



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 ☐

10-DEC-2007

Reference No.
10211310

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

TROY

State

VA

Zip Code

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 release your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 12/22/07

VEHICLE INFORMATION

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

1GCHK29123E

Make

CHEVROLET

Model

SILVERADO

Model Year

2003

Date Purchased

01-JUN-03

Dealer's Name and Telephone Number

SHARP Chev

Engine:

No: Cylinders 8

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

Wadsworth

State

SD

Zip Code

57201

Transmission Type

AUTOMATIC

☒

Antilock Brakes

☒

Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 10

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-NOV-2007

Failure Mileage

100000

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. THE INSTRUMENT PANEL WOULD INTERMITTENTLY MALFUNCTION. THE GAUGES WOULD DROP WHILE THE VEHICLE WAS STARTED. THE DEALER STATED THAT THE ELECTRONIC CONTROL MODULE NEEDED TO BE REPROGRAMMED. THE MANUFACTURER SENT A LETTER STATING THAT THERE WAS NO RECALL; HOWEVER, THE WARRANTY WAS EXTENDED TO 70,000 MILES FOR THIS FAILURE. THE FAILURE MILEAGE WAS 100,000 AND CURRENT MILEAGE WAS 102,000.

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)

I just Received A Letter From Chevrolet Extending the warranty on the instrument Panel Cluster. The failure of this unit which includes ALL gauges and speedometer is definitely A safety hazard. Also, How many vehicles that are five years old have less than 70,000 miles? (Not very many) G.M. Used the Escape Route of the Extended Warranty (very little exposure) instead of A Recall. The consumer pays again to the tune of [REDACTED]

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

CHARLOTTESVILLE VA 229

22 DEC 2007 PM 2 L

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**

nhtsa
www.nhtsa.gov
people saving people

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
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