



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 100148

Date Received
25-JUL-2005

Repository
Reference No.
10128904

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City WILLOUGHBY State OH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 7/1/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3GNFK1G [REDACTED]
Make CHEVROLET Model SUBURBAN Model Year 2004
Date Purchased 01-JUL-04 Dealer's Name and Telephone Number PRESTON CHEVROLET Engine: No. Cylinders 8 Fuel Type: Gas
Original Owner Dealer's City BURTON State OH Zip Code [REDACTED]
Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE
Vehicle Component Code Z21600 SEATS:FRONT ASSEMBLY:POWER ADJUST
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 02-FEB-2005 Failure Mileage 22000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTMALBABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), equipment, crash(es), and injury(ies).)

Crash Yes No Fire Yes No
Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

DT: brought car in for problem, no other nationwide problems on search.
THE CONSUMER STATED AT 22,000 MILES SHE WAS TOLD THERE WAS A COMPUTER GLITCH IN THE VEHICLE. WHEN THE CONSUMER TURNED THE IGNITION OFF, THE SEAT WOULD SHOOT FORWARD INTO THE STEERING WHEEL. THE CONTROLS FOR THE SEAT WORK BACKWARDS. THE CONSUMER HAD TO PUSH THE BUTTON FORWARD IN ORDER FOR THE SEAT TO GO BACK. SHE WAS TOLD BY HER SERVICE DEALER THAT THERE WAS A COMPUTER GLITCH IN THE PROGRAM. JB The dealership left claim open for months and never called me. Additional problem heated seat turns self on/off also told a computer glitch. Resetting seat does not correct the problem.

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.