



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

400 Seventh Street, S.W.
Washington, D.C. 20590

OCT 24 2003

Mr. Eric J. Hock
108 W. Sumner Ave
Indianapolis, IN 46217

Re: Tailgate Support Cable Breakage in 2000 General Motors Silverado, VIN
1GCEC14W5YE276030; VOQ 10043078

Dear Mr. Hock,

Thanks you for contacting NHTSA (VOQ 10043078) regarding the recent incident in which the tailgate support cables installed in your 2000 Silverado broke and caused the tailgate and cargo to drop unexpectedly.

ODI has initiated a Preliminary Evaluation (PE03-049) to investigate your complaint and related complaints that the Office of Defects Investigation of NHTSA has received from other consumers regarding this matter.

In order to assist NHTSA to better understand the issue, it would be helpful if you could provide the broken tailgate cables removed from your vehicle for our inspection and evaluation.

If you are willing to provide this material for our investigation, please package the requested cables, apply the enclosed address label, and mail the package at any convenient United States Post Office or U. S. mailbox. Mailing expenses will be paid by the U. S. Department of Transportation.



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4238

Thank you for informing NHTSA of your incident. NHTSA is able to respond to prospective safety issues by learning of issues from consumer reports such as yours.

Sincerely,



Tom Bowman
Office of Defects Investigation (ODI), Room 5319
National Highway Traffic Safety Administration (NHTSA)
United States Dept of Transportation (US-DOT)
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