



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

2007 OCT -4 AM 7:49

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]
[REDACTED]
[REDACTED]
Minneapolis, MN [REDACTED]

NVS-216 nlm
Ref. # 10202624

Dear Mr. [REDACTED]:

Thank you for your correspondence dated August 6, 2007, concerning your model year (MY) 2004 Chevrolet Tahoe. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on September 4, 2007.

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. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

A review of our database relative to problems associated with front differential pinion, carrier bearings, and related drive train components revealed no reports of problems similar to that which you encountered; therefore, there is insufficient evidence to warrant opening a safety defect investigation at this time. A brochure explaining the investigation process is enclosed for your information; or you may visit our website at: <http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

Regarding your request for reimbursement for the most recent repair, please be advised that NHTSA has no jurisdiction in this case. We recommend that you continue to work with the manufacturer concerning this request. If you have not done so, you may also consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Minnesota State Office of the Attorney General regarding your particular complaint.

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



<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.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is fluid and cursive, with the first name "Ronald" being the most prominent.

Ronald B. Fields, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:
Motor Vehicle Defects and Recall Campaigns