



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

2007 OCT 18 AM 9: 42

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

St. Peters, MO [REDACTED]

NVS-216 mec
Ref. No. 10204906

Dear Mr. [REDACTED]:

Thank you for your correspondence dated September 19, 2007, concerning a problem you encountered with your model year (MY) 2004 Chevrolet Impala vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on September 26, 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.

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.

A review of our database relative to problems associated with the steering system, specifically the steering column speed sensor, in MY 2004 Chevrolet Impala vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with other reports to identify any safety defect trends that may require our attention.

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.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Ronald B. Fields". The signature is written in a cursive style with a large initial "R".

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