



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: 21-NOV-2008  
Repository:   
Reference No.: 10249498

**OWNER INFORMATION (Type or Print)**

Name: [Redacted] Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]  
Address: [Redacted] Evening Telephone Number: [Redacted]  
City: NORTHFORD State: CT Zip Code: [Redacted]

Do you authorize NHTSA to contact the manufacturer of your vehicle?  YES  NO  
In the absence of an owner signature, provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 12/21/08

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 2G1WW12E949 [Redacted]  
Make: CHEVROLET Model: MONTE CARLO Model Year: 2004  
Date Purchased: [Redacted] Dealer's Name and Telephone Number: [Redacted] Engine: [Redacted] Fuel Type: [Redacted]  
Original Owner:  Dealer's City: [Redacted] State: [Redacted] Zip Code: [Redacted] No: Cylinders: [Redacted]  
Transmission Type: [Redacted]  Antilock Brakes Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 03-APR-2008-  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 50000 Failure Speed: 45

**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: DOTM19ABC036): [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**

(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 MONTE CARLO. WHILE DRIVING APPROXIMATELY 45 MPH ON NORMAL ROAD CONDITIONS, THE SPEEDOMETER DISPLAYED INACCURATE READINGS. THERE WERE NO WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN INDEPENDENT REPAIR SHOP AND THEY STATED THAT THE FAILURE WAS RELATED TO THE INSTRUMENT PANEL CLUSTER. THE VEHICLE WAS REPAIRED. THE CONTACT WAS CONCERNED OF THE SAFETY RISK INVOLVED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 50,000 AND CURRENT MILEAGE WAS 60,000.

There were times the speedometer did not work at all. Please see attached - gm will not pay for our IPC to be replaced.

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.

## #04-08-49-015A: Noise Coming From Instrument Panel Cluster (Replace Instrument Panel Cluster (IPC)) - (Nov 6, 2006)

**Subject:** Noise Coming From Instrument Panel Cluster (Replace Instrument Panel Cluster (IPC))



**Models:**

- 2003-2005 Buick LeSabre
- 2003-2007 Buick Rendezvous
- 2004-2005 Buick Rainier
- 2003-2006 Cadillac Escalade, Escalade ESV, Escalade EXT
- 2003-2005 Chevrolet Cavalier, Impala, Monte Carlo
- 2003-2006 Chevrolet Avalanche, Suburban, Tahoe, TrailBlazer EXT
- 2003-2007 Chevrolet Silverado Classic, TrailBlazer
- 2003-2007 Chevrolet Kodiak Models
- 2004-2006 Chevrolet SSR
- 2003-2006 GMC Envoy XL, Yukon, Yukon XL
- 2004-2005 GMC Envoy XUV
- 2004-2007 GMC Envoy
- 2003-2007 GMC Sierra Classic
- 2003-2004 Oldsmobile Bravada
- 2003-2005 Pontiac Aztek, Bonneville, Sunfire
- 2003-2005 HUMMER H2

**Attention:** Appropriate repair is based on vehicle build date. Use GMVIS to determine the vehicle build date.

This bulletin is being revised to add model years and provide important repair information. Please discard Corporate Bulletin Number 04-08-49-015 (Section 08 -- Body and Accessories).

### Condition

Some customers may comment on a noise coming from the instrument panel cluster (IPC) while driving or on initial start-up. Instrument clusters may contain stepper motor gages that can make noise during the following conditions:

- Initial startup (gages zero/reset)
- Gage ascending and descending (gage sweeping)

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- Engine idle (tachometer ticking)
- Engine off (gages reset to zero)

## Cause

The cause of this noise may come from the instrument cluster gages, which contain stepper motors. As the gage pointer moves, rotors and gears inside the stepper motors are rapidly rotated and rubbing one another. It is natural to generate mechanical noise due to all gear movement. However, it will not in any way affect the performance and durability of the cluster.

## Correction

For vehicles built or clusters remanufactured on or after March 1, 2005, DO NOT exchange the IPC for a noise only concern. As of March 1, 2005, all stepper motor improvements are in place and noise from the cluster is within the acceptable performance. Any remaining noise from the IPC is inherent to the system design and replacing the cluster for just a noise concern will more than likely result in a similar noise. Please inform the customer that the IPC is performing within the acceptable guideline. If after the customer has been informed and still insist to replace the cluster, then the cluster should be replaced.

For vehicles built or clusters remanufactured prior to March 1, 2005, clusters should be replaced for noise concern.

Clusters should continue to be replaced for any concern affecting the functionality of the IPC.

## Parts Information

Cluster exchange units can be obtained from an authorized Electronic Service Center.

## Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
N4180	Cluster Assembly, Instrument Panel - Replace	Use Published Labor Operation Time

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT  
VOLUNTARY  
TECHNICIAN  
CERTIFICATION



# MANNIX CHEVROLET PONTIAC



301 Boston Post Road • GUILFORD, CT 06437

(203) 453-5251

Parts (203) 453-0544



mannixchevy.com

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
14 NOV 08		14 NOV 08	14 NOV 08	114194

S  
O ACCOUNT NO. 101  
L  
D CASH  
T SCOTT LITTLE  
O

S  
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P  
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O

**SAME** PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	7177		CASH	GUILFORD C

ORD	QUANTITY	SHIP	P.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1		0	10308207RBCLUSTER		250.00	215.00	215.00
				49240811				
				EA				
				PC				

*Pa 11-14-08  
VISA*

FREIGHT CHARGE MAY REFLECT FUEL SUR CHARGE		PARTS	215.00
CUSTOMER'S SIGNATURE		SUBLET	
PRINT NAME		FREIGHT	0.00
		SALES TAX	12.00
		<b>TOTAL</b>	<b>\$227.00</b>

20% HANDLING CHARGE ON RETURNABLE ITEMS  
NO RETURNS AFTER 10 DAYS  
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER ITEMS  
ALL PARTS ACCEPTED FOR RETURN MUST BE IN ORIGINAL,  
UNDAMAGED PACKAGE OR BOX  
NO REFUNDS WITHOUT THIS INVOICE

BUYER AGREES TO PAY SERVICE CHARGE AT 1½% PER MONTH (18% PER ANNUM) ON ACCOUNTS PAST DUE AND ALL COSTS OF COLLECTION INCLUDING ATTORNEY'S FEES.