



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 335

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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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side _____
Make CHEVROLET Model TAHOE Model Year 2000
Date Purchased _____ Dealer's Name and Telephone Number _____ Engine: _____ Fuel Type: _____
Original Owner Dealer's City _____ State _____ Zip Code _____ No: Cylinders _____
Transmission Type Antilock Brakes Powertrain _____ Vehicle Component Code
 Cruise Control _____ 05112D PARKING BRAKE: CONVENTIONAL-MECHANICAL-LINKAGE AN
Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) _____ Failure Mileage 28000 Failure Speed _____

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ The Model (Name or Number) _____ Tire Size (Example P215/65R15) _____
DOT No. (Example: DOTMALSABC036) Original Equipment Prior Repair Failure Location: _____
Tire Component Code _____ The 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 probable failure(s), condition, and injury(ies).)

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(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).

CONSUMER STATES WHEN EMERGENCY BRAKE WAS APPLIED BRAKE CABLE SNAPPED. CABLE WAS REPLACED, AND 28,000 MILES-~~MILES~~
BROKE AGAIN *AK

? will it break again broken @

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 a collaborative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

John Smith
Group Vice President

GM

**Vehicle Sales, Service
and Marketing**

General Motors
North America Operations
100 Renaissance Center
Detroit, MI 48265

Dear [REDACTED]

At GM, we are committed to the ongoing safety of our customers. No matter how long ago you purchased your GM sport utility vehicle, we want to make sure you continue to feel confident behind the wheel – especially when it comes to the well-being of you and your passengers as you travel this summer.

You may have heard recent stories in the media about SUVs. Because these stories bring up important issues – fuel efficiency, the environment, safety – we want to provide you the facts about how GM models measure up:

- GM has more than twice as many SUV fuel economy leaders as any other manufacturer. In fact, today's SUVs are 28% more fuel efficient than the average 1975 model year compact car.
- GM's progress in reducing ozone-forming emissions has been swift and dramatic. The 2003 TrailBlazer®, Bravada® and Envoy® all have lower tailpipe emissions than passenger cars built only three years ago. In addition, many of our full-size SUVs are capable of operating on either gasoline or E85. E85 is an alternative renewable fuel produced from corn, that is 85% ethanol and 15% gasoline.
- Today's SUVs are at least as safe overall as today's passenger cars. A study showed that the driver fatality rate (driver fatalities per million registered vehicles) for one-to-three-year-old SUVs was lower (73) than the fatality rate for one-to-three-year-old passenger cars (83):*

While your GM SUV has many safety features built into it, good driving habits play a major role in the safety of you and your passengers. Please remind everyone in your vehicle to wear a seatbelt at all times. Of course, the handling characteristics of vehicles vary, and SUVs may handle differently than many passenger cars, particularly when loaded with passengers and cargo. Your GM SUV has been carefully designed and includes many safety features. However, good driving is an important part of highway safety. Your owner's manual is filled with information about the SUV driving experience, including how to load your vehicle safely. ~~It's there to make sure your travels are as fun – and safe – as possible.~~

To learn more about GM SUVs, visit www.gmsuvfacts.com. If you're considering a new SUV, take advantage of the GM 24 Hour Test Drive offer† (learn more at www.gm.com/24hour). Drive one for a day and "sleep on it" to be certain it's the right choice for you.

You made a smart, responsible decision when you purchased a GM vehicle. We're grateful for your business and for your continued ownership and loyalty.

Sincerely,



John Smith
Group Vice President, VSSM

* Based on the Federal Test Procedure hydrocarbon and nitrogen oxide emission standards.

† www.hwysafety.org/safety_facts/fatality_facts/passveh.htm

‡ Cargo and load capacity limited by weight and distribution.

†† Must be an insured, licensed driver, at least 21, with approved credit. Vehicle use restrictions apply. Vehicle availability for test drive varies by dealer. Offer ends 7/2/03.

August 23, 2003


Santa Rosa, CA


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

To Whom it may Concern:

I recently sent you a letter regarding a safety concern with the emergency break on my 2000 Chevy Tahoe. I am now continuing to keep you informed. At 28,000 miles my emergency break cable broke and My Chevrolet dealer replaced the cable and called it a "Good Will Repair" But will this happen again in another 28,000 miles. We bought this vehicle brand new in 2000 this is something that should not be happening. This is suppose to be an "emergency break" How safe is it when it is only good up to a 30 degree hill. This is a hazard and need to be addressed by General Motors. I recently received a letter from General Motors saying how safe their vehicles are and How we can trust them. 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. And we should be able to trust the emergency break. 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,


Enclosures: ~~Copy of Invoice~~
GM Safety Letter
4 e-break Invoices.

**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).**