



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  
2007 JUN 10 AM 9:40  
12-DEC-2006

Repository   
Reference No.  
10175920

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City FLIPPIN State AR Zip Code [REDACTED]

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

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

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side  
3GNFK16367G [REDACTED]  
Make CHEVROLET Model SUBURBAN 1500 Model Year 2007  
Date Purchased 07-JUL-06 Dealer's Name and Telephone Number KENT CHEVROLET CADILLAC Engine: No: Cylinders 8 Fuel Type: Gas  
Original Owner  Dealer's City MOUNTAIN HOME State AR Zip Code 72553  
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) 07-JUL-2006 Failure Mileage 5 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 THAT IN ORDER TO VIEW THE INSTRUMENT PANEL DURING THE LAY THE LIGHTS NEEDED TO BE ILLUMINATED.

3 sheets

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.

26 December 2006

NHTSA  
Alberto A. Jimenez, Chief  
Correspondence Research Division  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Sir:

I have enclosed a copy of a letter that I sent to the Chairman of the G.M. Board and as you can see I also sent copies to the Vice Chairman and the President and owner of my local dealership. To date I have not heard back from either. I have also filed a complaint with Chevrolet Customer Service with no satisfaction. I was told that when enough customers complained, they would address the issue.

I raise the issue prophylactically in order to get Chevrolet to rewire or reprogram the dashboard lights to come on when the engine is running. Presently when we drive the vehicle in cloudy weather or if the vehicle is facing the sun we manually turn on the parking lights to illuminate the instrument panel. This little detail allows us to properly view the dials without loss of valuable time taken from the act of viewing the road.

Thank you for your attention to this problem which I consider a safety issue.

Sincerely yours,



  
Flippin, AR 

15 September 2006

Mr. G. Richard Wagoner, Jr.  
Chairman, General Motors Corporation  
P.O. Box 33170  
Detroit, MI 48232-5170

Dear Sir:

My wife and I purchased a 2007 Suburban recently and I thought you might like a little feedback on the vehicle that General Motors produces under the Chevrolet badge.

The Suburban is a pleasure to drive. Smooth ride and reasonably good handling for a vehicle of that size and weight. We have the 20-inch tire option, as well as almost all the options available, and that is a nice touch for the overall comfort of the driving experience. I do find a lot more sheet metal to wash than the 2001 Suburban that we traded, and such is life in the design lane. We also love the remote start feature and the key fob opening and closing of the rear hatch. She always picks the colors and does indeed love the Gold Mist Metallic. I would lob praise at the structural and mechanical engineers if that were what you call them, but it stops there.

I personally have been driving Chevrolets since 1954; have owned several Corvettes in the past including the 2005 convertible that I own now and a multitude of other General Motors vehicles including the 2003 Avalanche that I presently drive. This is our fourth Suburban. When I say that I am a loyal customer you can see the proof. All that rhetoric means absolutely nothing when I eventually start the process of choosing another vehicle down the road.

Now to the not so nice part of the letter! Your other engineers must never communicate with customers and certainly need remedial lessons in what the customer has to deal with on a daily basis while driving the automobile. To start with, why did they do away with the remote locking gas cap door? We are being held up at the gas station and now they have made it easier to steal what we have purchased. I suppose your easiest answer is that it made the car lighter! By what two pounds! What were they thinking?

We would now like to go the interior of the vehicle where we start off with a serious safety issue. This is bothering my wife tremendously as she drives the Suburban on a daily basis. The curve of the dash board over the instrument pod is designed beautifully BUT it so shades the dials and gauges that when you are driving in daylight conditions and wish to see the speedometer, the gas gauge or any of the dials you must take your eyes off the bright exterior, focus on the instruments and then let your eyes adjust to the darkness of the cluster long enough to be able to see. Even then it is almost impossible to adequately sweep the whole pod for meaningful information without turning on the parking or headlights to illuminate the panel. When your eyes finally adjust, several seconds have elapsed and even at around town speeds you might have missed a child at the curb, a stop sign or the brake lights of the vehicle in front of you. You get my point? We have found that it is absolutely necessary to turn on the parking lights to be in touch with the vehicle's various functions. I think that is a serious error in engineering and will greatly affect my consideration for my Avalanche replacement when the time comes as they share the same dashboard configuration.

Have we given up coffee as our national drink and I was out of town when it happened? The cup holders in the console are the most poorly designed I have ever seen! Why put a bridge between the two "cups"? It is IMPOSSIBLE to place a coffee cup in this holder. Even the ones in my Corvette will hold a cup with a standard handle. I have noticed that the Cadillac engineers did only a precious little better with the Escalade but it is only marginally improved. The design carries over to all the Chevrolet products making me think I am going to keep the Avalanche for a long time, stop drinking from a mug or get a Honda truck. If there is ever a design change put our name on the list for an "intelligent design" holder. What were they thinking?

Have you taken a serious look at the glove compartment? Tiny is the way I would describe it. Our dealer always gives us our paper work in a nice paper folder and even that will NOT fit into the glove box! In fact the official owners manual has difficulty fitting the space and must do so by being forced upward by the locking mechanism! The length is not the issue; it is the depth that is truly pitiful.

We really enjoyed having two sun visors in our older Suburban (and my Avalanche) and cannot understand the rational of taking one of them away AND then deleting the little slide extension hidden inside that made it longer and better able to cover the side window. There must have been a reason for two visors in the first place ... what changed? Not only that but they appear cheap and flimsy to look at. What were they thinking?

Finally there is the matter of the gigantic console with no compartments and a black interior that everything gets lost in. It's like a huge "black hole". My wife has had to place plastic containers in it to keep her "stuff" arranged. It is fairly obvious that they were not thinking when this was engineered.

The **E 85** issue is a joke. I certainly paid a lot of attention to the "green" advertisements that DID influence my decision to purchase the new Suburban but no where did they say that gas mileage was severely affected when ethanol was used. Used if you could find a station that sold **E 85!** False advertising? Just leaving out that important fact is tantamount to lying in my opinion. The little caveat about alternate fuel usage on the glove box on the delivered vehicle is a slap in the face of ALL new owners. I don't even want to point out the little noticed press release that said GM would pay the difference in the price of gas over and above the \$2.00 per gallon pump price only to find out it was ONLY in 2 (two) states!

When we go to look for a replacement vehicle, I can only hope that there is more attention to detail shown in the next generation of Chevys or we shall look elsewhere to find customer oriented amenities and safety features.

Sincerely yours,

A large black rectangular redaction box covers the signature and name of the sender. The redaction is composed of several overlapping black boxes of varying sizes, completely obscuring any text that might have been present.

Cc: Mr. Robert Lutz; Vice Chairman General Motors  
Mrs. Barbara Graham; Kent Chevrolet – Cadillac. Mountain Home, Arkansas