



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

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

April 23, 2007

[REDACTED]
[REDACTED]
Melrose, FL [REDACTED]

NVS-216 nlm
Ref. # 10174069

Dear [REDACTED]

Thank you for your correspondence dated March 20, 2007, concerning the recalls on your model year (MY) 1996 GMC Suburban. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on March 21, 2007. We regret any inconvenience our delay in responding 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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

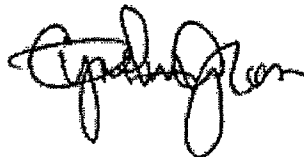
We sympathize with you concerning the inability to have your recall repairs performed, (NHTSA campaign Nos. 03V-159 and 96V-057); however, this does not fall under our jurisdiction. NHTSA's authorizing statute requires manufacturers to reimburse owners for costs associated with a safety recall; however, the statute does not authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. Owners who also feel that a recall claim was wrongfully denied should pursue the matter directly with the manufacturer. You can contact the manufacturer at: GMC Customer Assistance Center, P.O. Box 33172, Detroit, MI 48232-5172, or by phone at 1-800-462-8782.



VEHICLE SAFETY HOTLINE
888-327-4236

The report you provided is an important source of information. We have provided a copy of your report to ODI's Recall Management Division's Consumer Safety Officer, Mr. Richard Willard. For further information, please contact Mr. Richard Willard, Consumer Safety Officer at 1-800-986-9678 ext. 66544.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with the first name being more prominent.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement