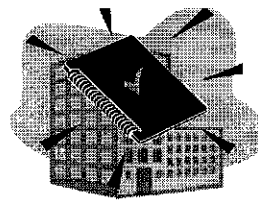


NHTSA Complete Record Information



Printed: 1/27/2005

10109124

NHTSA #: ES05-000826	Rec'd Date: 1/27/2005	Referred By: NEC-110
XREF #:	Doc Type: CNG	Doc Date: 1/13/2005
Delivery: REG	Address To: NOA010	Due Date: 2/7/2005
S10 #:	DOT/I #:	RMP #:
Subject: LTR FM [REDACTED] (NC) RE DEFECTIVE STEERING COLUMN FOR A 2003 CHEVY SUBURBAN, REPLY ATTN. ESTHER CLARK AT THE RALEIGH, NC OFC		
Ack Date:	Ack By:	Signed For:
Sign Office: ADMINISTRATOR	Signature: RUNGE	Cleared For:
Cleared Date:	Cleared By:	Closed Date:
File Loc:	XREF File:	
Added By: NMOODY x62544	Modified By: EHAYDEN	

COMPLETE CONTACT INFO:

The Honorable ELIZABETH DOLE
UNITED STATES SENATE

WASHINGTON, DC 20510
Tel: Fax: E-mail:

COMPLETE COMMENT INFO:

Comment Details

Comment

1/27/2005 02:15:07 PM
Entered By: EHAYDEN
Comment By: Ethel Hayden

FWD TO NVS216/ODI FOR RESPONSE 1/27/05.

COMPLETE ROUTING INFO:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	1/27/2005	2/7/2005	
110	INFORMATION	1/27/2005		1/27/2005
120	INFORMATION	1/27/2005		1/27/2005
NOA-010	INFORMATION	1/27/2005		1/27/2005
NIA-110	INFORMATION	1/27/2005		1/27/2005
NVS-010	INFORMATION	1/27/2005		1/27/2005

COMPLETE ATTACHMENT INFO:

Description	Added By	Date & Time
826.tif	NMOODY	1/27/2005 01:42:00 PM

Jessica
1/27/05

ELIZABETH DOLE
NORTH CAROLINA

120 RUSSELL SENATE OFFICE BUILDING
WASHINGTON, DC 20510
(202) 224-6342
FAX: (202) 224-1100

United States Senate

WASHINGTON, DC 20510

COMMITTEES:
ARMED SERVICES
BANKING, HOUSING, AND
URBAN AFFAIRS
AGRICULTURE, NUTRITION, AND
FORESTRY
SPECIAL COMMITTEE ON AGING

January 13, 2005

Dr. Jeffrey W. Runge
Administrator
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590-0001

Dear Dr. Runge:

A constituent has contacted my office requesting assistance from your agency. Please review the attached information regarding [REDACTED] Raeford, NC [REDACTED]

Please give [REDACTED]'s concerns your full attention, and kindly report your findings to Esther Clark in my Raleigh office, 310 New Bern Avenue, Suite 122, Raleigh, North Carolina 27601.

With my warmest best wishes,



ED/emc

2005 JAN 27 P 12:46
INTERNAL SECURITY

WESTERN OFFICE:
401 NORTH MAIN STREET
SUITE 200
HENDERSONVILLE, NC 28792
(828) 698-3747
FAX: (828) 698-1267

SALISBURY OFFICE:
225 NORTH MAIN STREET
SUITE 304
SALISBURY, NC 28144
(704) 633-6011
FAX: (704) 833-2937

RALEIGH OFFICE:
310 NEW BERN AVENUE
SUITE 122
RALEIGH, NC 27601
(919) 858-4830
FAX: (919) 858-4053

EASTERN OFFICE:
306 SOUTH EVANS STREET
GREENVILLE, NC 27638
(252) 328-1093
FAX: (252) 328-1097

E505-000826

██████████
Raeford, NC ██████████
December 21, 2004

The Honorable Elizabeth Dole
Senate Russell Building, Room 120
Washington, DC 20510

Dear Senator Dole:

I am writing to inform you of an issue that has caused me grave concern. My wife and I are the owners of a 2003 Chevy Suburban. Several months ago, the steering column in this vehicle started acting up. As the vehicle was under warranty, I took it in for service at the local Chevy dealership in Fayetteville, North Carolina. I was informed that the steering intermediate shaft was defective and that this part would need to be ordered to repair the truck. I was then informed that the part was on national backorder, as it was a common problem. It took over three months for this part to arrive at the dealership.

Here is my concern. When the repair was made, the service associate asked my wife how she was continuing to drive the vehicle. This associate indicated that the steering column was barely attached by one loose pin and was soon to create an accident. My wife has been using this vehicle for primary transportation since it was purchased. Most of these trips have been made with my one year old son in the vehicle. This leaves several distressing questions in my mind. If this part is on national backorder, why has Chevrolet failed to inform the public of the problem? Why has there not been a recall? Obviously, if the part is backordered nationally, many people on North Carolina and national roadways are in danger of possible death due to a faulty steering system in Suburbans, Tahoes, Silverado pick-ups, and their GMC counterparts at a minimum. Do there have to be traffic fatalities before General Motors is held accountable?

I would sincerely appreciate your attention to this matter, as a fellow North Carolinian and constituent. General Motors needs to be held accountable for product quality and the safety of the people driving their vehicles. Thank you for your assistance.

Sincerely,

██████████