM) Yukon vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided will be entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.

We sympathize with your request for remuneration; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the New Jersey Office of the Attorney General



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

regarding your problem and your rights under the state's Lemon Law. You may also ask your dealership for a meeting with GM's district manager regarding your request.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A DOT Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic VOQ is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,



Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure