



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

[REDACTED]

Middletown, CT [REDACTED]

NVS-216 mec
Ref. No. 10177504

Dear [REDACTED]

Thank you for your correspondence dated October 23, 2006, concerning a problem you encountered with your model year (MY) 2004 Chevrolet Suburban vehicle. On December 7, 2006, the State of Connecticut Department of Consumer Protection forwarded your correspondence to the National Highway Traffic Safety Administration (NHTSA). It was received by NHTSA's Office of Defects Investigation on December 28, 2006. 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 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 is warranted.

You report that your model year 2004 Chevrolet Suburban right-side power window regulator is not working properly causing the window to be stuck down or slow to move up. A review of our database for complaints associated with the power window system in MY 2004 Chevrolet Suburban vehicles revealed no other report similar to that which you encountered. Based on our review of the information you have provided and the information in our complaint data base, I believe that an investigation of this problem would not likely result in finding a safety-related defect. However, the information you provided has been entered into our database.

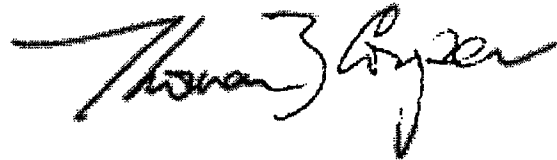


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

You can contact our toll-free NHTSA 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. A Monthly Defect Report is available on that site that provides a listing of current investigations. Enter "Monthly Defect Report" in the NHTSA Search capability to locate the reports. 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>.

Sincerely,

A handwritten signature in black ink, appearing to read "Thomas Z. Cooper". The signature is fluid and cursive, with a large initial "T" and "C".

Thomas Z. Cooper, Acting Director
Office of Defects Investigation
Enforcement

Enclosure