



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

01-DEC-2008

Repository

Reference No. 10250352

OWNER INFORMATION (Type or Print)

Name

Address

City JACKSONVILLE

State FL

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

Signature of Owner Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNEK13RXT

Make CHEVROLET

Model TAHOE

Model Year 1996

Date Purchased

Dealer's Name and Telephone Number

Engine:

Fuel Type:

No: Cylinders

Original Owner

Dealer's City Jacksonville

State FL

Zip Code 32277

8

gas

Transmission Type Automatic

Antilock Brakes Cruise Control

Powertrain naturally aspirated stock 5.7 litre V8

Multiple Failure: front windshield wipers

Incident Date(s) 05-AUG-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 137000 VISIBILITY (REAR WINDOW WIPER/WASHER Front window wiper/washer incorrect

Failure Mileage 147954

Failure Speed 60mph incorrect

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 1996 CHEVROLET TAHOE. THE WINDSHIELD WIPERS ARE NOT OPERATING NORMALLY. THEY WERE REPAIRED IN 2001. RECALL 03V159000 COMPONENT: VISIBILITY: WINDSHIELD WIPER/WASHER IS RELATED TO THE FAILURE. THE DEALER CONFIRMED THAT THE VIN IS NOT RELATED TO THE RECALL. THE DEALER ALSO WROTE ON THE INVOICE THAT THE WINDSHIELD WIPERS ARE WORKING TEMPORARILY AND CAN FAIL AT ANYTIME. THE CORPORATE OFFICE OF GM WAS ALSO NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 147956 AND CURRENT MILEAGE WAS 148114.

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.

We are writing you because we feel like _____ versus _____ in what has become a major debacle. It started when our Chevrolet Tahoe stopped and would not crank. We towed this vehicle to Crest Chevrolet GM dealership, where we have done business before. The tow truck driver and one of the mechanics that was still at the dealership, after closing, made an immediate assessment that the fuel pump was the problem. The next day, we contacted the dealership and the service writer, Vernon Johnson, confirmed that the problem was the fuel pump, fuel filter and relay. We also asked Mr. Johnson to look at the headlight switch due the headlights not coming on. After getting the estimate for the work to be done, we decided to get other estimates to see if Crest's prices were in line. We found that we could get the work done at another Chevrolet dealership for hundreds less. At that point, we called Mr. Johnson and told him that we would be taking the vehicle somewhere else to be repaired, due to their being overpriced. _____ then told us that in order to pick up the vehicle, it would cost \$233 for what we understood to be a free estimate per estimate forms. After we received that unexpected surprise we felt like we had been railroaded, backed into a corner and forced to have the car repaired at Crest. After the repair was completed, we approached the General Manager, Mr. Phil Baker, about the pricing, the attempted charge for the estimate and generally how we had been treated. Mr. Baker called in the service writer, Vernon Johnson, and the service manager, Tom Stevens to discuss our complaint. This conversation resulted in the price being lowered to the estimate of a competitor Chevrolet dealership. We then paid \$799 while Mr. Johnson went to retrieve the vehicle. He was gone for a while and once we received the vehicle, Mr. Johnson said "We will see you soon." This comment seemed strange to me. I didn't understand the reason for the comment at the time, but now I do. Within a few drives of short distance, SERIOUS problems arose that were not present before the repair. During a sudden, pouring rainstorm, my mother discovered the windshield wipers did not work doing 60 MPH down a major highway, almost causing a crash. The vehicle also began to shake, vibrate, stall and expel a white smoke from the muffler. Within 100 miles of picking it up after the repair, the service engine light began flashing. I returned the Tahoe to Crest and informed Mr. Johnson that (1) the windshield wipers were not working as they had been functioning before the repair (2) the vehicle was running very rough and it had not been before. He stated he did not know what the problems were and wanted to charge us another diagnostic fee. He also stated that whatever the problems were, "It was serious because the service engine light was not just on, but flashing." I argued that the problems seemed to related to Crest's recent repairs. Therefore, we should not have to pay another fee to find out what was wrong. He refused to look at the vehicle without us paying for a diagnosis. This debacle now created a trust issue with Crest Chevrolet. We left the dealership very dissatisfied and discouraged with a vehicle with more problems than it had when we initially brought it in.

We took the vehicle back to Crest a third time and asked them to please fix the vehicle and return it like it was before we initially brought it in. The vehicle's windshield wipers worked properly and the motor ran fine without skipping, stalling, misfiring or any of the problems it now has. We feel that we have been given the run around, and almost forced to pay much more money to get the vehicle running like it was before the truck was brought in. We have been lied to, and backed into a corner by Crest Chevrolet. Not only have I been forced to contact the Federal Trade Commission and the Department of Agriculture and Consumer Services, but also any other agency that will bring attention to the public that there is a major defect on this model truck along with about 13 other models. If the windshield wipers fail, it may cause **SERIOUS INJURY AND/OR DEATH.**

My first call to the General Motors corporate headquarters was routed to a call center in Argentina. I asked the representative where he was because of the accent and he replied he was just outside of Detroit, MI. I came to find out that these call centers are located out of the United States. It seems as if everyone I talk to about a complaint with General Motors either lies about everything or will not divulge very pertinent information related to my case. This representative's name was Jules Rogan at extension 32840. After voicing my complaint and not getting any answers, this gentleman hung up on me. I then received a phone call from a General Motors representative in Argentina who said his name was William Bell, extension 32345. He said he was the "GM District Representative for individual cases." Prior to calling the GM corporate headquarters 800 number, I was told by an employee at the Florida Department of Highway Safety and Motor Vehicles, a man named _____ a supervisor analyst, that there is a GM District Representative that is local that covers individual issues and complaints at any GM dealer. He stated that this District Representative should be available to talk to us in person, to rectify the situation.

How can I find out who this person is? GM corporate, Crest Chevrolet and other GM dealerships that I have contacted refuse to give me the name of any district or regional representative. I want to talk to someone from General Motors on a local level as this is a **SERIOUS** problem that Crest Chevrolet and the GM call centers in Argentina and the Philippines will not correct. As I said before, when I left the dealership when the fuel pump was replaced, the service writer, Vernon Johnson, said "We will see you soon." Again, I remembered the comment as being unusual but did not think it would lead to what has now taken place. I apologize for the redundancies in this complaint. I am just trying to show the dishonesty and general treatment I have received from General Motors as a whole. Please contact me as soon as possible concerning this issue. Please call _____ or email me at _____ to complete this complaint.

In the above question concerning what is the "Cost of Product or Service Involved," the

answer is we paid \$799.97. However, the dealer wants over \$2000.00 to fix the vehicle's new problems. My name is _____ the son and agent of the owner of the vehicle, _____

I AM PLEADING FOR HELP WITH THIS SAFETY ISSUE THAT IF NOT RECTIFIED COULD RESULT IN SERIOUS INJURY OR DEATH TO MY FAMILY OR OTHERS. I AM PLEADING FOR YOUR HELP TO POTENTIALLY SAVE MY FAMILY'S LIFE AND POTENTIALLY THE LIVES OF MANY OTHER OWNERS OF THE 13 DIFFERENT VEHICLES INVOLVED WITH THESE RECALLS.

I am seeking repairs to the vehicle to run as it did before we took it to Crest Chevrolet and the windshield wipers working permanently, not temporarily. Crest Chevrolet told me they would fix the vehicle if General Motors told them to. To quote Crest's estimate they "replaced a blown fuse and wipers working temporarily until final repairs to the multifunction switch is replaced." This is not acceptable. They should do what the recall requires which is to replace wiper motor, circuit board and cover. Recalls began in June 2003 for this issue, however Tom Stevens said nothing about the recall, other than there is "no open recall." I asked him about that and he said he knew nothing about any wiper recalls! I had to read a report that was generated when the truck's VIN was typed into his computer. I found the first repair to the wipers which was done in 2001, before the recall. Please call _____ or email me at _____ to complete this complaint. Who knows what happened after I went above Mr. Vernon Johnson's head to complain. I suppose the vehicle was sabotaged to the point where this motor may not ever run properly again. Will you please help me?