

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**



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

1200 New Jersey Avenue SE.
Washington, DC 20590

September 27, 2010

[REDACTED]

Warren, MI [REDACTED]

Dear [REDACTED]

NVS-216 et
Ref. No. 10324248

Thank you for your correspondence concerning your parent's model year (MY) 2003 Chevrolet Tahoe. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. We apologize for any inconvenience our delayed response may have caused you.

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 appreciate the report you provided. Reports from motorists are a very important source of information for us. In your letter you indicated that the fan motor in your parent's MY 2003 Chevrolet Tahoe continued to run even after the engine was turned off. While driving the vehicle it caught fire and your father sustained an injury when he attempted to extinguish the fire. You contacted General Motors regarding this problem but received no assistance.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to engine problems, specifically fire problems in MY 2003 Chevrolet Tahoe vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. 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. We have also responded to your letter addressed to Congressman Sander M. Levin.

We sympathize with you concerning the service problems you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency, Better Business Bureau, or the Michigan Office of the Attorney General regarding your problems.



Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq> or call the Auto Safety Hotline at 1-888-327-4236. 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 cursive script that reads "Randy Reid".

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