



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
(1-888-327-4238)
INTERNET www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 120

Date Received: 2004 JUL -6
18-MAY-2004
Repository:
Reference: 10073841

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ARLETA State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
E-mail Address: [Redacted]

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: [Redacted] Date: 6/15/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNE16T03 [Redacted]
Make: CHEVROLET Model Year: 2003
Model: SUBURBAN
Date Purchased: 09/06/03 Dealer's Name and Telephone Number: (818) 838-1700
Original Owner: [Redacted] Dealer's City: San Fernando State: CA Zip Code: 91340
Engine: B No. Cylinders: [Redacted] Fuel Type: [Redacted]
Transmission Type: AUTOMATIC
 Antilock Brakes
 Cruise Control
Powertrain: [Redacted]
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 4 MAY-2004
Failure Mileage: 15,750
Failure Speed: 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM15ABC035): [Redacted] Original Equipment Prior Repair
Failure location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: 0 Number of Deaths: 0 Reported to Police: YES

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 STATED THAT HIS 2 YR OLD SON WAS ABLE TO PULL HIS VEHICLE OUT OF PARK WITHOUT STEPPING ON THE BRAKES. HE STATED THAT THE CHILD WAS IN THE VEHICLE AND WAS APPARENTLY PLAYING WITH THE GEAR SHIFTER. HE THEN MOVED THE SHIFT LEVEL CAUSING THE VEHICLE TO ROLL BACKWARD HITTING A POLE, AND BENDING HIS FRONT PASSENGER SIDE DOOR. HE STATED HE DOES NOT THINK THIS VEHICLE HAS A SHIFT INTERLOCK, WHICH WILL NOT ALLOW THE GEAR SHIFTER TO BE MOVED WITHOUT STEPPING ON THE BRAKES FIRST. HE STATED HE TOOK THE VEHICLE TO THE DEALER AND THEY DID NOT KNOW THIS EITHER. THE CONSUMER STATED THE INTERLOCK ONLY WORKS WHEN THE KEY IS IN THE IGNITION TO DRIVE. *JB

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 Administration 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.

Ignition key was on Radio Mode. The manager for Service department at Rydell in San Fernando, was not aware of this operating feature, he had to check other vehicles such as Tahoe, Denali and Silverado. They had the same operating feature. He was not able to give me an explanation on why this feature operates this way. He assumed this was a normal operating feature because other vehicles operated the same way. He gave me GM's customer service number which I called on 5/18/04 at 4:30PM Pacific Time. I spoke to Jessica Evans for 45 min. and she was unable to give me any answer on this feature. Call Ser.# 1-218592734

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US Department of Transportation

National Highway Traffic Safety Administration

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
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POSTAGE WILL BE PAID BY ADDRESSEE

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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and dial toll free at

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