



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

1200 New Jersey Avenue SE  
Washington, DC 20590

February 12, 2008



Elysian Fields, TX

NVS-216 nlm  
Ref. # 10218312

Dear

Thank you for your correspondence dated January 24, 2008, concerning the speedometer in your model year (MY) 2003 Chevrolet Suburban. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on February 8, 2008.

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 determine whether an investigation into a possible safety defect or safety defect recall adequacy is warranted. Please be advised that customer satisfaction campaigns are not safety-related recalls and do not fall under our jurisdiction. We recommend that you continue to work with General Motors to resolve your concerns. We regret that we are unable to assist you further with this matter.

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 that reads "Ronald B. Fields". The signature is written in a cursive style with a large, looped initial "R".

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