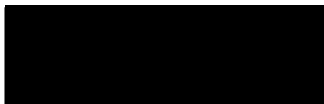




U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

April 25, 2011



NVS-216 nam
Ref. No. 10384994

Dear 

Thank you for your email concerning your model year (MY) 2004 Chevrolet Impala vehicle and your inquiry of what are our agency's requirements for manufacturers to remedy vehicle safety defects. Your email was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

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 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. In your email you indicated that you have experienced instrument gauge problems in your MY 2004 Chevrolet Impala.

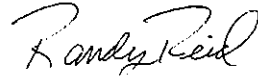
We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to instrument gauge problems in MY 2004 Chevrolet Impala vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention.

NHTSA is aware of several Technical Service Bulletins (TSB) concerning instrument panel problems in certain MY 2004 Chevrolet Impala vehicles. However, the issuance of a TSB does not necessarily reflect the existence of a safety-related defect in accordance with the National Traffic and Motor Vehicle Safety Act. Therefore, NHTSA cannot require Chevrolet to perform the corrective action described in the TSB on your vehicle at no cost to you. We recommend you contact your local Chevrolet dealer for more information about the TSBs that apply to your vehicle.

Should you encounter a safety-related problem with a motor vehicle or 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