



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 100145

Date Received

Repository ☐

2008 JUL 20 12:48 PM '08

Reference No.
10020192

OWNER INFORMATION (Type or Print)

Name

Address

City

ALEXANDRIA

State VA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA
in the absence of an authorized
Signature of Owner

Are you the manufacturer of your vehicle?
If yes, please provide your name or address to the vehicle manufacturer.
Date 7-17-08

VEHICLE INFORMATION

PLEASE PRINT

Make
CHEVROLET

Model
SILVERADO

Model Year
2003

Date Purchased

11/16/02

Dealer's Name and Telephone Number

CONLEY CHEVROLET

Engine: 6.6L

No. Cylinders 8

Fuel Type:

Diesel

Original Owner

SALES

State MD

Zip Code 21082

Transmission Type

☒ Automatic

Powertrain

Vehicle Component Code

104000 POWER TRAIN:TRANSFER CASE (4-WHEEL DRIVE)

☒ Antilock Brakes

☒ Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-MAY-2003

Failure Mileage

10200

Failure Speed

MULTIPLE OCCURRENCES, 4WD SENSOR
PROBLEMS.

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: DOTM19ABC036)

☐ Original Equipment
☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

N/A

Number of Deaths

0

Reported to Police

N

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).

WHILE DRIVING, THE VEHICLE SHIFTED INTO 4 WHEEL DRIVE HIGH WITHOUT WARNING. *JB

1) HECU/RPM SEEMS TO SHORTEN THE 4-WHEEL DRIVE SENSOR.
ON WED. JULY 22ND, 4WD WARNING MESSAGE CAME ON, SHORTLY
THEREAFTER, THE TRUCK AUTOMATICALLY SHIFTED INTO 4 WHEEL LOW.
THIS AFTER HAVING THE SENSOR MOTOR & FUSEBOX REPLACED
FOR THE 2ND TIME.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I HAVE HAD THE VEHICLE SERVICED 3 SEPARATE TIMES. THE 1ST TIME, THE MECHANIC FOUND NO PROBLEM. THE 2ND TIME, THE SENSOR WAS REPLACED. THE PROBLEM CONTINUED. THE THIRD TIME INTO THE MECHANIC, THE SENSOR & ENGINE MONITORING WERE REPLACED, YET THE PROBLEM CONTINUES.

THE COPIES OF THE SERVICE DOCUMENTS ARE INCLUDED.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75175 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
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IF MAILED
IN THE
UNITED STATES

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**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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<http://www.nhtsa.gov>

**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).**