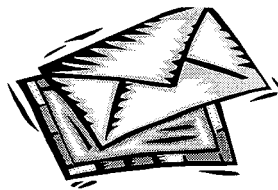


**NHTSA ccmMercury Routing Slip**



CIL-10259028-7064

Printed: 2/11/2009

<b>NHTSA #:</b> ES09-000736	Rec'd Date: 2/11/2009	Referred By: NPO-011
XREF #:	Doc Type: CNG	Doc Date: 2/9/2009
Delivery: MESSENGER ENV.	Address To:	<b>Due Date: 2/20/2009</b>
S10 #:	DOT/I #: 2009-1030	RMP #:
<b>Subject: LTR FROM SENATOR CARDIN ON BEHALF OF CONSTITUENT [REDACTED] RE PROBLEMS WITH HIS 2004 GMC ENVOY (DOT/I#2009-1030)</b>		
Ack Date:	Ack By:	Signed For:
Sign Office: ACTING DEPUTY ADMINISTRATOR	Signature: RONALD MEDFORD	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	<b>Closed Date:</b>
Added By: BMILLINGS x65470	Modified By: BERNADETTE.MILLINGS	
Most Recent Comment:		

**Author:**

THE HONORABLE BENJAMIN L CARDIN  
UNITED STATES SENATE

WASHINGTON, DC 20510

Tel: Fax: E-mail:

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	2/11/2009	2/20/2009	
NVS-010	INFORMATION	2/11/2009		2/11/2009
I10	INFORMATION	2/11/2009		2/11/2009
NOA-02	INFORMATION	2/11/2009		2/11/2009
NPO-011	INFORMATION	2/11/2009		2/11/2009

2009 FEB 12 AM 10:02

RECEIVED  
FEB 11 AM 11:00  
NHTSA

60721  
2/11/09  
CW

BENJAMIN L. CARDIN  
UNITED STATES SENATOR  
MARYLAND

United States Senate  
Washington, DC 20510-2004

February 9, 2009

Ms. Maria Harrison  
Administrative Assistant  
Office of Governmental Affairs  
U.S. Department of Transportation  
1200 New Jersey Avenue, SE  
Room W85-328  
Washington, D.C. 20590

Dear Ms. Harrison:

I am writing on behalf of my constituent, [REDACTED]  
Cumberland, MD [REDACTED], who has contacted my office regarding the speedometer in his 2004  
GMC Envoy.

For your convenience, I have enclosed a copy of [REDACTED] correspondence to my  
office.

Anything you can do to address my constituent's concerns would be appreciated. Should  
you have any questions, please contact Venetta Edwards, 410-962-4436 or by email,  
venetta\_edwards@cardin.senate.gov. I look forward to your prompt reply.

Thank you.

Sincerely,

*Benjamin L. Cardin*

Benjamin L. Cardin  
United States Senator

BC:ve

Reply To:

- 509 Hart Senate Office Building  
Washington, DC 20510-2004  
(202) 224-4524  
www.cardin.senate.gov

Reply To:

- Tower 1 Suite 1710  
100 S. Charles Street  
Baltimore, MD 21201  
(410) 961-4436

Printed on  
Recycled Paper

ES09-000736

[REDACTED]  
Cumberland, Maryland [REDACTED]

09 JAN 29 AM 9

January 10, 2009

Sen. Benjamin Cardin  
509 Hart Senate Building  
District of Columbia 20510-2003

Dear Sen. Cardin:

I am sure you many issues to address, but I am hopeful you can have one of your staff look into a matter I have experienced with GMC. After reading this complaint, I hope you consider this information when agreeing to additional money to save this company and industry.

I have two 2004 GMC Envoys purchased three days apart. The one vehicle had so many issues GM finally extended the warranty after I contacted a law firm. They refused any service until my action. The second car has been OK until the last four or five months. It is just like a twin, both have common issues, what happens to one happens to the other. The age and mileage of the vehicles are the same. I can live with some of the issues, but the one issue I can't let stand. The second car now has a tack and speedometer problem. Both parts of the instrument cluster fail or starts reading very high numbers. It is impossible to determine your speed and this has become a safety concern. This is the same cluster General Motors has sent out warnings to customers driving their trucks and Yukon's. They have advised me they will not offer any assistance on my problem, even though this same cluster has been giving them issues in other vehicles. They are taking the complaints and breaking them down by vehicle instead of the part. This is wrong and is another way they are avoiding the problem.

The other issue that is driving me nuts is when you call their customer service you always talk to employee's that barely speaks English. It appears General Motors has sub contracted their customer service out of the country. You now have Customer service handling issue they have no personal experience or concern. All they are doing is reading their computers with inputs and feedback. They delivery the message only, they have no input and no understanding and in many cases can't even pronounce the name of the vehicle. Why can't we demand American customer service when we bail them out with American tax dollars? I am getting tired of our corporations sending jobs out of the county while Congress gives away our money. It is like when Congress bailed out US Airways then they ordered Airbus equipment. American tax dollars should require services and equipment made in America.

RECEIVED  
JAN 30 2009

BY:.....

Since Congress believes it is so important to save an industry with so many problems and customer service issues, I am hoping you can take the time to look into this issue. If I cannot get this safety issue addressed, I have purchased my last General Motors vehicle and I believe I am one of many. The consumer has experienced these problems with General Motors for years and we know best of all the issues, but it is a shame Congress is now willing to take our tax dollars to save this company and industry. You can take my tax dollar without my approval, but I don't have to spend what I have left over to support this company.

Sincerely,

A large black rectangular redaction box covers the signature area of the letter.

2009-1030

BENJAMIN L. CARDIN  
SENATOR

United States Senate  
Washington, D.C. 20510

FACSIMILE TRANSMITTAL SHEET

Date: 2/9/09

TO: Maria Idarson

FAX: 202-366-3675

FROM: Venetia Edwards

Office of U.S. Senator Benjamin L. Cardin  
Tower I, Suite 1710  
100 S. Charles Street  
Baltimore, Maryland 21201  
(410) 962-4436  
Fax (410) 962-4156


COMMENTS: \_\_\_\_\_  
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NUMBER OF PAGES TO FOLLOW: 3

09-Feb-09

2009 Senate Report - Governmental Affairs Correspondence  
Control Sheet (I-1) W85-328

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**Control Number:** 2009 - 1030  
**Date DOT Received:** 2/8/2009  
**Date DOT Entered:** 2/9/2009  
**Member's Date:** 2/9/2009  
**Member Last Name:** Cardin  
**Member First Name:** Benjamin L.  
**Member Organization:** United States Senator  
**Address1:** 100 S. Charles Street  
**Address2:** Tower I, Suite 1710  
**City:** Baltimore  
**State:** MD  
**Zip:** 21201  
**Constituent File Name:**   
**Constituent Date:**  
**Action Office:** National Highway Traffic Safety Administration  
**Subject:** the speedometer on his 2004 GMC Envoy  
**Action Office Code:** NHTSA  
**Due Date:** 3 /2 /2009  
**Member Contact:** Venette Edwards  
**Pending:** Yes  
**Member Contact Phone:** (410) 962-4436  
**Closed Date:**  
**Remarks:**  
**Direct Reply/Comeback Copy:** Yes  
**Congressional Affairs Contact** Maria Harrison at (202) 366-4573