



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

2006 JAN 25 AM 9:57
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Repository

Reference No.
10148888

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: RUIDOSO State: NM Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an objection, your name or address to the vehicle manufacturer.
Signature of Owner: [REDACTED] Date: 1/12/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNFK1B2 [REDACTED]
Make: CHEVROLET Model: SUBURBAN Model Year: 2003
Date Purchased: 01-DEC-03 Dealer's Name and Telephone Number: SIERRA BLANCA CHEVROLET UNKNOWN Engine: No. Cylinders: 8 Fuel Type: Gas
Original Owner: Dealer's City: RUIDOSO State: NM Zip Code: 88355
Transmission Type: AUTOMATIC Antilock Brakes Cruise Control Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 20-DEC-2005 Failure Mileage: 90000 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: DOTM19ABC036): [REDACTED] 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), failure(s), 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*: THE CONTACT STATED THE SPEEDOMETER AND TACHOMETER STOPPED WORKING WITHOUT PRIOR WARNING. THE CONTACT TOOK THE VEHICLE TO A DEALER. ALTHOUGH THE DEALER DID NOT INSPECT OR REPAIR THE VEHICLE THE MECHANIC DETERMINED THE SPEEDOMETER CLUSTER GEAR FAILED AND WOULD NEED TO BE REPLACED. *AK

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 responses 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.

[REDACTED]
Ruidoso, NM
[REDACTED]

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
Attn: Mr. Alberto A. Jimenez
400 7th Street, SW
Washington, DC 20590

January 12, 2006

Dear Mr. Jimenez,

Regarding the complaint I filed with your department on January 5, 2006, the following is additional information pertaining to the speedometer default in our 2003 Chevrolet Suburban.

I went to the dealer where I bought this car, Sierra Blanca Motors, here in Ruidoso, NM. They told me to contact GMC. I did contact GMC and I was informed that there had been no complaints about defective speedometers. I called again and talked to a different person. She told me that there had indeed been several complaints but not enough to warrant a recall. She told me to go back to the dealer and see if they would replace the defective speedometer. I did and they refused. To me, this is really bad business to lose a customer and risk poor public relations by refusing to take responsibility for defective products.

Regarding the safety issue, I believe speed limits are posted for safety reasons, i.e. school zones, areas of high pedestrian traffic, road curvatures, etc.

We did have an emergency call. My brother in law had a heart attack in Roswell, NM. And was transferred by helicopter to Lubbock, TX. We drove as fast as we thought we could at night, arriving there at 2:00 am. We had no idea how fast we were going. It was very unnerving.

I hope that filing this complaint will compel GMC to take responsibility and make necessary repairs to their defective products for our sake as well as other customers.

Sincerely,
[REDACTED]
[REDACTED]