



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

AM 10:05

15-NOV-2007

Repository ☐

Reference No.

10209060

OWNER INFORMATION (Type or Print)

Name

Address

City

TILLATOBA

State

MS

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 authorized representative, please provide an address to the vehicle manufacturer.
Signature of Owner _____ Date 11/21/2007

VEHICLE INFORMATION

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

1GCEC14V03Z

Make

CHEVROLET

Model

SILVERADO

Model Year

2003

Date Purchased

14-FEB-04

Dealer's Name and Telephone Number

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Tupelo

State

MS

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

FRONT WHEEL DRIVE

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-AUG-2007

Failure Mileage
90000

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: 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

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 2003 CHEVROLET SILVERADO. TWO MONTHS AGO, THE CONTACT RECEIVED A RECALL NOTICE FOR THE SPEEDOMETER CLUSTER. THE NOTICE STATED THAT ONLY VEHICLES LESS THAN 7 YEARS OLD AND UNDER 70,000 MILES WOULD BE REPAIRED. HIS VEHICLE HAD 90,000 MILES AT THE TIME; HOWEVER, THE SPEEDOMETER DISPLAYED INCORRECT SPEEDS. THE DEALER REFUSED TO REPAIR HIS VEHICLE. THE CONTACT FILED A COMPLAINT WITH THE MANUFACTURER. THE RECALL NUMBER WAS UNKNOWN. THE CURRENT AND FAILURE MILEAGES WERE 90,000.

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 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)

IN A CONVERSATION WITH CHEVROLET AT 1-800-630-2438, I WAS TOLD MY TRUCK WAS NOT ELIGIBLE FOR THIS EXTENDED WARRANTY DUE TO ITS CURRENT MILEAGE - MY RESEARCH INDICATED GENERAL MOTORS HAD FULL KNOWLEDGE OF THIS DEFECT AND DID NOTHING TO BRING IT TO THE OPERATOR / OWNER'S ATTENTION IN A TIMELY MANNER THUS SERIOUSLY ENDANGERING THE PUBLIC

See ATTACHED Addendum

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

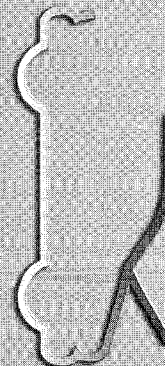
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590



Think your vehicle
has a safety defect?



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

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



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





Chevrolet
P.O. Box 909989
Milwaukee, WI 53209-9989



07187 1GCEC14V03 [REDACTED]
[REDACTED]
TILLATOBA, MS [REDACTED]

Dear [REDACTED]

As the owner of a 2003 model year Chevrolet Silverado, 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 2003 model year Chevrolet Silverado 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. Keep this letter with your other important glove box literature for future reference.

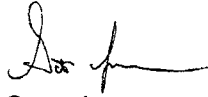
Reimbursement: The enclosed form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the special coverage condition.



100 Renaissance Center, P.O. Box 100, Detroit, MI 48265-1000

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. The deaf, hearing impaired, or speech impaired should call Text Telephone (TTY) 1.800.833.2438.

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 stylized flourish at the end.

Scott Lawson
General Director,
Customer and Relationship Services

Enclosure
07187

ADDENDUM TO COMPLAINT

November 21, 2007

My speedometer failed at 51000 and I contacted my local dealer concerning the problem. I was told the issue was not covered by warranty and cost to have it repaired would exceed [REDACTED]. In as much that we live on a restricted budget, I chose to live with this problem and never purchase another General Motors vehicle.

Sometime back, I received the attached letter informing me of a problem with the instrument clusters in my Silverado. (A copy enclosed) Upon going to the internet, I found this problem did not only affect my particular truck, but others of varying years.

This defect is hazardous and may prove fatal to the motoring public as the speedometer can give false indication of one's speed, can hang up or stopping working altogether. It can lead the driver to believe he is going faster or even slower than what is indicated.

Under certain situations, such as in inclement weather, may lead to hydroplaning resulting in serious injury and possibly death to an innocent and unwary motoring public. I strongly resent General Motors producing, selling defective vehicles and knowingly to allow them to remain in service well after these problems arise and not contacting or notifying owners in a timely manner.

This not only placed the health and welfare of the motoring public in jeopardy, but endangered my wife, children and grandchildren as well. I request that General Motors immediately be instructed to correct and facilitate immediate repairs on all vehicles with this defect.

Respectfully

[REDACTED]