

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          2009 MAY 14 AM 11:17          (1-888-DASH-2-DOT)          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148 Date Received: 28-APR-2009 Repository: <input type="checkbox"/> Reference No.: 10267138	
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City: BLOOMINGDALE	State: IN	Zip Code:	
Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES In the absence of an _____ name or address to the vehicle manufacturer. Signature of Owner _____ Date: 5/4/09			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GTC14X238		Make: CHEVROLET GMC	Model Year: 2003
Date Purchased: Aug 2003	Dealer's Name and Telephone Number: Marshall Motors		Model: SONOMA
Original Owner: <input checked="" type="checkbox"/> yes	Dealer's City: Clinton, In	State: In.	Zip Code:
Engine: No: Cylinders: 6	Fuel Type: Reg. Unleaded	Transmission Type: Automatic	Multiple Failure:
<input checked="" type="checkbox"/> Antilock Brakes	Powertrain:	<input checked="" type="checkbox"/> Cruise Control	Incident Date(s): 01-JUN-2004
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Codes: 980000 UNKNOWN OR OTHER, 100000 POWER TRAIN, 162000 STRUCTURE: BODY		Failure Mileage: 45000	Failure Speed: 0
1ea 12471370 Cover Differential(s)			
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make:	Tire Model (Name or Number):	Tire Size (Example P215/65R15):	
DOT No. (Example: DOTM19ABC036):	<input type="checkbox"/> Original Equipment	Failure Location:	
<input type="checkbox"/> Prior Repair	Tire Component Code:	Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b> (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 SONOMA. IN JUNE OF 2004, THE DIFFERENTIAL WAS FAILING AND THE PAINT WAS DETERIORATING ON THE VEHICLE. THE CONTACT ATTEMPTED TO REPAIR THE VEHICLE HIMSELF, BUT THE PART WAS UNAVAILABLE. THE MANUFACTURER ADVISED HIM TO HAVE THE VEHICLE DIAGNOSED. THE CONTACT FEELS THAT THE PART SHOULD BE AVAILABLE AND IS NOT WILLING TO PAY FOR A DIAGNOSTIC. THE FAILURE MILEAGE WAS 45,000 AND CURRENT MILEAGE WAS 65,000. I contacted General Motors Corp. 4 times about this problem and was told there was no record of any failures. I explained what could happen if the rear wheels locked upon a high speed highway in rush hour traffic. There was no interest in this or help in locating the part I needed.			
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.			

over.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

the first 2 were women the next was a person by the name of Harvey. It put me on hold for 15 min. and then the line went dead. The 5th was probably one of the 4 who tried to help by contacting me to a parts dept. who had the part I needed, which I purchased and made the needed repairs. This last fellow who was possibly Indian or Middle Eastern was very helpful and I am sure not getting the credit he deserves, he was the only one who tried to be helpful. I've owned 6 GM Vehicles and the last 2 are pure junk. GM management and quality sucks

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

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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

