



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

1200 New Jersey Avenue SE
Washington, DC 20590

March 20, 2008

NVS-216 nlm
Ref. # 10220598

[REDACTED]
Gibsonia, PA [REDACTED]

Dear [REDACTED]:

Thank you for your correspondence dated February 21, 2008, concerning your model year (MY) 2003 GMC Sierra 1500. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on March 5, 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. A review of our database relative to problems associated with transmission, window motor assembly, speedometer, brake rotor, and support column bearing problems 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. 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.

With regard to your request for reimbursement for the cost of the transmission repair to your MY 2003 GMC Sierra; please be advised that this does not fall under our jurisdiction. We suggest that you continue to work with General Motors Corp. to resolve your concerns. We regret that we are unable to assist you further with this matter. If you have not already done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau,

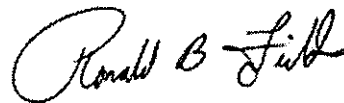


or the Pennsylvania Office of the Attorney General regarding your problems and your rights under the State Law.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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, stylized "R" and "F".

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

Enclosure:

Motor Vehicle Defects and Recall Campaigns brochure