

CL-10202624-0557

NVS-200



Direct Dial No.



August 6, 2007

National Highway Traffic Safety Administration
US Department of Transportation
Washington, DC 20590

Dear Sir or Madam:

The enclosed safety notice letter is provided for your information and action as required.
General Motors has yet to respond to this letter. Thank you for your attention.

Sincerely,



Enclosure

cc: Chevrolet Motor Division
Chevrolet Customer Service Center
PO Box 33170
Detroit, MI 48232-5170



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Direct Dial No. [REDACTED]
[REDACTED]

June 4, 2007

Chevrolet Motor Division
Chevrolet Customer Service Center
PO Box 33170
Detroit, MI 48232-5170

Dear Sir or Madam:

This letter refers to the following vehicle:

2004 Tahoe
VIN 1GNEK13Z14J [REDACTED]
Purchased from Village Chevrolet, Wayzata, MN on October 11, 2004
Current Mileage 52,051

I have been a loyal Chevrolet truck customer for nearly 20 years, owning one Suburban and three Tahoes, including the subject 2004 model. This letter represents my first complaint.

I have recently experienced two potentially dangerous manufacturing defects. The 2004 Tahoe was purchased new from Village Chevrolet. The truck has never been off-road or used for trailering. Use has been primarily on long highway trips.

A check of Village Chevrolet's service records will confirm that I have used Village Chevrolet almost exclusively for all recommended service and maintenance. A copy of their maintenance report prior to my fall road trip to Florida is attached. Village Chevrolet apparently detected no problems.

While enroute to Florida for the winter, I experienced a wobble in the steering mechanism. The Chevrolet dealer in Key West, Florida, Niles Sales and Service, corrected the problem in January 2007 as part of my requested 42,000-mile maintenance request. A copy of their report is enclosed.

Chevrolet Customer Service Center

June 4, 2007

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Before returning to Minnesota, I scheduled a vehicle inspection and routine lube, oil and filter, together with installation of new tires and alignment, at Blake Chevrolet and Cadillac in Homestead, Florida. A copy of their report is attached. Surprisingly, their inspection, specifically covering "steering components", CV drive axle boots, driveshafts and U-joints" did not reveal a problem.

While returning to Minnesota in May 2007, I experienced a further noise in the front end. Within a few days of arrival, I brought my Tahoe to the nearest local Chevrolet dealer, Thielen Motors, Inc., Park Rapids, Minnesota. After considerable diagnosis, they confirmed a serious problem with a defective front differential pinion, carrier bearings, and related drive train elements. They also reported aluminum metal shavings within the differential unit as possible evidence of a manufacturing defect. Please contact the Service Consultant, Bob Rowe (218.732.3347) who supervised the repairs, for confirming details.

The \$1000 cost of repairing this second defect was of course unexpected, especially after scrupulous attention to all the maintenance requirements for this vehicle. More importantly, however, I believe this defect, and the earlier steering defect, constitute safety hazards which deserve your careful and immediate attention and possible recall notice. We were very fortunate to arrive safely, both in Florida and Minnesota, in view of these potentially dangerous defects.

I would appreciate a reply as well as your consideration of some reasonable compensation or reimbursement of the most recent repair.

Regards,

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Enclosures

A small black rectangular redaction box covering the enclosure list.