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	Repository ☐
2004 FEB 24 AM 10:26	Reference No. 10055290

OWNER INFORMATION (Type or Print)

Name	Daytime Telephone Number	E-mail Address
Address	Evening Telephone Number	
City BEAUMONT / State TX / Zip Code		

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 2/10/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1GNEC13R3X	CHEVROLET	TAHOE	1999

Date Purchased	Dealer's Name and Telephone Number			Engine: No: Cylinders	Fuel Type:
3-26-2001	Mc Dorman Motors			8	Gas
Original Owner ☒	Dealer's City Beaumont	State TX	Zip Code 77706		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	4-WHEEL DRIVE 2 WHEEL DRIVE	103000 POWER TRAIN:AUTOMATIC TRANSMISSION
			Multiple Failures: 2 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
4-16-03 4-18-03 12-22-03	72000 69156-69859	40- 70	TORQUE CONVERTOR PUMP W HOLE TRANSMISSION

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 said part is available).

THE CONSUMER COMPLAINED ABOUT SIX MONTH AGO ABOUT PROBLEMS WITH THE TRANSMISSION. THE DEALER REPLACED THE TORQUE CONVERTER, SIX MONTH LATER, THE TRANSMISSION FAILED WHILE DRIVING 40 MPH. THE DEALER REBUILT THE AUTOMATIC TRANSMISSIONS AT THE OWNER EXPENSE, PLEASE PROVIDE FURTHER INFORMATION. *JB

[illegible]	[illegible]	[illegible]

[illegible]

AUTOMATIC	☒ CRUISE CONTROL	4 WHEEL DRIVE	[illegible]

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

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

While driving on Highway in Branson, Missouri transmisscon failed (4-16-03) Was repaired at local dealership. TWO DAYS LATER ON TRIP BACK TRANSMISSION failed again on the highway in Atlanta, Texas (400 miles later) was repaired at local dealership. EIGHT MONTHS LATER TRANSMISSION FAILED WHILE IN HOME TOWN. Had to be completely rebuilt. Vehicle had been serviced prior to purchase (on 3-23-2001) which included transmission flush.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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

Official Business
Penalty for Private Use $300

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

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DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS COMPLETE THIS FORM OR

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT

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National Highway Traffic Safety Administration
http://www.nhtsa.dot.gov/cars

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).