



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 ☐

2008 MAR -4 PM 3:00
15-NOV-2007

Reference No.
10208982

OWNER INFORMATION (Type or Print)

Name

Address

City

MIDDLEDOWN

State

CT

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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

3GNFK16Z54

Make

CHEVROLET

Model

SUBURBAN

Model Year

2004

Date Purchased
08-APR-04

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

AUTOMATIC

☒ Cruise Control

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-MAR-2007

Failure Mileage
60539

Failure Speed
0

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: DOTM9ABC036)

☐ 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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2004 CHEVROLET SUBURBAN. THE SPEEDOMETER MALFUNCTIONED AND DOES NOT OPERATE AT ALL. THE REPAIR SHOP COULD NOT DETERMINE THE CAUSE OF THE FAILURE AND NO REPAIRS WERE MADE. AT 40,000 MILES, THE DEALER ROTATED THE TIRES, BUT DID NOT CHECK THE ROTORS. THE FAILURE MILEAGE WAS 60,539 AND CURRENT MILEAGE WAS 70,000.

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 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.

General Motors
P.O. Box 33170
Detroit MI 48232-5170

January 3, 2008

[REDACTED]
Middletown CT [REDACTED]
[REDACTED]

To Whom It May Concern:

Vin: 3GNFK16Z54 [REDACTED]

Well here we go again, us writing to complain about the bad customer service and poor craftsmanship of my 2004 Chevy Suburban. In November 2007 I received a letter about a extended warranty on my 2004 Chevy Suburban speedometer. It extended the warranty to 70,000 miles, at that time I had 78,000 miles and Jackson Chevrolet would not honor the letter.

I have documentation from a local Garage (Marty's Service LLC) that the speedometer was broken at 60,539. I did not take it to Jackson Chevrolet, because their Customer Service is poor and their prices are overrated

I have call both the Service Manager, Tim Feegel at Jackson Chevrolet and have spoken to both a Josephine Woodfine and Tina Garcia at General Motor, all 3 people were powerless and useless in my quest to get the speedometer repaired. I consider \$35,000 a very expensive vehicle and I expected better performance out a American made automobile. I have been truly disappointed in the quality and craftsmanship of this car.

I have had to replace before 65,000 miles, power window motors, universal joints, and shocks. I don't care about the regular maintenance things, that I have had to do, brakes, tires I expect all that, I knew about the poor gasoline mileage when I purchased this vehicle. But it is all the little things that are still broken that make this speedometer issue so upsetting.

All I want is the speedometer repaired at your cost, I don't want to shell out the money and say a prayer that in 6 months to a year, GM will do a me a good will gesture and pay me back. The speedometer is broken and it has been broken for 11 months. You should raise the limit on the warranty and fix my speedometer.

Sincerely

[REDACTED]
Cc: Jackson Chevrolet
U.S. Department of Transportation, National Highway Traffic Safety Administration



Tim Feege
860-343-6633
Service Manager

Middletown, CT

Dear

As the owner of a 2004 model year Chevrolet Suburban, your satisfaction with our product is very important to us.

This letter is intended to make you aware that your vehicle could develop a condition where one or more of the instrument panel gauge needles may stick, flutter, or become inoperative. This may cause inaccurate readings, including the speedometer and the fuel gauge.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has this condition.

What We Have Done: General Motors is providing owners with a special coverage that extends the warranty on the instrument panel cluster for the condition described above. If this condition occurs on your 2004 model year Chevrolet Suburban within 7 years of the date your vehicle was originally placed in service or 70,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

What You Should Do: Repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. If you believe your vehicle has this condition, contact your Chevrolet dealer to schedule an appointment at a time that is convenient for you. Your dealer will inspect the vehicle and if the condition is found, your dealer will replace the instrument panel cluster. When calling your dealer, please have your 17 character vehicle identification number (VIN) handy so your dealer can ensure the cluster will be available on your appointment date, if needed. Your dealer will also need the mileage on your vehicle. Keep this letter with your other important glove box literature for future reference.

Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.

If you have any questions or need any assistance, just contact your dealer or the Chevrolet Customer Assistance Center between the hours of 8:00 AM and 11:00 PM, EST, Monday through Friday. They can be reached at 1.800.630.2438 (TTY 1.800.833.2438).

Scott

~~GARSON~~
Josephine
Woolfine

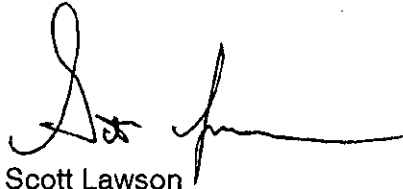
71-573106826

Ex. 41073

Tina GARCIA



We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

A handwritten signature in black ink, appearing to read 'Scott Lawson', with a long horizontal flourish extending to the right.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07187

MARTY'S SERVICE LLC
326 MIDDLEFIELD STREET
MIDDLETOWN CT 06457
860-346-5874

GET YOUR VEHICLE READY FOR WINTER-GET YOUR SNOW TIRES
WE OFFER COOPER TIRES FOR YOUR CONVENIENCE

page 1

Invoice #43327

MIDDLETOWN CT

Vehicle : 2004 Chevrolet Truck Suburban-K1500 1/2 Ton 4WD 5.3

Created : 3/21/2007 7:14:21 AM

Complete : 3/21/2007 4:38:31 PM

Invoiced : 3/21/2007 4:38:31 PM

Contact :

Day Phone :
Eve Phone :
FAX Number :
Tag/State :
Color : Red
Odometer In : 60539
Odometer Out : 60539

Labor/Notes

Qty	Code/Tech*	Reference	Description	Unit Price	Price
0		CR	CUSTOMER REQUEST	\$0.00	\$0.00
			NEEDS BRAKES-SPEEDOMETER DOES NOT WORK		
2.5	MMJR*	GUIDE	BRAKE SYSTEM (COMPLETE) - R&R	\$79.00	\$197.50
			Includes: Replace brake shoes and/or pads. Clean, lube and/or replace brake hardware as necessary. Repack wheel bearings on full floating rear axles with drum brakes. Inspect master cylinder, all hoses and bleed system. Adjust		

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	1403-86022	BRAKE PADS	New	\$90.76	\$90.76
2	-	1407-25276	BRAKE ROTORS	New	\$89.99	\$179.98
1	-	140386844	BRAKE PADS	New	\$81.70	\$81.70
2	-	1407-25678	BRAKE ROTOR	New	\$107.67	\$215.34
1	ZZZ	BF	BRAKE FLUID	New	\$3.98	\$3.98

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$197.50
Parts	\$571.76
Sublet/Misc.	\$0.00
ENVIRO FEE/SHOP FEE	\$22.00
Charges	\$0.00
Sales Tax	Tax @ \$791.26 * 6.0000% \$47.48
Total Due	\$838.74

Tech Certification #
MMJR

Approvals

Date - Time Amount Authorized By Means Employee
3/21/2007 11:55:27 AM \$300.00 In Person

ALL OF OUR WORK HAS A WARRANTY FOR 6 MONTHS OR 6,000 MILES OR WHICHEVER COMES FIRST, UNLESS STATED OTHERWISE. ALL PARTS THAT HAVE A LIFETIME WARRANTY COVERS ONLY THE PART NO LABOR CLAIM. ALIGNMENTS ARE NOT WARRANTED PAST 7 DAYS.