

FULL NAME: [REDACTED]
EMAIL : [REDACTED]
SUBJECT : Status report requested....

*Adm
10/11/15/18*

2005 JUL 22 AM 4:36

WEB USER COMMENTS:

I filed a formal complaint about a month ago concerning my 1999 Chevy Tahoe. You sent me the "Vehicle Owner's Questionnaire", which I filled out and returned.

Please let me know the status of my complaint/request. The issue is that the driver's seat bracket broke, and the seat literally rocks back and forth as you speed up or slow down. Should an accident occur, I'm afraid that I would not fair very well. Further, I have two hemophiliac sons (seven and 2.5), and if we were ever in an accident, my ability to administer their medication could be greatly compromised if I were to suffer more severe injuries because of the current condition of my seat. This could be a fatal defect, and I just pray that we remain accident free. I cannot afford to pay the \$500.00 (plus) that the dealer said that it would cost, and nor should I. Seat brackets should be made to last much longer than the vehicle.

Please let me know the status of my complaint, as this problem is a significant defect. Feel free to forward this on to GM in any efforts to expedite the repair of this defect.

Thank you,

[REDACTED]

This mail was sent using the Contact form from
<http://WWW-ODI.NHTSA.DOT.GOV> web site.

[REDACTED]
[REDACTED]
Newark, OH [REDACTED]
[REDACTED]

*Maria
7/24/05*

Subject: RE: Comments from ODI web user - CATHY - 1-278877

From: "nhtsa.vsh" <webmaster@nhtsa.dot.gov>

Date: Thu, 12 May 2005 16:55:37 -0400

To: [REDACTED]

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

You may visit our website at www.nhtsa.dot.gov for information on how to file a Vehicle Safety Complaint. The methods to file a complaint are as follows:

- * Website
- * Contacting our Hotline
- * Printing the web form and mailing it to NHTSA

We hope that you find this information helpful. However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, Office of Defects Investigation, NSA-10.01, 400 7th Street, SW, Washington, DC 20590.

*PLEASE see
2ND PAGE.*

-----Original Message-----

From: ODIWebUser@www-odi.nhtsa.dot.gov

[\[mailto:ODIWebUser@www-odi.nhtsa.dot.gov\]](mailto:ODIWebUser@www-odi.nhtsa.dot.gov)

Sent: Tuesday, May 10, 2005 4:01 PM

To: nhtsa.vsh

Subject: Comments from ODI web user



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 100192

Date Received

15 FEB 2005
EVDQ

Repository ☐

5:25

Reference No.
10111518

OWNER INFORMATION (Type or Print)

Name

Address

City

NEWARK

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
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 03/30/05

VEHICLE INFORMATION

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

1GNEK13R7XJ

Make

CHEVROLET

Model

TAHOE

Model Year

1999

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

8

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

221600 SEATS:FRONT ASSEMBLY:POWER ADJUST

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
06-JAN-2005

Failure Mileage
60000

Failure Speed

DRIVER'S SEAT

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: DOTM19ABC036)

☐ 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).

VEHICLE EXPERIENCED A PROBLEM WITH THE DRIVER'S SEAT. THE SEAT WAS OFF THE BRACKET. THE BOLT THAT HOLDS THE SEAT TO THE FRAME BROKE. OWNER CONTACTED THE DEALER, WHO ESTIMATED A PRICE OF \$800.00 FOR REPAIRS. *AK

The "800.00" WAS A GUESS FROM WHAT I WAS TRYING TO REMEMBER MY
WIFE TELLING ME. PER THE ATTACHED QUOTE, THIS FIGURE IS 501.15.

See REVERSE side....

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.

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

while highway driving. AS I LEANED BACK A BIT ON MY SEAT, IT BECAME DETACHED FROM ITS FRAME ON THE UPPER LEFT HAND CORNER. The seat now feels TOTALLY UNSAFE, Rocking back AND FORTH every time A TURN is made, or when ACCELERATING AND BRAKING. You HAVE TO HOLD ON TO THE STEERING WHEEL while ACCELERATING TO KEEP THE SEAT FROM ROCKING BACK TOO FAR. I FEEL THAT THIS IS AN EXTREMELY UNSAFE SITUATION, AND SHOULD AN ACCIDENT occur, I FEAR THAT THE POTENTIAL FOR THE WORST IS GREATLY INCREASED DUE TO THIS FAULTY SEAT MOUNT. I PURCHASED THIS VEHICLE WITH SAFETY IN MIND BECAUSE I HAVE TWO SMALL CHILDREN WITH HEMOPHILIA. IF SOMETHING HAPPENS TO ME IN AN ACCIDENT BECAUSE OF A DEFECTIVE SEAT MOUNT, AND I CANNOT ADMINISTER AID TO MY CHILDREN - THE RESULT COULD EASILY BE FATAL. FURTHER - I STRONGLY FEEL THAT THIS PROBLEM IS SOLELY ~~THE~~ THE RESPONSIBILITY OF CHEVROLET (GM). MOUNTING BRACKETS FOR SEATS SHOULD LAST MORE THAN A LIFETIME AND SHOULD BE FULLY COVERED AS A DEFECT WHEN ONE
BRAKES.

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

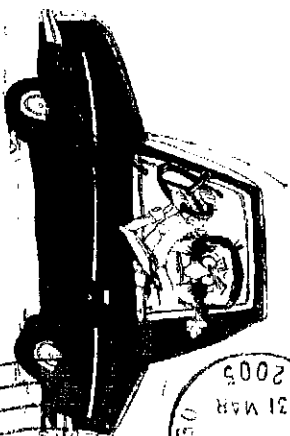
DASH2DOT

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

PARTS REQUEST

Page 1 of 1

Date/Time: 12/07/04 15:01:19
 Technician: 498 STEFF, JOE
 Service Advisor: 496 FLOOD, FRANK
 Repair Order: 20818 Tag: T203

Promise date: 12/07/04
 Promise time: 00:00
 WAIT

Customer Number: 3667627

Customer Name: [REDACTED]

Customer Address: [REDACTED]

City, ST, ZIP: NEWARK, OH

Phone: [REDACTED]

B:

VIN: 1GNEK13R7X3

Year: 99

Make: CHEV

Model: TAHOE

Mileage: 70067

Engine: 5.7 Liter V8 MPI

Production Date:

Delivery Date: 12/19/98

Transmission:

In-Service Date: 12/19/98

Axle:

Options:

Additional Info:

☐ Warranty Parts Returned ☐ Core Return

Technician's Signature

Line QTY Part Description

PRICES ONLY

306

LF SEAT BOTTOM FRAME

12472585

187.24

ONE LF BOLT TO LF OF SEAT FRAME

19000265

855

Q66

L-240⁰⁰
 P-195.79
 X145
 E-501.15