



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

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

May 8, 2007

[REDACTED]

Machipongo, VA [REDACTED]

NVS-216et  
Ref. # 10188974

Dear [REDACTED]:

Thank you for your correspondence inquiring how to replace an outside door handle on your model year (MY) 1987 GMC Safari vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on April 16, 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. 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.

Regarding your request for instructions to replace the door handle, we recommend you contact the manufacturer directly. You may contact GMC at the following address:

GMC Division General Motors Corporation  
Customer Assistance Center  
PO Box 33172  
Detroit, MI 48232-5172  
1-800-462-8782

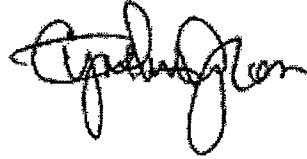
Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at



VEHICLE SAFETY HOTLINE  
888-327-4236

<http://www.nhtsa.dot.gov/ivoq>. 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 'Cynthia Glass', written in a cursive style.

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