



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

1200 New Jersey Avenue SE.
Washington, DC 20590

March 12, 2009

The Honorable Benjamin L. Cardin
United States Senator
Tower 1 Suite 1710
100 S. Charles Street
Baltimore, MD 21201

NVS-216 mec
Ref. # 10259028

Dear Senator Cardin:

Thank you for your correspondence dated February 9 on behalf of your constituent, [REDACTED]. [REDACTED] wrote concerning his model year (MY) 2004 GMC Envoy vehicle.

The National Highway Traffic Safety Administration (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. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist.

We appreciate the report you provided on behalf of [REDACTED]. Reports from motorists are a very important source of information for us. In [REDACTED]'s letter, he describes a malfunction of the tachometer and speedometer in one of the two MY 2004 GMC Envoy vehicles he owns. He complains that General Motors (GM) will not offer any assistance toward replacement of the instrument cluster. He also expressed dissatisfaction with GM's decision to outsource its Customer Assistance Center.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to the instrument cluster in MY 2004 GMC Envoy vehicles. Although we are not opening a safety defect investigation at this time, we continually review all available data to determine whether an investigation may be warranted. The information [REDACTED] provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention.



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NHTSA is aware of GM's customer satisfaction campaign (07187 and 07187B) and its decision to notify owners of extended warranty coverage on certain MY 2003 through MY 2004 GMC, Chevrolet and Cadillac models due to problems with their instrument clusters. GM chose not to include the MY 2004 GMC Envoy in that campaign. NHTSA has no authority to require that a manufacturer expand a customer satisfaction campaign, which is not a safety recall under the meaning of our authorizing statute. NHTSA has not identified a safety defect trend regarding the instrument cluster in the MY 2004 GMC Envoy or the vehicle models identified in the customer satisfaction campaign. Regarding [REDACTED]'s dissatisfaction with GM's Customer Assistance Center and its decision to subcontract its customer service out of the country, please be advised this does not fall within our jurisdiction.

I hope this information is helpful. If you have any questions, please have your staff contact me or Mr. Daniel C. Smith, NHTSA's Associate Administrator for Enforcement, at (202) 366-3217.

Sincerely yours,



Ronald L. Medford
Acting Deputy Administrator

cc: Washington Office