



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



February 24, 2021

[REDACTED]
Christiansburg, VA [REDACTED]

NEF-109 ela
Ref. No. 11396294

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2002 Chevrolet Express van. Your letter was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

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 completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. We reviewed our database to identify whether a safety defect trend exists with failures of the rear leaf-spring, and specifically improper installation of the rear leaf spring, in MY 2002 Chevrolet Express vehicles. At this time, NHTSA has not identified sufficient evidence to support the opening of a safety defect investigation or the initiation of a recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with General Motors and a local dealer if you require further assistance with this matter.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

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