



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

1200 New Jersey Avenue SE
Washington, DC 20590

[REDACTED]

East Aurora, NY [REDACTED]

NVS-216 mec
Ref. # 10219542

Dear [REDACTED]:

Thank you for your correspondence concerning a problem you encountered with your model year (MY) 2002 Chevrolet pickup truck. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on February 27, 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 is warranted. However, in order for us to record specific information concerning the problems you encountered with your truck certain information must be provided (e.g., model of truck, vehicle identification number, etc.). Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire (VOQ). The information you provide will be entered into our database and considered with other reports to identify any safety-related defect trends that may require our attention. Please mark the appropriate authorization box and sign the form. Additionally, you can also contact our toll-free NHTSA Vehicle Safety Hotline at 1-888-327-4236 for assistance with reporting an alleged safety problem or by completing an electronic VOQ available on our Web site 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,

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

