



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](http://www.nhtsa.dot.gov/hotline)

FDR AGENCY USE ONLY 100151

Date Received

21-MAY-2003

Repository

Reference No. 13  
10020319

**OWNER INFORMATION (Type or Print)**

Name

Address

City SANTA ROSA

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 7/17/03

**VEHICLE INFORMATION**

Make

CHEVROLET

Model

TAHOE

Model Year

2000

Date Purchased  
7/7/2000

Dealer's Name and Telephone Number

MC CONNELL 707 433 5594

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

HEALSBURG

State

CAL.

Zip Code

95948

Transmission Type

AUT

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

050000 PARKING BRAKE

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

Failure Mileage

Failure Speed

**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)

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), crash(es), and injury(es).)

Crash

Yes  No

Fire

Yes  No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

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 EMERGENCY BRAKE PEDAL WENT ALL THE WAY TO THE FLOOR. \*NLM

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-502) 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.

July 12, 2003

[REDACTED]  
[REDACTED]  
Santa Rosa, CA  
[REDACTED]

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

To Whom It may Concern:

I am writing you to make you aware of a hazard. I purchased my Chevy Tahoe in July of 2000. I have had my emergency brake cable adjusted. After the first adjustment it lasted two days and then I took it back to the dealer because the emergency brake went all the way to the floor board. I was told that the emergency brake could not be adjusted. Then my dealer gave me the specks from General Motors saying that I can't park my Tahoe on over a 30 degree hill. They did not disclose that when I bought the Tahoe. I bought the Tahoe with the understanding that I could pull my relational vehicles with no problem. This was also not mentioned in the consumers report. I have had to purchase chalk blocks to place under my tires while parking on a hill. If it is possible I would like to have this recalled for safety reasons. A thirty seven thousand dollar vehicle should be able park on a hill of more than 30 degrees. At least the consumer should be made aware of this prior to purchasing a vehicle.

I would appreciate any help that you could be in this matter before you. Please keep me informed of the results of this letter. If I could be of any more assistances please feel free to contact me.

Sincerely,

[REDACTED]  
Enclosure: General Motors Specs

go back to re-learn something, simply click on the module or lesson name in the Course Outline to go there.

When you take the test at the end of a module, you need to answer all the questions correctly before you can advance to the next module. An incorrect answer results in remediation – the program takes you back to study the related content a second time. And note that when the question is asked again, the order of the answers is randomized.

## Getting the Most Out of the Course

It's estimated that you'll need about 2 to 3 hours total time to take the course, depending on your own reading and learning speed, and the speed of your internet connection.

**TIP:** Download times may be quicker during internet "off-times." Your local conditions may vary.

You are encouraged to fill out the

evaluation at the end of the course. There's even a free-text area for comments. Your opinions will help STC improve web-based training in the future.

If you'd like permanent reference material, locate the Techline CD sent to your dealership, entitled *SI 2000 User's Guide v. 2.0, TIS 2000 User's Guide v. 1.0*. There are provisions on the CD to print out the manual in paper form, if you wish.

– Thanks to Chris Wallace

## Blank Display on Driver Information Center

Some 2001 Pontiac Aztek models equipped with the Driver Information Center (DIC) may exhibit a condition of a blank information page for the Fuel Used display.

The initial DIC message is the compass and outside temperature. Using the Mode button, it is possible to toggle through eight other displays, including Fuel Used.

If you encounter a blank page where Fuel Used should appear, press and hold the Set button until the information appears. Once the information has been restored, it will continue to display the information as intended.

Currently, the Fuel Used display will go blank when the cumulative gallons used attempts to roll over from 99.9 gallons. A software change is being evaluated as a field correction.

– Thanks to Tom Russell

## Sunroof Panel Sticks

On some 2001 Pontiac Grand Prix models built between July 2000 and February 2001, the sunroof glass panel may stick when opened or may not close all the way down without slight hand pressure to the glass panel. Inspect the track mechanism and/or adjustment of the glass. If the panel still sticks, try replacing the glass weatherstrip. Some weatherstrips were manufactured with an oversized cross section in the bulb area, which can cause the sunroof glass to stick in the roof opening.

– Thanks to Fred Tabbats

## Full-Size Light Duty Truck Park Brake Effort

All 15 and 25 series pickups and utility vehicles (1999 - 2001) have a very low-effort park brake apply pedal that allows any driver the ability to apply the park brake and hold the vehicle on a 30% grade. Due to the low effort, some customers may think the brakes are not operating correctly.

If the truck will hold on a 30% grade after the park brake is applied, then no adjustment is necessary. If adjustment is needed, apply and release the park brake pedal 3 times (be sure parking brake shoe clearance is set to spec). There is no cable adjustment provision on these vehicles.

– Thanks to Mark Lutschner



## Driver's Seatback Movement When Braking

A recent bulletin, 00-08-50-014, addresses a seatback condition on 2000 Chevrolet and GMC C/K Pickup (Silverado and Sierra) and Utility (Suburban, Tahoe, Yukon, Yukon XL) Models.

The procedure in the bulletin is applicable to the power recliner only.  
– GM Technical Assistance

With the ignition off, connect the Tech 2, enter Diagnostics, and "build" the vehicle. Under Diagnostic Circuit Check, select Class 2 Message Monitor. (This is the same screen where you'll find the Ping feature explained in the February TechLink.)

Select the Sleep Mode soft key. This clears all modules from the display list, resets the timer and monitors for the presence of a module. If active modules are detected, they are displayed in the order of response, and the timer stops updating and displays the time (h/m/s) when the bus first became active.

– Thanks to Jerome Burton