



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

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

JUN 13 2005

[REDACTED]
Chester, WV [REDACTED]

NVS-216 jls/mjj
Ref. No. 10106625

Dear [REDACTED]:

Thank you for your correspondence concerning the problems you have encountered with your 2001 Chevrolet Silverado vehicle. Your correspondence was received on December 13, 2004. 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.

The National Highway Traffic Safety Administration (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, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

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

On October 23, 2003, NHTSA's Office of Defects Investigation (ODI) opened a preliminary evaluation (PE03-049) into reports alleging tailgate cable failure in 1999 through 2003 General Motors Corporation (GM) vehicles, which include the Silverado. On February 19, 2004, ODI upgraded PE03-049 to an engineering analysis (EA04-005), which is a more detailed and complete technical analysis of the character and scope of an alleged defect.

On March 17, 2004, GM notified NHTSA that it would conduct a safety recall (NHTSA Campaign No. 04V-129, summary enclosed) to remedy a defect found to exist in the tailgate cable assemblies on certain 2000 through 2004 GM vehicles. On September 28, 2004, subsequent to receiving GM's letter, ODI closed EA04-005 and opened a separate investigation (RQ04-010) to determine whether a safety defect exists in the tailgate cable assemblies on



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888-DASH-2-DOT
888-327-4236

1998 and 1999 GM Silverado and Sierra vehicles, which were excluded from the scope of GM's safety recall. For your information, we have enclosed a copy of the closing resume for PE03-049, the closing resume and report for EA04-005, and the summary of NHTSA Campaign No. 04V-129.

We notified GM of the difficulty you encountered after having the tailgate cables on your 2001 Chevrolet Silverado vehicle replaced and requested that appropriate action be taken.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can contact our toll-free Vehicle Safety Hotline (Hotline) at 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 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 Vehicle Owner's Questionnaire (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,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a long horizontal flourish extending to the right. Below the signature, the word "for" is written in a smaller, cursive script.

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

Enclosures

cc: Office of Defects Investigation, Recall Management Division (NVS-215)