



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 241

Date Received

21-OCT-2004

Repository ☐

Reference No.

10097396

OWNER INFORMATION (Type or Print)

Name

Address

City

LITCHFIELD

State

MN

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

Signature of Owner _____ Date 11/1/04

VEHICLE INFORMATION

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

PLEASE FILL IN 1GCHK24653E

Make

CHEVROLET

Model

SILVERADO

Model Year

2003

Date Purchased
01-03-03

Dealer's Name and Telephone Number
Kress Chevrolet - 320-685-3683

Engine:
No. Cylinders 8

Fuel Type:
Gas

Original Owner

Dealer's City
Cold Spring

State

MN

Zip Code

56320

Transmission Type
MANUAL
6 speed

☒ Antilock Brakes
☒ Cruise Control

Powertrain
4 WHEEL DRIVE

Vehicle Component Code

022520 SUSPENSION: REAR AXLE: NON-POWERED AXLE ASSEMBLY

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
15-AUG-2004

Failure Mileage
13340

Failure Speed
65

wheel, axle, brake pads on front right side
broke off and went under truck and came out the end.

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: DOTM19A8C036)

☐ 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

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

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).

WITHOUT ANY WARNING, THE FRONT AXLE ON THE DRIVER SIDE BROKE WHILE DRIVING 65 MPH. NO INJURY WAS REPORTED. *JB

Because of traffic on the left, my husband tried to steer (with 1 wheel) the vehicle toward the right. It hit the curb and went up the hill. A witness that was behind [redacted] saw the whole event. His name is [redacted] Nohah, MN, California [redacted] Police were called but did not show up because of shortage of personnel as it was when President Bush was in Mpls. Over

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

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

GMC told my husband the wheel and axle falling off was not a defect in the vehicle and would not pay to have it repaired. Schwaner estimate to repair vehicle is approx \$12,000. On Aug. 9/04, my husband had vehicle at Schwaner for a check-up. He always complained that there was a rubber or brake smell in the vehicle as shown on letter "H" in invoice dated 8/9/04. My husband had been in contact with GMC Customer Association telephone # 866-952-4368 with Anne Sarina. Colleagues to 57338 and case file # [redacted] as far as we know - nobody from GMC has been out to look at the vehicle. [redacted] passed away 9/29/04. On 10/29/04, I contacted Better Business Bureau at the suggestion of GMC. - See letter.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. 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

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL 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



**VEHICLE
OWNER'S**

QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS

COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
www.nhtsa.dot.gov/hotline

9040



1010 West St. GRAMMATH STREET
SUITE 500
ST. CLOUD, MN 56301
320 252-4414
Fax: 320 252-4482

500 17th Avenue
80 NORTH BROAD STREET
MINNEAPOLIS, MN 55402-1798
612 432-3000
Fax: 612 432-4444

Reply to St. Cloud Office

Paul W. Stoll
320-202-5305
paul.stoll@opmlaw.com

September 9, 2004

GRANT SCHWIETERS
SCHWIETERS CHEVROLET OF COLD SPRING
1050 EAST HIGHWAY 23
COLD SPRING MN 56320

Re:

Case No. [REDACTED]

Dear Mr. Schwilters:

Our office represents [REDACTED]

Recently, there was a failure in the frame of his Chevrolet pickup and it is my understanding that the vehicle is now at your shop awaiting repairs and has been assigned the above case number by General Motors.

[REDACTED] is getting very frustrated at the lack of progress in repairing his vehicle. He needs this on a daily basis and this is an especially busy time of year for him.

It seems to me that, due to the nature of the failure, General Motors should be stepping forward immediately and, not only fixing his vehicle, but providing him with a comparable loaner vehicle. To date, no such offer has been made nor, to his knowledge, has GM even looked at the vehicle and authorized the necessary repairs.

Please send this along to whoever needs to see it and see that something moves forward.

Sincerely,

GRAY, PLANT, MOOTY,
MOOTY & BENNETT, P.A.

Paul W. Stoll

PWS/jr

cc: [REDACTED]

OP:1633198 v1



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 23170
Detroit, MI 48232-5170

October 13, 2004

[REDACTED]
Litchfield, MN [REDACTED]

Service Request: 1-249427838

Customer Relationship Manager: Anne Sajous

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2003 Chevrolet Silverado. 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,

9-5 Central

General Motors Corporation

**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).**