



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

1200 New Jersey Avenue SE.  
Washington, DC 20590

June 10, 2009

NVS-216 mec  
Ref. # 10265118

Dear [REDACTED]

Thank you for your email concerning your model year (MY) 2002 GMC Trailblazer vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on May 5, 2009.

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. We also monitor the adequacy of manufacturers' recall campaigns. 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 safety defect may exist. 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 contacted General Motors on your behalf to obtain some clarification. Based on the VIN you provided, both campaigns you referenced in your letter (NHTSA Campaign 03V-096 (GM #03013) and 03V-075 (GM #03012) have been completed on your 2002 GMC Trailblazer vehicle. Currently, there are no open campaigns on your vehicle.

Regarding your question "is it Hedricks's responsibility to notify the consumer," please be advised, the dealer has no such obligation under the Safety Act to notify the owners; however, the manufacturer does. Vehicle manufacturers must notify all registered owners and purchasers of vehicles that are subject to safety recalls by first-class mail. Names of vehicles owners are obtained from State motor vehicle offices.



You also requested complaint information; we suggest you visit <http://www.nhtsa.dot.gov/cars/problems> for a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief  
Correspondence Research Division  
Office of Defects Investigation  
Enforcement