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RECEIVED 2004 DEC 29 11:12

2004 DEC 23 / A 11:12

OFFICE OF DEFECTS INVESTIGATION

Complaint

2003 Chevrolet Tahoe

I am writing to notify you of a failure in my 2003 Chevrolet Tahoe. I had this vehicle in the dealership Don Hewlett twice for a popping sound and loose steering issue. The steering shaft and front suspension were supposedly replaced to correct the problem. My son was driving my Tahoe on November 11, 2004 when he lost control, which I believe this is a mechanical failure. The car rolled twice end over end once and side over side one and a half times. I find it strange that the air bags did not deploy on the end over end roll. I am informing of these issues in hopes that my complaints may save the next Tahoe owner from the traumatic experiences of an accident. Obviously I am not the only one who was experiencing these types of problems. I have mailed in just a few other complaints of the same type. I wish to be notified of how many of these steering, braking, etc. problems incurred with this vehicle.

Sincerely, Crash yes Injuries yes

Granger TX

U.s. Dept. Transportation
Office of Defects Investigations

NAB
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1/11/05



Complaints

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Sitemap

Contact

1-888-DASH-2-DOT
(1-888-327-4236)

TTY

- » 1-800-424-9153 or
- » 1-202-484-5238

Office of Defects Investigation

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Form Approved: O.M.B. No. 2127-0008

File a Complaint

Use one of the following methods to file a complaint:

Web Forms

 Non-Secure Submission

 Secure Submission (Using SSL)


By Phone

Call the DOT Auto Safety Hotline at 1-888-DASH-2-DOT (1-888-327-4236) and a NHTSA representative will record your complaint information.

By Mail

You may also print the web form out and fax it to (202) 366-7882 or mail it to:

U.S. Department of Transportation,
National Highway Traffic Safety Administration,
Office of Defects Investigation,
NSA-10.01, 400 7th Street, SW,
Washington, DC 20590.

General Information

Your complaint information will be entered into NHTSA's vehicle owner's complaint database used with other complaints to determine if a safety-related defect trend exists.

- If a safety-related defect exists in a motor vehicle or item of motor vehicle equipment, manufacturer must fix it at no cost to the owner. Your complaint is the first step in process.
- Government engineers analyze the problem. If warranted, the manufacturer is asked to conduct a recall. If the manufacturer does not initiate a recall, the government can require the manufacturer to initiate a recall.