



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 2008 APR 16 AM 7:38
20-MAR-2008

Repository []

Reference No. 10221905

OWNER INFORMATION (Type or Print)

Name [Redacted]
Address [Redacted]
City ZACHARY State LA Zip Code [Redacted]

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

Do you authorize NHTSA to contact the manufacturer of your vehicle? [X] YES [] NO
In the absence of a signature or address to the vehicle manufacturer.
Signature of Owner [Redacted] Date 3/27/08

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GNEC16Z95 [Redacted]
Make CHEVROLET Model SUBURBAN 1500 Model Year 2005

Date Purchased 29-JUL-05 Dealer's Name and Telephone Number GRAVES CHEVROLET All Star Chevrolet Engine: No: Cylinders 8 Fuel Type: Gas

Original Owner [X] Dealer's City BAKER Baton Rouge State LA Zip Code [Redacted]

Transmission Type AUTOMATIC [X] Antilock Brakes [X] Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 117000 DIGITAL INSTRUMENT PANEL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 29-JAN-2008 Failure Mileage 53250 Failure Speed 0

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [Redacted] Tire Model (Name or Number) [Redacted] Tire Size (Example P215/65R15) [Redacted]

DOT No. (Example: DOTM1A9ABC036) [Redacted]
[] Original Equipment [] Prior Repair Failure Location: [Redacted]

Tire Component Code [Redacted] Tire Failure Type [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]

Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

Crash [] Yes [X] No Fire [] Yes [X] 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 2005 CHEVROLET SUBURBAN 1500. THE CONTACT STATED THAT THE INSTRUMENTAL PANEL CLUSTERS DO NOT OPERATE PROPERLY. WHILE IDLING AT A STOP LIGHT, THE SPEEDOMETER GAUGE DISPLAYED 10-20 MPH. THE MANUFACTURER ISSUED A TSB FOR THE 2001-2003 MODELS, BUT NOT THE 2005. THE MANUFACTURER AND DEALER WOULD NOT REPAIR THE VEHICLE UNDER THE TSB. THE INSTRUMENTAL PANEL WAS REPLACED IN JANUARY OF 2008 AND THE CONTACT PAID FOR THE REPAIR. HE WOULD LIKE TO BE REIMBURSED BY THE MANUFACTURER. THE CURRENT MILEAGE WAS 53,296 AND FAILURE MILEAGE WAS 53,250.

The Service Bulletin was issued for 2003 + 2004 Cadillac Escalade, GMC Yukon + Yukon XL and Sierra, Chevy Tahoe and Suburban. The Speedometer would also at times show a speed much slower than you were traveling. Over ->

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 spoke with Jamie McConnell at GM Headquarters and was informed that although the same identical problems exist on 2005 models, only the 03/04 models were covered. I feel that this could possibly be a safety hazard due to panel not registering correct speed and could eventually get someone killed. I work for ExxonMobil and am very involved with our safety program and find it very hard that they (GM) would not work with me on a known problem even, if it is an 05 instead on an 03/04. Obviously the problem wasn't fixed!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

BATON ROUGE

LA 708

31 MAR 2008 PM 1 L

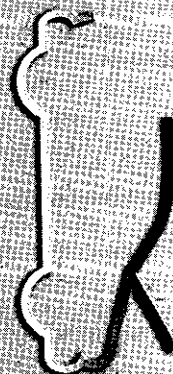
LET US TAKE NO POSTAGE
NECESSARY
IF MAILED IN THE
UNITED STATES
John Adams 1789

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382**



Think your vehicle has a safety defect?



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

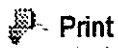
**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**



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





RECALLS - TO: ALL CADILLAC, CHEVROLET AND GMC DEALERS

ATTENTION: SERVICE MANAGER, PARTS MANAGER AND WARRANTY ADMINISTRATOR

**Subject: 07187 - Special Coverage Adjustment
Instrument Panel Cluster Gauge Needle Function
Customer Handling Concern**

Message #: WIR20070458

**GM SERVICE AND PARTS OPERATIONS
DCS1902
URGENT DISTRIBUTE IMMEDIATELY**

*spoke with
Jamie
McConnel*

Date: October 5, 2007

Subject: 07187 - Special Coverage Adjustment
Instrument Panel Cluster Gauge Needle Function
Customer Handling Concern

Case #

Models: 2003-2004 Cadillac Escalade, Escalade ESV, Escalade EXT
2003-2004 Chevrolet Avalanche, Silverado, Suburban, Tahoe
2003-2004 GMC Sierra, Yukon, Yukon XL

*informed only would
apply to 03/04 even
though identical problems
exists on 05 models.*

To: All Cadillac, Chevrolet and GMC Dealers

Attention: Service Manager, Parts Manager and Warranty Administrator

General Motors announced Special Coverage Adjustment Program 07187 on September 28, 2007 via GM Administrative Message #WIR20070435.

The Service Procedure in this bulletin has been revised. In a small number of vehicles, the gauge sweep test may not always confirm the condition. Please review the service procedure immediately. Please discard all copies of bulletin 07187, issued September 2007.

**PLEASE CLICK ON THE ICON BELOW
TO VIEW OR PRINT THE BULLETIN**



07187A.bulletin.pdf

**END OF MESSAGE
GM SERVICE AND PARTS OPERATIONS**

Message #: WIR20070458
Date Released: 11/07/2007
Recommended Distribution: Parts Manager, Service Manager, Warranty Administrator



GRAVES CHEVROLET, INC.

14750 Plant Fc P.O. Box 89

BAKER, LA 70714

BAKER (225) 774-4152 * 888-458-0912



CUSTOMER NO.	ADVISOR PHILLIP TRAHAN	TAG NO. 28243	INVOICE DATE 01/30/08	INVOICE NO. CTCS85448
ZACHARY, LA	LABOR RATE	LICENSE NO.	MILEAGE 53,296	COLOR /
	YEAR / MAKE / MODEL 05/CHEVROLET TRUCK/SUBURBAN/4DR 2WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 G N E C 1 6 Z 9 5 G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.G. DATE 01/29/08	
	COMMENTS			MO: 53296

LABOR & PARTS
1-520VZ07

INSTRUMENT CLUSTER UNITS 1.00 TECHS 3699 60.00
SPEEDOMETER STICKS
REMOVED AND REPLACED CLUSTER WITH EXCHANGE UNIT AND PROGRAMM
ED

JOB # 1 TOTAL LABOR & PARTS 60.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	TOTAL - SUBLET
JOB # 1	11472		01/30/08	CLUSTER	206.25
TOTAL - SUBLET					206.25

MISC	CODE	DESCRIPTION	CONTROL NO	TOTAL - MISC
JOB # A	SS	SHOP SUPPLIES		3.00
TOTAL - MISC				3.00

COMMENTS
ALL STAR

TOTALS

DISCLAIMER OF WARRANTIES
Any warranties on the products sold hereby are those made by the manufacturer. The Seller, GRAVES CHEVROLET, INC, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and GRAVES CHEVROLET, INC neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

TOTAL LABOR	60.00
TOTAL PARTS	0.00
TOTAL SUBLET	206.25
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	3.00
TOTAL MISC DISC	0.00
TOTAL TAX	25.58
TOTAL INVOICE \$	294.83

* [] CASH [] CHARGE [] VISA/MC [] DISCOVER *
* [] AMEX [] CHECK *

CUSTOMER SIGNATURE

PAID	
CHECK	CASH
CREDIT CARD	<i>Visa</i>
RECEIVED BY	<i>SD</i>
DATE	<i>1-30-08</i>