



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received

2003 MAY 27 AM 9:00
22-APR-2003

Repository

Reference No.
10017384

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: GILROY State: CA Zip Code: [Redacted]

Daytime Telephone Number

E-mail Address

Evening Telephone Number

MRYY2KE@aol.com

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorized agent, please provide your name or address to the vehicle manufacturer.

Signature of Owner: [Redacted] Date: 05/05/03

VEHICLE INFORMATION

Make CHEVROLET	Model TAHOE	Model Year 2003
Date Purchased	Dealer's Name and Telephone Number South County Chevrolet (408) 779-5547	Engine: No. Cylinders 8
Original Owner <input checked="" type="checkbox"/>	Dealer's City Morgan Hill, CA	Zip Code 95037
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Vehicle Component Code 171180 LATCHES/LOCKS/LINKAGES: DOORS: LATCH
Powertrain		Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 22-APR-2003	Failure Mileage 8100	Failure Speed 3-10-03, 3-12-03, 4-7-03, 4-21-03, 5-05-03
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTM1SABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code	Tire Failure Type	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure/
i.e. parts repaired or replaced (and if old part is available).

THE REAR PASSENGER DOORS FAILED TO LOCK PROPERLY. THE DEALER CHANGED THE SENSOR, LOCK SYSTEM, AND MODULES, HOWEVER THE PROBLEM RECURRED. *JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974—Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

General Motors Customer Service

I am writing in regards to service request [REDACTED] on my 2003 Tahoe vin #1GNEC13T73J133613. I bought the vehicle in November 2002. I began having problems March 10, 2003 an inoperable locking mechanism on the rear passenger and tail doors. I took the vehicle in to South County Chevrolet, where I had purchased the vehicle, to be serviced. I was told that the left passenger door actuator was replaced and that all doors worked properly. On March 12, 2003 the rear passenger doors and tail door were again not operating. In addition the left passenger door would not open from the inside unless I rolled down the window and reached out to open the door handle on the outside. I returned to the dealership service center and left the vehicle for repair. I was told that the door lock rod had fallen off causing the door not to open and that the rear passenger and tail door were now operating properly. On April 7, 2003 all three doors were not operating again, the vehicle was at service center a third time. Later that day, I spoke with Jason Foster via telephone and he stated that every time they had replaced the fuse responsible for the doors it had blown out. They had called Tech Support and had been told that there had been one other vehicle in the country that had experienced the same failure, the door panels had been removed and a pinched wire behind the door handle had been found on that vehicle. The recommendation was to remove the door panels and check for faulty or pinched wiring. I was given a rental vehicle as it would be some time before the vehicle would be ready. On April 14, 2003, I was told by service that they had been unable to duplicate the fuse blowing again so they were unable to find the problem. I was told to take the vehicle home and bring it in as the problem became more consistent. On April 15, 2003 the doors were again inoperable on April 16, 2003 at 7:40 a.m. I called and left a message for Rich Baker, the owner of the dealership. I left another message at 10:00 a.m. As I had not received a phone call, I called again at 2:19p.m. I finally reached Mr. Baker and related the above to him, he asked me if I had received a phone call the Service Manager, George Garcia, as he had asked Mr. Garcia to contact me. I told him I had not received a call and at that point he connected me to Mr. Garcia to whom again I related the above. Mr. Garcia asked that I wait until Monday to bring the vehicle in as a couple of days probably would not be sufficient (as the service center would be closed over the weekend). On April 21, 2004 my husband and I took the vehicle back to the dealership and at that time asked to speak with Mr. Garcia, Mr. Garcia told the salesman that he had already asked us to bring the vehicle back in and did not come out. My husband went back to the service area and asked again for Mr. Garcia. At that point he came out and spoke to us. We asked that he come out with us to see what was going on with the vehicle. At that point Mr. Garcia, Jason Foster, the service writer, Mel, also a service writer and a Service Technician came out to the vehicle. They opened the driver side door and opened the fuse panel door they pulled out the burned fuse responsible for the door operation and Jason was given a new fuse by the Service Technician and replaced it, it immediately burned out. Mr. Garcia stated that it was a good sign because now they would be able to isolate the problem. We left the vehicle. On April 22, 2003, my husband and I returned to the dealership to follow-up what was being done. My husband was speaking to the Service Technician while I made phone calls to the Department of Consumer Affairs and the New Motor Vehicle Board. The Technician told my husband that again the fuse had not blown and that it would be difficult to diagnose and we could take the vehicle home at this point I asked if one actuator had been replaced why not replace the other two as perhaps that may eliminate and issue. He stated if Jason would write it up they could do it so we left the vehicle. At 2:00p.m. I made a phone call to GM customer service and finally got through to Representative Mark Sinardi. I related all of the above to Mr. Sinardi and he placed me on hold so he could speak with the Dealership. He came back on the line and stated that he felt the Dealership was following "all avenues it needed to follow as the problem had not duplicated it self while at the dealership it was difficult to diagnose" Mr. Sinardi asked me what I wanted to do. I told him I wanted the vehicle fixed and I felt that three times for the same issue was frustrating. I asked Mr. Sinardi what the Company would do for me if the issue was not resolved again. He placed me on hold again and when he came back on the line he recommended once service was completed, I pick up the vehicle and if the problem were to re-occur "a decision would be made at that time he also told me he would keep the case open and would follow-up on April 29, 2003 by calling me at my work between the hours of 1:00p.m. and 3:00p.m. I have yet to receive a phone call. I asked Mr. Sinardi if there had been any other vehicles reported with similar issues he looked in the computer and told me there were none. I then called the National Safety Commission and gave them a report on the vehicle. I asked the representative if there had been any reported vehicles like mine with similar issues. He stated there had been a recall on 02-06-03 having to do with door hinges not

allowing doors to close properly, we concluded the call. I then called Mr. Sinardi at the direct phone number and extension he had given me to relate the above recall information. I left a voice mail as he was not available. On April 25, 2003 I had yet to receive a call regarding the progress so I called Jason at 10:14 a.m. He told me the tail door actuator had to be special ordered because none of other dealers had one and that the part was on back-order, but the good news was that since it was a warranty issue if the part were found anywhere in the country it would come to this dealership first. I again asked him if he would please call me and let me know either way as I had not received calls previously. He said he would make a note to himself in e-mail. By 6:00p.m. I had received no phone call. On April 30, 2003 10:40 a.m. I called and spoke to Jason he said he still had not heard from parts until this a.m. and that they were tracking the ground order to find the progress of the part. He stated he should know by that p.m. He also stated that these parts were difficult to get due to a transition to a new distributor. I told Jason at that time about the recall information he said he would look into it, I again asked to be called either way. By 4:30 p.m. I'd received no phone call so I called and left a message for Service Manager George Garcia to call me. At 4:39 p.m. I received a call from Jason, the part would arrive the next morning and I should have the vehicle by noon. On May 01, 2003 at 3:08 p.m., I phoned Jason He stated the passenger side actuator that had been replaced was causing the door ajar light to stay on and that the technician was trying to fix it. He said the good news was if the new actuator failed it would be easier to get. On May 02, 2003 I picked up the vehicle. The doors were operating. I sent an e-mail to GM customer service letting them know how disappointed I was with the service that I had received. On May 03, 2003 at 1:06 p.m. the doors were inoperable again. As this was a Saturday no one was available a South County Chevrolet service so I asked to speak to the person in charge and was connected to D. Moore, I related to Mr. Moore that the doors were again inoperable and asked that he relay the message to Mr. Baker and to Mr. Garcia that I would be bringing the vehicle back in for the fifth time on Monday May 05, 2003. On may 05, 2003, I left the vehicle at the Service center and spoke with Troy and showed him the doors were again inoperable. At 7:30 a.m. I called Gm Customer Service Representative Mark Sinardi and left a message for him to call me. At 8:39 a.m. I called George Garcia Service Manager and left a message for him to call me. At 8:45 a.m. I left a message for Rich Baker to call me and was told he would not be in until 11:00 a.m. At 11:15 a.m. I spoke with George Garcia. He stated he would ask to speak to an Area Manager regarding taking the vehicle to another dealership either North or South of here because service had tried but been unable to correct the problem. He also stated I could pursue the Lemon Law but it could not be done through them. At that juncture, I asked if Rich Baker was in and he stated that he was not. I told him (Mr. Garcia) my husband and I wanted to meet with Mr. Baker to discuss our options. At 2:47 p.m. Rich Baker called to let me know that the service tech had found a wiring harness was loose on the passenger side. It did fall and they were able to trace or at least narrow down the problem, in order to fix it. He also stated that George Garcia would call me to let me know what the tech found. At 3:45 p.m. Troy called me to let me know the fuse was burned and the dash on the vehicle would need to be removed in order to follow the wires out, because all the operational components had been replaced. I related my earlier conversation with Mr Baker and he placed me on hold while he checked with Mr. Baker. He came back on the line he told me he could not verify with Mr. Baker but would speak with Mr. Garcia, and placed me on hold again. He came back on the line and told me he could not verify with Mr. Garcia but that at any rate he felt that what he had recommended needed to be done in order to insure the vehicle was repaired properly and would not have to return again. He also repeated what Mr. Garcia had suggested about taking the vehicle to another dealership. I related by concern because mileage was quickly adding up on the vehicle and that all the literature I had received stated that warranty work stopped at 18mos or 18,000 miles. He said not to be concerned because our vehicle was under warranty for three years or 36,000 miles "bumper to bumper". On May 07, 2003 1:44 p.m. Jason Foster called and let me know that they had called Tech Support again and had asked for an Engineer to be sent out and were given a check-list to go over on the vehicle and if they were still unable to identify the problem, then an Engineer would be sent out. I asked what an Engineer could do if they were a specialist, and Jason said they are the builders of the vehicle so they may identify and issue in the design or perhaps even a recall issue. I am at this point very frustrated because I purchased a new vehicle that has been in service five times now with out a resolution. Is it unreasonable to expect that it be in safe and working order? I have purchased four vehicles from this dealership and have never really had to deal with the service department. This has been an eye-opening experience. This is not an inexpensive vehicle. I am not only paying a fairly large car payment on a vehicle I have not been able to use but I am also paying the sales tax on the rental that has been provided

along with gas for the rental. At this point I no longer have faith that this vehicle will ever be fixed. I am afraid that it will continue to fail, and I feel it is unsafe to drive a vehicle that will not lock properly. This vehicle has been pulled apart so often now how can I be sure something else will not malfunction? I am asking that you either return my money on this vehicle and take it back or replace it.

Sincerely,



CC: National Highway Traffic Safety Administration

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**