

October 17, 2005

U.S. Department Of Transportation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

2005 OCT 26 AM 11:14

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To Whom It May Concern:

Please see attached copies of (1) my original letter dated February 24, 2005 regarding two brake related safety problems with my 2000 Chevrolet Tahoe, (2) your response dated July 27, 2005 stating "...insufficient evidence to warrant opening a safety defect investigation at this time.", and (3) Chevrolet's recall notice regarding one of the two problems noted in my original letter.

Maybe you can explain why on July 27, 2005 there was "...insufficient evidence...", but on October 17, 2005 I receive a recall notice regarding the self activation of the anti-lock brake system. I would like to think that the National Highway Traffic Safety Administration works that quickly to resolve safety related issues, but I somehow doubt it.

You may want to expend a shade more time looking into the other safety related problem with my 2000 Chevrolet Tahoe - rusted through brake lines at 75,495 miles and less than 5 years old.

Sincerely,

[Redacted signature]

Concord, OH [Redacted]

[Redacted]

*Note
written
10/31/05*

February 24, 2005

**BBB Auto Line
Council of Better Business Bureaus, Inc.
4200 Wilson Boulevard
Suite 600
Arlington, VA 22203-1804**

Subject: Repairs to correct self activation of anti-lock brake system and brake line failure on my 2000 Chevrolet Tahoe - VIN: 1GNEK1 [REDACTED]

To Whom It May Concern:

Please see attached copies of the dealership service department work orders for (1) replacement of front hubs and sensors to eliminate self activation of anti-lock brake system, and (2) replacement of rusted through brake lines on my 2000 Chevrolet Tahoe (new body style), a copy of my letter to the National Highway Traffic Safety Administration, and a copy of Vehicle Recall Notice from General Motors of Canada Limited.

While performing a slow speed stop on January 18, 2005 a brake line on my 2000 Chevrolet Tahoe ruptured allowing the brake pedal to go virtually to the floor. The dealership determined the cause of failure to be a rusted through brake line. At the time the vehicle had 75,495 miles and was less than 5 years old. Although the manufacturer warrants this vehicle for 6 years or 100,000 miles against sheet metal rust-through they do not feel they have any financial responsibility for the rust-through of my brake line. I on the other hand find this failure to be a serious safety issue, extremely premature, and the possible result of a design and/or material selection error. I do commend the manufacturer on having a Ms. Katrina Banks promptly contact me regarding my letter to the National Highway Traffic Safety Administration (ref. no: 1-305985054), however I remain dissatisfied that General Motors has made no effort to reimburse me for what I believe to be a very serious and premature failure. In addition, I now have further concerns regarding General Motor's tracking and notification of vehicle safety defects in North America.

During the repair of my brake lines the dealership advised me that the anti-lock brake system self activates and will need new hubs to correct the problem. Within days of this diagnosis I became aware of a Vehicle Recall Notice issued by General Motors of Canada Limited. This recall notice covers my vehicle year and model and addresses the exact symptoms it was displaying.

I obtained a copy of the recall notice (see attached) and contacted the Chevrolet Customer Assistance Center on February 11, 2005. After speaking with a Ms. Brandy Moore and then a Ms. Pamela Grant they explained that the manufacture's position was that the recall was only applicable in Canada, and

that the best they could do was a "goodwill" gesture of providing the parts needed as free, and I would need to pay the labor and associated taxes.

I truly find it incomprehensible that General Motors can find it appropriate/necessary to issue a safety related recall in Canada, but not in the United States. To make matters worse it appears recall information is not readily shared between General Motors Canada and General Motors U.S dealers and customer service centers. This only makes me more concerned about General Motor's ability to track the safety risks associated with the design and material selection of the brake lines that prematurely failed on my vehicle.

Please note that I do not have any issues with the dealership, its staff or the quality of work performed by them.

My issue is with General Motor's response to what I consider to be two serious safety related failures of my braking system. In a little over a month I have paid \$1,293.07 for what I believe to be design and/or material selection caused premature safety related repairs. It is my sincere belief that General Motors has more obligation to cover the cost of these repairs than they have committed to thus far. In addition, I remain concerned about the overall safety of the brake line design on my and related G.M. vehicles.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]
Concord, OH [REDACTED]
[REDACTED]

c: National Highway Traffic Safety Administration
U.S. Department Of Transportation
Washington, D.C. 20590

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 7047
Troy, MI 48007-7047



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

400 Seventh Street, S.W.
Washington, D.C. 20560

JUL 27 2005

[REDACTED]
Concord, OH [REDACTED]

NVS-216 amr
Ref. # 10110936

Dear [REDACTED]

Thank you for your correspondence dated February 24, 2005, concerning a problem you encountered with your 2000 Chevrolet Tahoe vehicle. Your correspondence was received on March 18, 2005. Due to limited resources we were not able to respond to you in a more timely manner. We regret any inconvenience our delay may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate this report and your previous correspondence dated January 21, 2005. Reports from motorists are a very important source of information for us. Each report is analyzed and entered into a database to help us determine whether an investigation into a possible safety defect is warranted.

A review of our database relative to problems associated with the brake system in 2000 Chevrolet Tahoe vehicles revealed insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database. It will be considered with other reports to identify any safety defect trends that may require our attention.



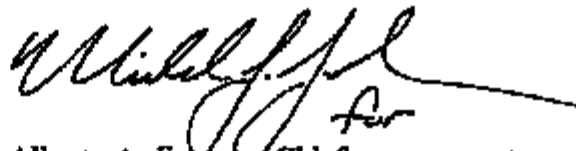
DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

You can contact our toll-free Vehicle Safety Hotline (Hotline) at 1-888-327-4236. One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number, and a brief subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet Web site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic Vehicle Owner's Questionnaire (VOQ) is also available on this Web site at <http://www.nhtsa.dot.gov/ivoq>. This form is for vehicle owners to report safety related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are transferred to our database and are used to identify safety-related defect trends that require our attention. If you do not have access to the Internet, please use the enclosed VOQ to inform this agency of any future motor vehicle or motor vehicle equipment safety problems you may experience. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

Sincerely,

A handwritten signature in black ink, appearing to read "Alberto A. Jimenez", with a long horizontal flourish extending to the right.

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure

cc: Office of Defects Investigation, Recall Management Division (NVS-215)

Central Office
Chevrolet Motor Division
General Motors Corporation
100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000



October 2005

Dear Chevrolet Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Reason For This Recall: General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2000 model year Chevrolet Tahoe vehicles located in severe corrosion areas. These vehicles may have a condition permitting corrosion to occur between the front hub/bearing assembly and the wheel speed sensor. If the brakes are applied while the vehicle is traveling at a speed of greater than 3 mph but less than 10 mph, the corrosion may cause an unwanted anti-lock brake system (ABS) activation. If this condition occurred where stopping distance is limited, a crash could occur.

What Will Be Done: Your Chevrolet dealer will inspect, clean, and treat the affected area. In some cases, the front wheel speed sensor may require replacement. This service will be performed for you at no charge.

How Long Will The Repair Take? This service correction will take approximately 1 hour. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

Contacting Your Dealer: To limit any possible inconvenience, we recommend that you contact your Chevrolet dealer as soon as possible to schedule an appointment for this repair. Should your Chevrolet dealer be unable to schedule a service date within a reasonable time, you should contact the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY), 1.800.833.2438.

If, after contacting the Chevrolet Customer Assistance Center, you are still not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 40200; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

Customer Reply Form: The enclosed customer reply form identifies your vehicle. Presentation of this form to your dealer will assist in making the necessary correction in the shortest possible time. If you no longer own this vehicle, please let us know by completing the form and mailing it back to us.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition.

Recall Information Online: More information about this recall, including answers to frequently asked questions, can be found at the Owner Center at My GMLink. This free online service offers vehicle and ownership related information along with tools tailored to your specific vehicle. To join, visit <http://www.gm.com/recall>, and enter your vehicle's 17-character vehicle identification number (VIN), shown on the enclosed customer reply form.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

**Chevrolet Motor Division
General Motors Corporation**

Enclosure
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