



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

Repository

05-DEC-2006

Reference No.

2006 DEC 28 AM 9:00

5193

**OWNER INFORMATION (Type or Print)**

Name

Address

City

CHESAPEAKE

State VA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 12/21/06

**VEHICLE INFORMATION**

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

1GNEC13V63F

Make

CHEVROLET

Model

TAHOE

Model Year

2003

Date Purchased

21 JUN 05

Dealer's Name and telephone Number

VIEWMONT AUTO

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

Dealer's City

HICKORY, NC

State

NC

Zip Code

28601

Transmission Type

AUTOMATIC

Antilock Brakes

Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s)

05-DEC-2006

Failure Mileage

83308

Failure Speed

**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).

DT\*: THE CONTACT STATED WHILE DRIVING VARIOUS SPEEDS, THE SPEEDOMETER GAUGE DISPLAYED AN INCORRECT READING OF 120 MPH. THE VEHICLE WAS INSPECTED BY AN INDEPENDENT REPAIR SHOP, WHO DETERMINED THE INSTRUMENT CLUSTER PANEL NEEDED TO BE REPLACED. THE MANUFACTURER WAS ALERTED.

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)

Speed reading always wrong read 140 ft. about 25 mph  
fuel meter would not work  
fuel meter not working

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT  
NATIONAL HIGHWAY  
TRAFFIC SAFETY ADM  
400 7TH ST SW  
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE

US DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION  
OFFICE OF DEFECTS INVESTIGATION, NVS-210  
400 7TH ST SW  
WASHINGTON DC 20077-8214



Think your vehicle  
has a safety defect?



If so:  
Use the enclosed  
form to file a report.

or visit:  
[www.safercar.gov](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236

[www.nhtsa.gov](http://www.nhtsa.gov)  
**NHTSA**

Vehicles Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



[REDACTED]  
2003 TAHOE

BAD INSTRUMENT CLUSTER

REMOVED 12-5-06

DELIVERED TO PRIORITY Chevy SAME

DATE - VIN # 1GNEC13V63R [REDACTED]

MILEAGE - 83308

ASK FOR GOODWILL WARRANTY!

DENIED!

MADE COMPLAINT WITH G.M. CUSTOMER

SERVICE SAME DAY. NO HELP! FILE

STARTED 12-5-06 # 71-44798 487 G.M. #

CUSTOMER SERVICE 1-800-222-1000

SAME DAY FILED SAFETY CONCERN WITH

U.S. AUTO SAFETY HOT LINE # 1-800-424-9393

WAITING FOR REPLY. [REDACTED]

PROBLEM NATION WIDE IN TAHOES - SUBURBANS  
AND YUKONS. SPEED ODOMETERS READ INCORRECTLY  
ALL SPEEDS. SAFETY CONCERN - PROBLEM

FAULTY INSTRUMENT CLUSTERS - SOLUTION

REPLACE CLUSTER, WITH UPDATED REPAIR.

[REDACTED]

THE ATTACHMENTS TO THIS DOCUMENT HAVE BEEN REMOVED TO PROTECT UNWARRANTED INVASION OF PERSONAL PRIVACY PURSUANT TO EXEMPTION 6 OF THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6).