



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

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

1200 New Jersey Avenue, SE  
Washington, DC 20590

April 15, 2016

[REDACTED]  
Annapolis, MD [REDACTED]

NEF-160 nlm  
Ref. No. 10629867

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 GMC Envoy. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence. Due to the volume of letters our Agency received, we are just now responding to your letter and regret any inconvenience our delay in responding 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 motor 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 trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

NHTSA received the previous report you submitted through our [www.safercar.gov](http://www.safercar.gov) Web site and a letter in September 2014. You indicate that another vehicle crashed into the drivers-side of your MY 2004 GMC Envoy. You state that the crash caused considerable damage; however, neither the left-side or front air bags deployed. You contacted a local dealer and they referred you to General Motors' (GM) regional office. You also wrote to GM, but have not received a reason why the air bags did not deploy and was informed that your file has been sent to "legal."

We appreciate the reports you provided. ODI is monitoring all available data concerning air bag non-deployment in MY 2004 GMC Envoy vehicles; however, no determinations have been reached at this time. 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. For your information, NHTSA's investigation and recall process is on our Web site at [www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm](http://www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm).

Please note that a number of factors, other than crash severity, can affect whether an air bag will deploy in a specific crash, e.g., the angle of impact, the speed of the involved vehicles, and the amount of force absorbed by vehicles or objects that are impacted. When provided with all necessary details and particularly after an opportunity to examine the vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash.

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.gov](http://www.nhtsa.gov) or call the Auto Safety Hotline at 888-327-4236. Also, summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our Web site.

Sincerely,

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

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