



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

1200 New Jersey Avenue SE.
Washington, DC 20590

September 16, 2008

[REDACTED]
[REDACTED]
Naples, FL [REDACTED]

NVS-216 nlm
Ref. # 10239353

Dear [REDACTED]

Thank you for your correspondence dated August 11, 2008, concerning the speedometer in your model years (MY) 2003 Chevrolet 1500 and 2003 Chevrolet 2500 vehicles. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence on August 21, 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 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. We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to instrument panel cluster problems in MY 2003 Chevrolet 1500 and 2003 Chevrolet 2500 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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 a "voucher" to have the instrument cluster panel cluster replaced in your vehicles; 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.

★★★★★
NHTSA
www.nhtsa.gov

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 "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure:

Motor Vehicle Defects and Recall Campaigns brochure