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

1200 New Jersey Avenue SE.
Washington, DC 20590

April 21, 2011

[redacted]
Harker Heights, TX [redacted]

NVS-216 nam
Ref. No. 10390948

Dear [redacted]

Thank you for your correspondence concerning your model year (MY) 2003 Chevrolet Silverado K1500 vehicle. Your letter was received by 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. 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 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. In your letter you indicated experiencing several issues with the instrument panel and electrical problems in your MY 2003 Chevrolet Silverado K1500. You are concerned that this problem poses a safety risk because the speedometer and fuel gauge give inaccurate readings and the headlights turn off intermittently. General Motors sent you a letter stating that they extended the warranty for the instrument panel; however, the extended warranty has expired.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to electrical problems, specifically to the instrument panel, power door locks and headlights in MY 2003 Chevrolet Silverado K1500 vehicles. At this time, there is insufficient evidence to warrant opening a safety defect investigation. A brochure explaining the investigation process is enclosed for your information, or you may visit our web site at: http://www.odi.nhtsa.dot.gov. 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 sympathize with you being responsible for the labor costs to repair your vehicle's instrument panel; however, we are precluded from intervening on anyone's behalf to secure reduced cost or free repairs. In addition, the problem you experienced upgrading your On-Star system from analog to digital 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 Texas Office of the Attorney General regarding your problem and your rights under your State's law.

The Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at http://www.ftc.gov/ftc/complaint.htm.

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 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 www.nhtsa.dot.gov/cars/problems.

Sincerely,

Randy Reid

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

Enclosure