



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 100222

Date Received

Repository ☐

09-FEB-2005

Reference No.  
10111229

OWNER INFORMATION (Type or Print)

Name

Address

City SCIO

State OH

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 ☐ NO  
In the absence of a signature, please print your name or address to the vehicle manufacturer.  
Signature of Owner Date 2/21/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
1GNEK13Z04R

Make  
CHEVROLET

Model  
TAHOE

Model Year  
2004

Date Purchased  
APRIL 27 2004

Dealer's Name and Telephone Number  
PROGRESSIVE CHEVROLET 330 833 8564

Engine: 5.3 litre  
No. of Cylinders 8

Fuel Type:  
Gas

Original Owner  
☒

Dealer's City  
MASSILLON

State  
OH

Zip Code  
44646

Transmission Type  
AUTOMATIC

☒ Antilock Brakes  
☒ Cruise Control

Powertrain  
FOUR WHEEL DRIVE

Vehicle Component Code  
138000 VISIBILITY: DEFROSTER/DEFOGGER SYSTEM

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)  
06-DEC-2004

Failure Mileage  
11000

Failure Speed

DEFROSTING SYSTEM INSUFFICIENT TO DEFROST  
OR MAINTAIN SAFE VISIBILITY IN SEVERE WEATHER

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: DOTM9ABC036)

☐ 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

Number of Deaths

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).

PLEASE SEE ENCLOSED STATEMENT

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

February 1, 2005

[REDACTED]  
Scio, OH [REDACTED]

Service Request: 1-302748423

Customer Relationship Manager: Myka Skinner

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision we made concerning your 2004 Chevrolet Tahoe. 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

We reside in the country. Each trip to town is at least twenty-five miles at fifty-five miles an hour, on Route 250, a curvy heavily traveled two-lane truck route. I travel to Cleveland once a week to care for my 90 year old mother (100 miles). The primary reason I purchased the Tahoe was safety. The 1998 Malibu I had driven while residing in Cleveland was traded in for this reason only.

**During recent bad weather we have found on many separate occasions, that the front windshield of our vehicle fails to defrost causing extremely hazardous driving.**

We contacted Chevrolet Customer Assistance January 19 2005. Referred to Dealer. Vehicle checked by Dealer January 24 2005. Found nothing to have caused failure of the defrost system.. Apparently this is a known problem on this model. The suggested solution was jokingly made to pull off the highway when it occurs! Contacted Chevrolet Customer Assistance January 24 2005. After several attempts and four hours later, I was informed by Customer Relationship Manager, Myka Skinner that while she recognizes there is a problem and safety issue, nothing can be done. She will file the report with G.M. and Federal Government. It is possible there could be a recall but that takes two years! I may contact the Better Business Bureau if I wish.. I requested to talk to a supervisor or another source for help. I was told there is none!

We previously lived in Cleveland, Ohio for forty years and owned many Chevrolet vehicles including a Suburban and Blazer and S10 Blazer. None had this problem. It seems that the design of the vents directing the warm air to the top of the windshield is at fault.

Although we have severe weather in Ohio – we wonder how Chevrolet resolves this problem in extremely cold climates where they sell the same vehicle (Alaska, Minnesota etc. and even countries such as Canada, Finland and Sweden? Do they have a different windshield or defrost system?



2.21.05