



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 ☐

04-FEB-2009

Reference No.
10257423

OWNER INFORMATION (Type or Print)

Name

Address

City MAROA

State IL

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 signature, NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 2/15/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GCHK23U83F

Make
CHEVROLET

Model
SILVERADO 2500

Model Year
2003

Date Purchased

4/2003

Dealer's Name and Telephone Number

NEED BROTHERS CHEVROLET

Engine:

No: Cylinders

Fuel Type:

GAS

Original Owner

Dealer's City

State

Zip Code

8

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

Automatic

☒ Cruise Control

4WD

06-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 110000 ELECTRICAL SYSTEM

Failure Mileage
97400

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 2500. THE CONTACT STATED THAT HE MUST DISCONNECT HIS BATTERY IN ORDER FOR THE SPEEDOMETER TO WORK. THE SPEEDOMETER IS STUCK ON 45 MPH AND DOES NOT MOVE UP OR DOWN. THE DEALER STATED THAT THERE WAS NO RECALL; HOWEVER, A TSB STATED THAT WITHIN SEVEN YEARS OR 70,000 MILES THE GAUGE CLUSTERS COULD BE REPLACED. THE VEHICLE WAS NOT INCLUDED IN THE TSB. THE FAILURE MILEAGE WAS 97,400.

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)

THE GAUGE CLUSTER IN MY 2003 GM TRUCK HAS FAILED NUMEROUS TIMES. GM ACKNOWLEDGES THIS PROBLEM AND STATES THAT IT ALSO CAN AFFECT THE FUEL GAUGE ALSO. I BELIEVE THIS TO BE A SAFETY CONCERN, SINCE THERE IS NO INDICATION OF THE CORRECT MPH NOR CAN THE CORRECT FUEL LEVEL BE KNOWN. IF I WERE DRIVING IN A CONSTRUCTION ZONE OR SCHOOL ZONE IT POSES A CLEAR SAFETY HAZARD. NOT KNOWING WHAT MY SPEED IS, NOT ONLY FOR ME BUT ALSO THE INNOCENT BYSTANDERS SUCH AS HIGHWAY CONSTRUCTION PERSONNEL OR SCHOOL CHILDREN. ALSO, HAVING A FUEL GAUGE THAT DOES NOT REGISTER CORRECTLY COULD PROVE HAZARDOUS OR EVEN FATAL. IF IT WERE 0° AND I RAN OUT OF FUEL AND HAD OUR CHILD WITH US, WHAT WOULD HAPPEN IF SHE WAS EXPOSED TO FRIGID COLD FOR A PERIOD?

ATTACH ADDITIONAL SHEETS IF NECESSARY (ADDITIONAL PAGE ATTACHED)

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



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NECESSARY
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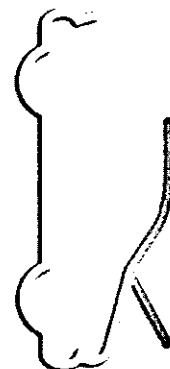
WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 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



DEAR U.S. DEPT. OF TRANSPORTATION NHTSA

I AM REPORTING THIS VEHICLE DEFECT FOR A NUMBER OF REASONS. SAFETY FIRST, WELFARE SECOND, EXPECTATION THIRD.

IN NOVEMBER OF 2007 GM ACKNOWLEDGED THERE IS A PROBLEM WITH THE INSTRUMENT CLUSTERS ON VEHICLES MANUFACTURED BETWEEN 2003 AND 2005. THIS "PROBLEM" COULD EFFECT THE ACCURACY OF THE SPEEDOMETER AND EVEN THE ACCURACY OF THE FUEL GAUGE. GM WAS ALLOWED TO CORRECT THIS PROBLEM, AT NO COST TO THE CONSUMER, AS LONG AS IT OCCURED WITHIN A WINDOW OF 7 YEARS OR 70,000 MILES. THEY SENT ALL CURRENT OWNERS OF THESE VEHICLES A BULLETIN INDICATING THIS PROBLEM AND, INCLUDED IN BOLD LETTERS, "THAT IF YOU ARE NOT CURRENTLY EXPERIENCING ANY PROBLEM DO NOT CONTACT THE DEALER AT THIS TIME!"

IN THE MEAN TIME, MILLIONS OF DRIVERS ARE DRIVING A VEHICLE THAT MAY NOT ACCURATELY DISPLAY THE CORRECT SPEED OR FUEL LEVEL FOR THAT MATTER AND MAY NOT REALIZE IT.

SAFETY: IS IT ACCEPTABLE BY THE NHTSA TO HAVE VEHICLES ON OUR NATIONS HIGHWAYS AND IN SCHOOL ZONES OR CONSTRUCTION ZONES THAT CANNOT DISPLAY CORRECT SPEEDS TO THE OPERATOR?

NOT ONLY CAN THIS BE A HAZARD OR SAFETY ISSUE TO THE DRIVER, IT CAN POSE A SERIOUS RISK TO OTHER DRIVERS, SCHOOL CHILDREN AND CONSTRUCTION PERSONEL. AT THIS MOMENT, MY VEHICLE IS INSIDE THE GARAGE AND THE SPEEDOMETER READS 125 MPH. IT'S SITTING STILL AND THE IGNITION IS OFF, THATS A PROBLEM. OTHER TIMES IT MAY READ LESS THAN THAT OR IT MIGHT START WORKING AGAIN, FOR AWHILE.

SINCE GENERAL MOTORS IS THE LARGEST AUTO MANUFACTURER, I WOULD THINK THIS SHOULD BE A SERIOUS SAFETY ISSUE WITH THE DEPARTMENT OF TRANSPORTATION AND THE NHTSA.

EXPECTATION: AS A CITIZEN, TAX PAYER AND CONSUMER IN THIS COUNTRY WE RELY ON OUR ADMINISTRATIONS SUCH AS NHTSA, OSHA TO PROTECT THE CONSUMER AND OUR FAMILIES FROM POOR QUALITY CONTROL AND DEFECTIVE PRODUCTION PRACTICES LIKE THIS.

I DO NOT BELIEVE IT'S ASKING TOO MUCH FOR A CORPORATION AS LARGE AS GENERAL MOTORS TO PRODUCE A COMPONENT, AS CRITICAL AS A SPEEDOMETER OR GAUGE CLUSTER, TO LAST MORE THAN SIX YEARS. AT THE SAME TIME, I WOULD HOPE OUR "WATCH DOG" AGENCIES WOULD EXPECT THE SAME.

MY VEHICLE HAS NEVER BEEN WRECKED, DENTED OR EVEN SCRATCHED. I BOUGHT IT NEW, I USE IT FOR PERSONAL USE ONLY, IT'S GARAGED AND ALL MAINTENANCE HAS BEEN UP TO DATE. THE GAUGE CLUSTER IS COMPLETELY A NON-CONSUMABLE PREVENTATIVE MAINTENANCE ITEM, THIS IS ONE OF A FEW COMPONENTS ON A VEHICLE THAT IS TOTALLY IN THE MANUFACTURER'S HANDS. THERE ARE "CLASSIC CARS" ON THE ROADS TODAY THAT THE SPEEDOMETERS CONTINUE TO REGISTER CORRECTLY.

IF THE CONSUMER CANNOT PURCHASE A NEW VEHICLE AND RELY ON A SIMPLE THING AS A SPEEDOMETER IN IT, WHAT IS THERE TO RELY ON.

ONCE AGAIN, I BELIEVE THIS ISSUE IS A SERIOUS SAFETY CONCERN AND I BELIEVE THE NHTSA SHOULD TAKE A FRESH LOOK AT THIS ISSUE AND DEMAND GENERAL MOTORS OFFER A MORE THOROUGH RESOLUTION TO THIS DEFECTIVE PROBLEM THAN A MERE 74R/70,000 MI. WINDOW.

THANK YOU FOR INVESTIGATING FURTHER AND YOUR TIME. BY THE WAY, I WONDER IF THE ODOMETER IS CORRECT...

