



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

Date Received

Repository ☐

2004 MAR -2 AM 10:51
27-OCT-2003

Reference No.
10044822

OWNER INFORMATION (Type or Print)

Name

Address

City
VAIL

State
AL

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?
In the absence of an authorization, NHTSA ~~WILL NOT~~ provide your name or address to the vehicle manufacturer.

☒ YES

☒ NO

Signature of Owner

Date 2/16/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1GCHK23G01

Make

CHEVROLET

Model

SILVERADO

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

106000 POWER TRAIN:AXLE ASSEMBLY

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: 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

Fine

☐ 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).

WHILE TRAVELING AT NORMAL SPEED HEARD A NOISE, AND SUDDENLY THE REAR OF THE TRUCK DROPPED. DEALER STATED THAT LEFT REAR AXLE HOUSING CRACKED IN HALF. *AK

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.

Feb. 18, 2004

Re: 2001 Silverado Fleetside, VINNUMBER 1GCHK23G01 [REDACTED] purchased from O'Rielly Chevrolet, Tucson, Arizona.

Customer Service complaints, compromised vehicle performance complaints, complaints involving manufacture and dealership refusal to assume responsibility and liability for defected product, complaint involving misrepresentation and deceptive practice connected to the sale and advertisement of the said vehicle and vehicles of the same type. Specific and general safety concerns.

Dear Madame/Sir:

For close to nine years my husband and I have purchased and leased vehicles form O'Rielly Chevrolet in Tucson, Arizona. Since we are living on a ranch and have approximately seven miles of dirt road leading to our residence, these vehicles have all been heavy duty trucks and SUV's, chosen for their promised durability and well-publicized ability to travel roads other than city streets.

The salespersons, representing O'Rielly Chevrolet on each sale/lease, have always been made aware of our specific needs and expectations for vehicle performance and, until the problems with the 2001 Silverado Fleetside started to occur, such have been successfully met.

The 2001 Silverado Fleetside is burdened by a multitude of problems and manufacturing defects, including weak welding, resulting in recurrent loosening of both bedsides, metal fatigue, resulting in the sharing of the axle housing and a general malfunction of factory assembled components, resulting in misalignment of the bed of the truck and thereby the malfunction of the tailgate. The vehicle seems to loose power and road stability when turned to the right at low speed.

The pattern of the vehicle's repair history seem to be that of a temporary nature. The misalignment problems are recurrent regardless of correctional attempts. So is the problem involving the loosening and cracking of the welding of the bedsides.

That the vehicle is burdened with lesser performance and durability compared to that of a healthy vehicle of same type and specification, is documented in the enclosed repair history. All dealings with both O'Rielly Chevrolet, GM and Chevrolet are documented in the enclosed events log. Both have been kept and updated as the defects and problems have surfaced.

At no point or time have I claimed that the vehicle's standard 3 years/36,000 miles warranty should cover the repairs and inspection of the vehicle. Nor have I contested that this warranty has in fact expired. My claim has been, and still is, that the manufacture and/or the dealership hold the liability and responsibility for malfunctions and their proper and safe repair should such be the result of factory defects and shortcomings.

Though O'Rielly Chevrolet, the Chevrolet Corporation and GM have either verbally or in writing agreed that the vehicle's problems are in fact stemming from factory defects, all have refused that they are liable for such problems. O'Rielly Chevrolet appoints either Chevrolet or GM as the liable parties. Chevrolet and GM appoint one another or the dealership. All three parties seem to agree that manufacturing of vehicles is not 100% precise and without fault due to the fact that part of the process is done by man. They cannot, however, be responsible for those situations of a product not being up to factory standards since 'everybody makes mistakes.' And especially not when the warranty has expired.

I acknowledge that 'mistakes' do happen and that they are not the result of ill will or lack of expertise. When they happen, however, it seems that the liability must be with the manufacturer and/or the dealership, not the consumer, who has no financial profit participation in the manufacturing and sale of the vehicle and no involvement in the making of it.

Repairs, however, have been completed under the same expired warranty.

I find it alarming that all three parties, instead of assuming responsibility for the soundness of their product, indicates that the problems are inflicted due to abuse of the vehicle and the road on which it is driven. Especially so, since information regarding our need and expectations for vehicle durability and performance and the actual road conditions were communicated to the salesperson and the particular vehicle chosen based upon his recommendation. Moreover, advertisements for the said vehicle, in print and on television, promises performance fit for construction and heavy duty hauling and states the vehicle to be "Like A Rock."

I have, on several occasions, made it clear that the vehicle is NOT used for heavy hauling, driven off-road or abused in any other form or manner. Unfortunately, it seems that all three parties have a hard time believing this and, on one occasion, I was asked why, since the vehicle was not used to its potential, I had purchased it

I have a difficult time accepting that neither the dealership nor the manufacturer will agree to thoroughly inspect the vehicle in order to rule out major assembly defects and/or material defects. Such an inspection seems to be worthwhile in order to make sure that the life and health of the driver and passengers of the vehicle and of other motorists and bystanders are not being compromised.

It is my opinion that both my husband, myself and my personal assistant have done everything in our power to correct the situation with O'Rielly Chevrolet and/or the manufacturer. Unfortunately, as of today, no satisfactory solution had been obtained.

The vehicle is yet again falling apart. Mr. Jerry Lauer, the chief executive at O'Rielly Chevrolet, has chosen not to return my call, which his secretary assured he would or respond to a fax transmitted to his office on January 30, 2004. As the enclosed faxed documents shows, my husband and I are asking for either a full refund or a new vehicle of the same type and specifications.

Chuck McCoy has refused to take even a look at the vehicle. Instead, yet another time we are being referred to Chevrolet even though they have made it clear that the responsibility lies with the dealership.

It is my hope that you will be able to assist us with obtaining a satisfactory solution to our problems.

Thank you for your time.

Sincerely,



2001 SILVERADO FLEETSIDE. VIN NUMBER 1GCHK23G01F2038774

Events log

Please note that the vehicle has been repaired twice for damage due to accidents. Both times the damages was inflicted on the right side of the vehicle. O'Rielly Chevrolet has determined that the current and recurrent problems are not related to these accidents.

August 06, 2002: Bedside cracking around left rear joint. Covered under warranty. Classified as 'stress crack.'

August 28, 2003: Bedside cracking around left rear. Larry Fox, mechanic at O'RIELLY Chevrolet states it is the first time he has seen a crack like this and that the bedside will likely crack again in the same area. Larry Fox says "crack is due to driving down the dirt road leading to the Blake's residence. Vibrations stress the crack."

O'RIELLY Chevrolet agrees to pay all cost but labor since similar problem occurred under the warranty period (August 6, 2002 cracking). Manufacturing defect is being argued. Mrs. Blake agrees to pay the cost of labor to install the bedside (\$400.00), however. Seems to be the only way to get the vehicle repaired.

According to Larry Fox GM is contacted to instruct how to repair.

O'RIELLY Chevrolet is being made aware that the vehicle does not haul heavy loads, is not used for off-road driving or abused in any other form or manner.

September 25, 2003: Axle housing sheers while Mrs. Blake is driving her three under-aged children from school to their home. Both bedsides of the vehicle are loose. The bed of the vehicle is out of alignment approximately 1 - 1 1/2". Difficulties closing the tailgate due to the condition of the bed of the vehicle.

Vehicle towed per O'RIELLY Chevrolet's authorization. Replacement vehicle requested per Nancy Skandalakis, personal assistant to Mrs. Blake. The past repair history of the vehicle and safety concerns regarding the same brought to the attention of Fred Descamp in the body shop at O'RIELLY Chevrolet by Nancy Skandalakis.

September 26, 2003: Nancy Skandalakis has conversation with Fred Descamp regarding the Silverado and replacement vehicle. Fred Descamp informs her that no replacement vehicle is available and that the Silverado will be turned over to Dennis Doseh in Service since axle housing problem is not due to accidents and therefore not the responsibility of the body shop. Fred Descamp offers to get Mrs. Blake a \$49.99 per day rate with Enterprise Rent A Car (same discount O'RIELLY Chevrolet receives). Fred Descamp says that the axle housing will be repaired at no cost for The Blakes.

Nancy Skandalakis speaks with **Chuck McCoy**, service supervisor of **O'RIELLY Chevrolet**, about replacement vehicle, safety concerns regarding the Silverado and past repairs/problems. **Chuck McCoy** states that no replacement vehicle is available and the **Dennis Dorsch** will handle the situation regarding the repair of the Silverado.

Nancy Skandalakis attempts to discuss safety concerns and repair history and the repair of the broken axle housing with **Dennis Dorsch**. As she is trying to explain the situation to **Dennis Dorsch**, he puts up his hand, palm out, only inches from her face, and exclaims: "You stop right there!" **Nancy Skandalakis** requests to speak to **Chuck McCoy** but is informed that he is willing to speak with the owner of the vehicle only. **Nancy Skandalakis** gets [REDACTED] on the phone with **Chuck McCoy**.

During this conversation **Chuck McCoy** informs [REDACTED] that no replacement vehicle will be issued since the warranty period of the vehicle has expired. He also adds that previous replacement vehicles have been provide on a 'goodwill' basis and that he had worked really hard to provide such in the past but would be unable to do so this time. [REDACTED] states that she is not requesting repair of the Silverado and replacement vehicle under the expired warranty but as a result of a manufacturing defect which **O'RIELLY Chevrolet**, as a dealer for the Chevrolet Corporation, is responsible for.

After this conversation **Chuck McCoy** arranged for a Trail Blazer to function as the replacement vehicle. He informed **Nancy Skandalakis** that GM had agreed to repair the vehicle's axle housing. Repair to be completed by Tuesday, September 30.

September 29, 2003: **Nancy Skandalakis** speaks to **Chuck McCoy**. He informs her that GM has agreed to repair the axle housing under the warranty although the warranty period is over. **Nancy Skandalakis** reminds him that repair is being requested based on defects. **Nancy Skandalakis** requests per [REDACTED] that an engineer inspect the vehicle for safety and/or hidden defects causing the recurrent problems after the repair is completed. **Chuck McCoy** says that he mechanics at **O'RIELLY Chevrolet** are qualified to do this in his opinion and that GM is not going to send an engineer since he does not think this is necessary. **O'Rielly Chevrolet**, however, will inspect the vehicle after repair work is done.

[REDACTED] speaks to **Kristen Tift**, representative of Chevrolet, regarding possible factory defect concerning the axle housing and the cracking bedsides and alignment problems with the bed of the vehicle. [REDACTED] voices her concern continuing driving the vehicle and requests that an engineer be send to inspect the vehicle. **Kristen Tift** states that an engineer will not be send since the responsibility lies with **O'RIELLY Chevrolet**. [REDACTED] states that Chevrolet, as the manufacturer, is responsible for the correct assembly and function of the vehicle and thereby also responsible for the lack thereof. **Kristen Tift** says that she cannot guarantee the safety of the vehicle regardless of its past history. When presented with the scenario that the vehicle might malfunction to the point of death of the driver and passengers, other motorists and bystanders, **Kristen Tift** states that the death of [REDACTED] and her children would not necessarily make Chevrolet liable even if such was due to factory defects on the vehicle. [REDACTED] asks her to put this statement in writing and that Chevrolet will not take the vehicle back nor send an

engineer to inspect the vehicle. Kristen Tift refuses this request but offers to help Mrs. Blake toward the purchase of a new Chevy truck.

Open Complaint File # 1-145653375

September 30, 2003: Vehicle not ready for pick up. Repair not completed.

October 01, 2003: Nancy Skandalakis and [REDACTED] arrives to O'RIELLY Chevrolet in order to pick up the vehicle as Dennis Dosch has called and informed that repair had been completed. [REDACTED] confronts him with his treatment of Nancy Skandalakis (hand in face). He says that he was busy that day but offers no apology. When asked, Dennis Dosch states that the sheering of the axle housing was due to metal fatigue, a factory defect.

Vehicle has not been turned over to the body shop. Bedsides still loose, bed of truck out of alignment. Tailgate not closing properly. Requested repairs not completed.

Mrs. Blake requests that O'RIELLY Chevrolet inspects the vehicle after end repair. The goal of such inspection being to rule out any major problems in the vehicle's frame and assembly. Nancy Skandalakis, Fred Descamp, Dennis Dosch and Chuck McCoy are all present at the time of this request. Chuck McCoy states that the vehicle will be inspected after repairs have been completed.

Fred Descamp says he will evaluate the problems and inform [REDACTED] as to the problems.

Fred Descamp leaves message on Nancy Skandalakis phone. He says that he has to weld both bedsides. That the factory welding are defective on both sides. He states that the problems are unrelated to the accidents and past work done to correct the damage from such.

Nancy Skandalakis, per [REDACTED]'s request leaves a message for Fred Descamp not to add any parts (supportive) not originally not original to the vehicle when purchased.

Fred Descamp calls back and informs Nancy Skandalakis that braces has already been added. Per Chuck McCoy incitive GM was contacted and gave approval to add such. [REDACTED] was not contacted prior to installation of these braces nor was she informed why such were needed.

Fred Descamp is asked to remove the braces at once. He states they are needed for additional support.

The office of the Attorney General is contacted regarding the added braced and the overall history of the vehicle. Their advice is to demand the braces to be removed since they are not original to the vehicle and should not be necessary on a healthy vehicle of the same model.

October 03, 2003: Fred Descamp has an accident in vehicle. While parked a door flies open and damages the side of the vehicle. Per [REDACTED]'s request, Nancy Skandalakis arrives at O'RIELLY Chevrolet to view the damage. Damages looks more grave than described by Fred Descamp over the phone.

Support braces are still in place. Fred Descamp is requested again to remove them. When asked why they are necessary to the vehicle, Fred Descamp states they are not necessary.

Fred Descamp says he will email digital picture of the damage inflicted by the door to Mrs. [REDACTED] and that the braces will be removed.

October 07, 2003: Nancy Skandalakis, per [REDACTED]'s request, calls General Motors Customer Service regarding the Silverado. She asks to speak with the CEO as the complaint filed has not been resolved to the customers satisfaction (complaint filed to Kristen Tift). Nancy Skandalakis is told to call back with the open complaint file number at which point she will be directed immediately to the CEO's office.

October 08, 2003: Nancy Skandalakis calls Chevrolet and confirms the file number. She is told that the file was opened on October 29th of September and closed that same date. The noted reason for closing the file was that the vehicle was no longer under warranty.

October 08, 2003: Debbie Palmer with GM is contacted. She is being briefed on the defects of the Silverado, its history and the safety issue concerns. She says she is going to call the dealership and research further prior to speaking to [REDACTED]. Debbie Palmer is being given the names and numbers of Chuck McCoy and Fred Descamp. She says that according to the records she has at the moment the vehicle is in for repair due to an accident.

October 09, 2003: Debbie Palmer calls and asks why Mrs. [REDACTED] requested the removal of the support braces put in place on GM's approval to correct factory defects.

Mrs. [REDACTED] informs her that the braces are not original to the vehicle, that their installation should not be necessary on a sound vehicle and that Fred Descamp had stated that they were indeed not needed. Debbie Palmer is also told that on the advice of the Attorney General's office the braces were requested removed.

Debbie Palmer takes the position that GM can do no more since the warranty has expired. They will not send out an engineer to inspect the vehicle since the dealership deems such action unnecessary. When confronted with the statements from people employed by the dealership that the vehicle is suffering from factory defects, she states that the braces were installed to correct such defects and that the warranty has expired. GM is not liable in any form or manner. When asked to put this in writing she refuses. Mrs. [REDACTED] attempts in vain to reason with her which leads to a heated argument. The conversation is terminated.

Digital pictures of damages inflicted by doors has not been received. Fred Descamp states that they have been sent.

October 10, 2003: BBT, FCT and Attorney General's office contacted in order to file complaints.

Complaint filed via phone with Federal Trade Commission.

Vehicle ready for pick up from O'RIELLY Chevrolet. Repaired factory welding defective according to Fred Descamp. Same states that digital file of damage inflicted by door has been deleted and that he has no hard copy of the digital image.

Mrs. [REDACTED] and Nancy Skandalakis arrive to pick up vehicle. Documentation drama unfolds. Mrs. [REDACTED] requests that Chuck McCoy signs a letter, composed by Mrs. [REDACTED] attesting that the braces were removed and no other non original parts were added in the attempt to correct the defects. Furthermore, he is asked to attest, in writing, on all completed work forms that the problems are stemming from factory defects. Mr. McCoy refused, at first, to do so. When told that it is the right of Mrs. [REDACTED] to get such documentation and that she will remain in the office of the service department until the task has been completed he agrees. His attitude is arrogant and demonstrative.

Chuck McCoy seems to have a problem with the removal of the braces. Mrs. [REDACTED] informs him that the Silverado was purchased based on its advertised sturdiness, its ability to drive, without problems, on roads other than city streets and upon the advice of the salesperson. She adds that is what she paid for and should the vehicle need extra support and reinforcement it is not worth the price paid and most definitely not living up to what it is marketed as. Chuck McCoy has nothing to say.

When asked if vehicle has been inspected after end repair Chuck McCoy states that indeed it has.

October 23, 2003: Vehicle is leaking axle fluid and is being driven to O'RIELLY Chevrolet by Mr. Blake. Nancy Skandalakis calls O'RIELLY Chevrolet and speaks to Larry Fox (he is the only one not in a meeting). He is being briefed on the situation and says he will start working on a replacement vehicle for The [REDACTED]. Messages are left for both Chuck McCoy and Fred Descamp. The latter calls Nancy Skandalakis and informs her that he will have to see the vehicle before a replacement vehicle can be issued.

Upon arrival, Nancy Skandalakis learns that replacement vehicle will not be issued.

Mr. [REDACTED] meets with Chuck McCoy. When asked if the vehicle was inspected properly after completion of the axle housing repair, Chuck McCoy tells Mr. [REDACTED] that the vehicle was not inspected thoroughly after repair of axle housing had been completed.. He also informs Mr. [REDACTED] of his choices regarding this vehicle: Either talk to a salesperson at O'RIELLY Chevrolet and work out a deal for a new truck or contact the BBB.

Nancy Skandalakis confronts Chuck McCoy with the fact that the vehicle was not inspected after repair of axle housing. He says that Fred Descamp inspected the vehicle not an engineer. When Nancy Skandalakis reminds him that he promised the inspection to be conducted by an engineer, Chuck McCoy has nothing to say.

As per Mrs. [REDACTED] request the Attorney General's office is contacted. Her concerns for the safety of her children, herself and people the vehicle might come in contact with while being

driven is discussed. The Attorney General's office directs **Nancy Skandalakis** to the Department of Transportation in Washington D.C. A verbal complaint is filed regarding the safety of the vehicle, it's passengers, pedestrians and other drivers in the vicinity should the vehicle fail to operate properly.

Mr. Jerry Lauer, the chief executive at **O'RIELLY Chevrolet** is contacted. **Mr. Lauer** is not in the office but his secretary, **Shelly Hundley**, seems very disturbed when told about the choices offered to **Mr. [REDACTED]** by **Chuck McCoy** and the way with which the situation had been handled. She says that **Mr. Lauer** will call later in the day.

Vehicle ready for pick-up at 4:30 P.M. **Fred Descamp** informs **Nancy Skandalakis** that the seal on the right side of the axle housing has been replaced. As has the left one as a precaution.

October 24, 2003: Vehicle picked up. **Mr. Lauer's** office calls. He will be out of the office until Tuesday. **Shelly Hundley** states that **Mr. Lauer** has spoken to several people at **O'RIELLY Chevrolet**, including a salesperson, in order to get **The [REDACTED]** a new vehicle at a good deal. She is informed that, at this point **The [REDACTED]** find themselves unable to trade in the vehicle and thereby allow it to end up in the hands of someone unaware of the recurrent problems and defects and the potential danger of operating it until the vehicle has been inspected properly. **Shelly Hundley** says that **Mr. Lauer** will call **The [REDACTED]** in order to correct the situation.

Many attempts to reach **Mr. Lauer** are made in the following months. They are all in vain however.

January 27, 2004: **Nancy Skandalakis** contacts **Chuck McCoy**. He is being told that the bedsides are loose yet again and that the bed of the truck is out of alignment. **Nancy Skandalakis** is told that there is nothing more he can do for the vehicle and that she should contact Chevrolet. He is being reminded that, according to Chevrolet, **O'RIELLY Chevrolet** as the dealer is solely responsible. **Chuck McCoy** says: "I have told you I have done everything I can do for this vehicle. I cannot even take a look at it."

Attempt to get **Mr. Lauer** on the phone. No luck.

January 30, 2004: Letter faxed to **Mr. Lauer's** office asking for a solution. No response.

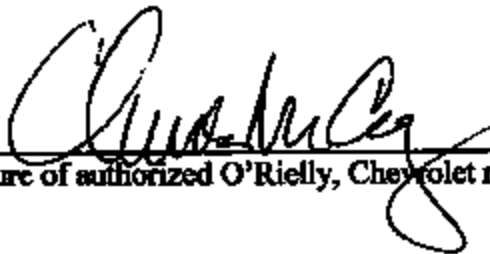
Tucson, Arizona, October 10, 2003

Re: Repair of loose bed sides on 2001 Chevrolet Fleetside VIN # 1GCHK23G01 [REDACTED]

I acknowledge that extra support brackets were installed, per O'Rielly's, Chevrolet initiative with the approval of GM but without owners authorization, as reinforcement and stabilizers to the factory installed braces for lower bed side support..

On owner's request these non-factory support brackets have been removed.

No non-factory parts or other components have been added to the vehicle in an attempt to repair it according to manufacturing standards.



Signature of authorized O'Rielly, Chevrolet representative

10/10/03

Date

Date: January 30, 2004
Re: 2001 Silverado Fleetside
VIN: 1GCHK23G01F [REDACTED]

Dear Mr. Lauer,

For close to eight years my husband and I have purchased and leased vehicles from O'Rielly Chevrolet. Such vehicles have all been heavy duty trucks and SUV's chosen for their durability and well publicized ability to travel roads other than city streets. Our main residence is situated in such a manner that approximately seven miles of dirt roads must be traveled to reach it. The road condition has always been discussed prior to purchase with the O'Rielly salesperson and purchase has been made after the vehicle has been deemed appropriate.

Contrary to what certain people at O'Rielly might think or indicate we do not abuse our vehicles. We do not use them for heavy hauling nor do we do off road driving. We simply use them as sturdy and safe ways of transporting ourselves and our children off our property and into town.

We have never had any problems with the durability of our vehicles until the purchase of the above referenced Silverado Fleetside truck. As your repair log clearly states this vehicle has recurrent problem with cracking bedsides. It has suffered from metal fatigue, which resulted in the sheering of the axle housing while being driven by myself transporting my three underage children from school. The bed of the truck repeatedly comes out of alignment and the vehicle loses "steering power" when being turned to the right at low speed.

As of today, the only problem successfully corrected is the axle house sheering. The vehicle is out of alignment, the bedsides have cracked again and the problems with right turns still exist. On October 1, 2004 O'Rielly contacted GM and received their approval to put on support brackets on the vehicles sides. Such brackets, of course, are not original to the vehicle and are unnecessary were the vehicle up to factory standards. Their removal was requested upon the advice of the Attorney General's Office this same day.

Mr. McCoy was contacted yesterday, the 29th of January, regarding these problems, unfortunately however, Mr. McCoy finds himself unable to accommodate my request stating, "I can do absolutely no more for this truck".

In lieu of his response and the vehicles recurring problems it seems that my husband and I are entitled to a full refund for the said vehicle or a replacement vehicle. Mr. McCoy referred us to Chevrolet. Chevrolet however has made it very clear that O'Rielly, being the dealer, is responsible.

As you might understand the experience throughout this ordeal has been highly interruptive in our daily lives and also quite distasteful due to the derogatory and

aggressive statements coming from your employees and their unwillingness to perform what Mr. O'Rielly himself states as the highest goal of O'Rielly Chevrolet: 100% customer service. Added to our distress, is the fact that you have not yet, after three months time lapsing, been able to find the time to return our calls and settle the matter.

Everything taken into consideration, we find it necessary to contact the Better Business Bureau, Attorney Generals Office, Department of Safety and Transportation and other consumer support organizations regarding this matter should you choose not to respond prior to Tuesday, February 3, 2004.

Sincerely,

A large rectangular area of the document is completely blacked out, redacting the signature and any text that might have been present in the signature block.

Contact:

Personal Assistant

A small rectangular area of the document is blacked out, redacting the contact information for the Personal Assistant.

Document ID# [REDACTED]

Back

Forward

2001 Chevrolet/Geo Chevy K Silverado
- 4WD

Print

Info - Release of New Pickup Box Side Panel Rear Braces # [REDACTED] (09/21/2001)

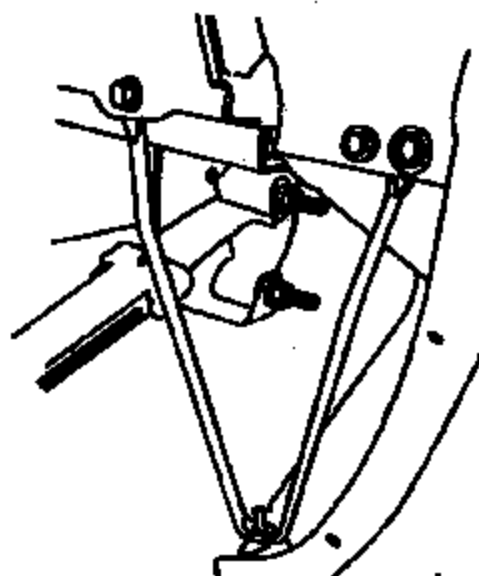
Release of New Pickup Box Side Panel Rear Braces

1999-2001 Chevrolet and GMC C/K Pickup Models (Silverado and Sierra)

with Steel Wideside Pickup Box (RPO E63)

This bulletin is being issued to inform dealers of the release of new pickup box side panel rear braces for the above vehicles. These new double V-shaped braces have been developed to increase the support at the rear of the side panel.

Some vehicles that are exposed to extensive off-paved road use may experience pickup box side panels that become cracked at the rear pencil brace mounting area.



After repairing the pickup box side panels, installing the new braces should prevent

<http://service.gm.com/servlets/BlobServlet?ServletFile=821371&psdid=210&evc=sm>

10/10/03

reoccurrence of the stress cracks.

Parts Information

Part Number	Description
15072624	Brace-Pickup Box Side Panel Rear (Right Side)
15072625	Brace-Pickup Box Side Panel Rear (Left Side)

Parts are currently available from GMSPO.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT
VOLUNTARY
TECHNICIAN
CERTIFICATION

© Copyright General Motors Corporation. All Rights Reserved.

Document ID# [REDACTED]

**2001 Chevrolet/Geo Chevy K Silverado
- 4WD**

[Print](#)

GM Vehicle Inquiry System Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) -
[Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1GCHK23G01E
-------	-------------

CLAIM HISTORY

Repair Order Date :		09/26/2003		Repair Order Number :		477527		Odometer Reading :		47427 miles	
Serviced By :		O RIELLY CHEVROLET, INC. PO BOX 12828 TUCSON, AZ 85732-2828 (520) 747-8000				Selling Source :		13 - CHEVROLET			
						Site Code :		39222			
						Business Associate Code :		114654			
Cycle Date		Cycle Nbr	Case	Type	Labor Operation			Part		Comments	
10/10/2003		420	01	#	Z5001 - VIP FREIGHT/POSTAGE REIMBURESEMENT			12471439 - HOUSING		<u>Y</u>	
10/03/2003		418	02	#	F3023 - RR DIFF HOUSING RPL			12471439 - HOUSING		<u>Y</u>	
10/03/2003		418	03	#	T2020 - WARRANTY TOWING			N/A		<u>Y</u>	

Repair Order Date :		09/02/2003		Repair Order Number :		474898		Odometer Reading :		43246 miles	
Serviced By :	O RIELLY CHEVROLET, INC. PO BOX 12828 TUCSON, AZ 85732-2828 (520) 747-8000					Selling Source :		13 - CHEVROLET			
						Site Code :		39222			
						Business Associate Code :		114654			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation				Part		Comments	
09/16/2003	413	01	#	B5291 - PICK-UP BOX BEDLINER				15097958 - PANEL		<u>Y</u>	

Repair Order Date :		10/07/2002		Repair Order Number :		440394		Odometer Reading :		30923 miles	
Serviced By :		O RIELLY CHEVROLET, INC. PO BOX 12828 TUCSON, AZ 85732-2828 (520) 747-8000				Selling Source :		13 - CHEVROLET			
						Site Code :		39222			
						Business Associate Code :		114654			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Comments			
10/11/2002	316	01	#	Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)		12476310 - JOINT KIT		N			
10/11/2002	316	02	#	F0093 - PROP SLIP JOINT RPL		12476310 - JOINT KIT		N			

Repair Order Date :		08/06/2002		Repair Order Number :		434024		Odometer Reading :		29005 miles	
Serviced By :		O RIELLY CHEVROLET, INC. PO BOX 12828 TUCSON, AZ 85732-2828 (520) 747-8000				Selling Source :		13 - CHEVROLET			
						Site Code :		39222			
						Business Associate Code :		114654			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation		Part		Comments			
09/27/2002	312	01	#	A9461 - LEFT PICKUP BOX OUTER PANEL - REPAIR		N/A		N			
09/27/2002	312	02	#	A2561 - LEFT PICKUP SIDE EXTERIOR BOX, COMPLETE - COLOR/CLEAR CT		N/A		N			
09/27/2002	312	03	#	B8290 - RIGHT QUARTER OUTER AT WHEEL OPENING - R&R OR REPLACE.		15149708 - RETAINER		N			

Repair Order Date :		06/25/2001		Repair Order Number :		A03874		Odometer Reading :		0 miles	
Serviced By :		O RIELLY CHEVROLET, INC.				Selling Source :		13 - CHEVROLET			

By : PO BOX 12828 TUCSON, AZ 85732-2828 (520) 747-8000		Site Code :		39222		
		Business Associate Code :		114654		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Comments
06/29/2001	182	01	I	Z7000 - NEW VEHICLE INSPECTION ALLOWANCE	N/A	N

© 1998-2003 General Motors Corporation. All Rights Reserved.

Address

Telephone

Vehicle (VIN)

License

Technician

Mileage

Time Printed 10/8/03 3:38 AM

Chevrolet Truck & Rear Wheel Drive Van : K Series/Silverado (4X4) 1972-2002 Pickup : 2001-02 : Silverado 2500 Heavy Duty

Front : Left

Actual	Before	Specified Range
0.0°	0.0°	-0.3° 0.8°
2.6°*	2.6°*	3.6° 4.6°
0.07°	-0.01°	-0.08° 0.18°
22.0°	20.3°	
22.0°	20.4°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
0.2°	-0.4°*	-0.3° 0.8°
3.1°*	3.1°*	4.3° 5.3°
0.08°	0.03°	-0.05° 0.15°
21.8°	22.8°	
22.0°	22.1°	

Front

Gross Camber
Gross Caster
Gross SAI
Total Toe
Cross Turn DMT.

Actual	Before	Specified Range
-0.2°	0.4°	-0.5° 0.6°
-0.5°	-0.7°	-1.2° -0.3°
0.3°	-2.1°	
0.13°	0.02°	-0.10° 0.30°

Rear : Left

Actual	Before	Specified Range
0.0°	0.0°	
0.09°	0.10°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
0.0°	0.0°	
0.02°	0.00°	

Rear

Gross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.1°	0.1°	
0.11°	0.09°	
0.04°	0.05°	

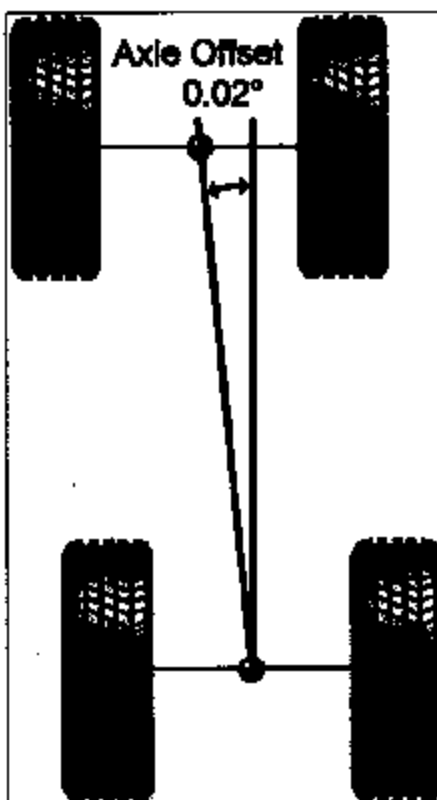
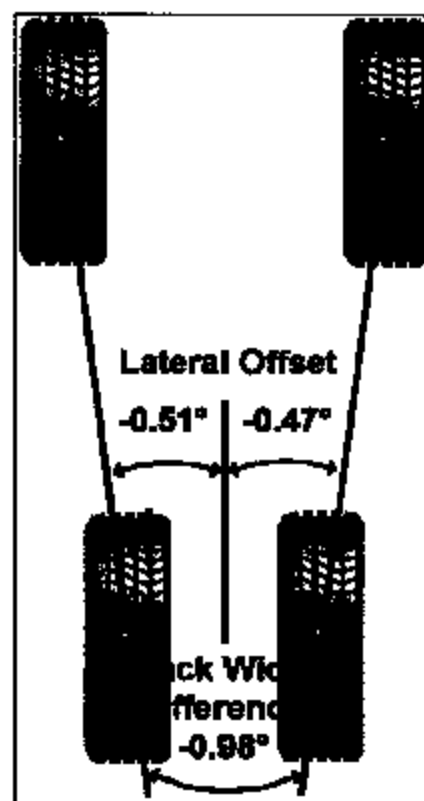
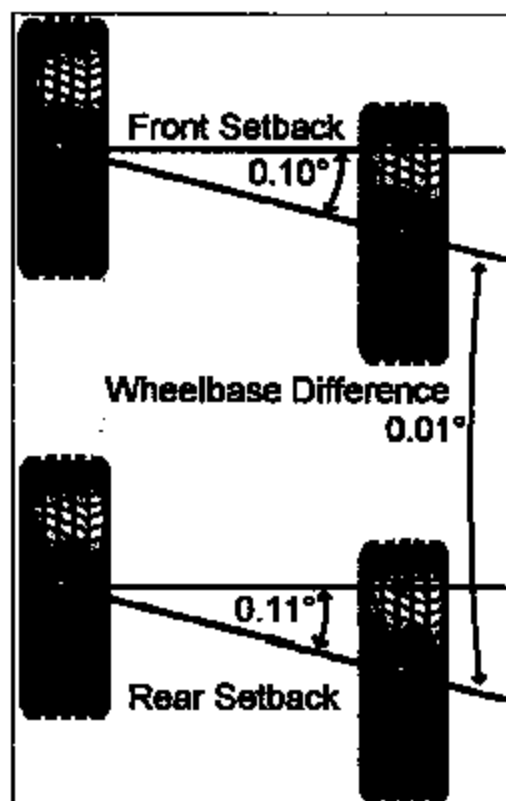
* This value is not within specification. Tire wear, handling and safety problems may result.

Name
Address

Telephone
Vehicle (VIN)
License
Technician
Mileage
Time Printed

10/3/03 3:40 AM

Chevrolet Truck & Rear Wheel Drive Van : K Series/Silverado (4X4) 1972-2002 Pickup : 2001-02 : Silverado 2500 Heavy Duty



**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).**