



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 100216

Date Received

02-AUG-2005

Registration

Reference No.

10084040

**OWNER INFORMATION (Type or Print)**

Name

Address

City

PORTLAND

State OR

Zip Code 97203

Daytime Telephone Number

Evening Telephone Number

Email Address

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

*[Handwritten Signature]*

Date 8/12/05

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number located at base of windshield on driver's side

3GNFK16D430

Make CHEVROLET

Model SUBURBAN

Model Year 2003

Date Purchased

9-30-03

Dealer's Name and Telephone Number

MURRAY Chev

503-661-2222

Engine:

No. Cylinders 8

Fuel Type:

Original Owner

Dealer's City

GRESHAM

State OR

Zip Code 97030

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

020000 SUSPENSION

Multiple Failure: 6

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

Incident Date(s)

20-MAY-2004

Current

Failure Mileage

2875-

Present

Failure Speed

40 MPH

High

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R16)

DOT No. (Example: DOTM19ABC03B)

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

0

0

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 DRIVING 40 MPH VEHICLE VIBRATED UNCONTROLLABLY. CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE, AND DROVE IT TO THE DEALER FOR INSPECTION. MECHANIC DETERMINED THAT VEHICLE NEEDED AN ALIGNMENT. HOWEVER, THE PROBLEM RECURRENT.

\*AK  
Front End Alignment. Replaced front shock. The problem I have is intermittent. Sometime it drives just fine, but you have to stay on gas guard at all times. This is not the way to enjoy a nice vehicle like this suburban should be.

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

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.



**CHEVROLET**

Customer Assistance Center

Chevrolet Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

July 13, 2004

[REDACTED]  
Portland, OR [REDACTED]

Service Request: [REDACTED]  
Customer Relationship Manager: Lynda Cooper

Dear Ms. [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2003 Chevrolet Suburban. We know you are sincere in the position you have taken, and we trust we have been able to explain our point of view.

In circumstances such as these, General Motors believes that our customers should have the opportunity to deal with unresolved matters in a fast, fair and free dispute resolution process. For that reason, we participate in the Better Business Bureau's BBB AUTO LINE program, an independent dispute resolution process administered by the Council of Better Business Bureaus. BBB AUTO LINE provides mediation and arbitration for eligible warranty-related disputes.

As a GM customer, BBB AUTO LINE is available to you at no cost. In certain circumstances, you may be required to use this program prior to participation in other resolution methods. The BBB AUTO LINE program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

To file your case with BBB AUTO LINE, or get more information about the program, call the BBB at 1-800-955-5100 (Monday through Friday during normal business hours). You may also access the BBB AUTO LINE website at any time (including evenings, weekends and holidays) by visiting <<http://www.dr.bbb.org/goauto>>

Whether you contact them by telephone or Internet, the BBB will provide you with full program details, current eligibility standards of the BBB AUTO LINE program and will assist you with any questions you have.

Thank you for the opportunity to review this matter.

Sincerely,

General Motors Corporation



**CHEVROLET**

Customer Assistance Center

Chevrolet Division  
General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-8170

June 21, 2004

[REDACTED]  
Portland, OR [REDACTED]

Service Request [REDACTED]

Customer Relationship Manager: Lynda Cooper

Dear Ms. [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Smart Care Plan for your 2003 Chevrolet Suburban, Vehicle Identification Number 3GNFK16Z43G [REDACTED] is for the following:

- 12 months or 12,000 miles, whichever occurs first, beginning on June 14, 2004 and ending on June 14, 2005 and begins with 11,138 and ends with 23,138 odometer miles
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

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).