



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2009 MAY 26 2:58 PM
1-888-DASH-3-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received: 13-FEB-2009
Repository:
Reference No.: 10258603

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: OAKLAND State: MD Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 1/1/

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3GNFK16Z05G [REDACTED]
Make: CHEVROLET Model: SUBURBAN Model Year: 2005
Date Purchased: 12 APR 08 Dealer's Name and Telephone Number: HAIGHT AUTO SALES
Original Owner: Dealer's City: PITTSBURGH State: PA Zip Code: [REDACTED] Engine: No: Cylinders: 8 Fuel Type: FLEX
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 21-NOV-2008

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM Failure Mileage: 54000 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 2005 CHEVROLET SUBURBAN. THE CONTACT STATED THAT THE SPEEDOMETER DISPLAYS INACCURATE READINGS ON THE INSTRUMENT PANEL. HE CANNOT DETERMINE THE APPROPRIATE SPEED, WHICH IS A SAFETY ISSUE. THE DEALER STATED THAT THE INSTRUMENT CONTROL CLUSTER NEEDED TO BE REPLACED AT THE COST OF \$600. THE MANUFACTURER STATED THAT BECAUSE A CLASS ACTION LAWSUIT DOES NOT INCLUDE THE CONTACT'S VEHICLE YEAR, THEY WOULD NOT ASSUME ANY RESPONSIBILITY FOR THE REPAIR. THE VEHICLE HAS NOT BEEN REPAIRED. THE VIN WAS UNKNOWN. THE FAILURE MILEAGE WAS 54,000 AND THE CURRENT MILEAGE WAS UNKNOWN.

ALSO, ELECTRONIC COMMUNICATION HUMMS & BUZZES. IT'S HAS A DISTRACTIVE DISTORTION SOUND WHEN OPERATING THE VEHICLE.

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)

- SPEEDOMETER IS BROKEN. GM REFUSES TO FIX
- LITTLE SPEAKER / MICROPHONE ABOVE DRIVER HAS A
malfunction. - it humms & buzzes while operating
and distracts the driver.

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

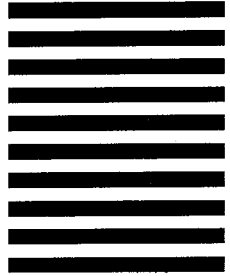


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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 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

NHTSA
www.nhtsa.gov

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