

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: complaint follow up
Date: Tuesday, October 16, 2012 10:06:12 AM

From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, October 16, 2012 10:02 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: complaint follow up

From: [REDACTED]
Sent: Monday, October 15, 2012 7:45 PM
To: DataQuality, DataQuality (NHTSA)
Subject: complaint follow up

To Whom It May Concern,

Sorry it has taken me so long to send in the information requested, but here it is. I can be reached at [REDACTED].

Thank you,
[REDACTED]



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

22-AUG-2012

Repository ☐

Reference No.
10471865

OWNER INFORMATION (Type or Print)

Name

Address

City POWNAL

State ME

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

IGNFK13068R

Make

CHEVROLET

Model

TAHOE

Model Year

2008

Date Purchased

July 2008

Dealer's Name and Telephone Number

Quick Chevrolet 207-774-5971

Engine:

No: Cylinders 8

Fuel Type:

FlexFuel

Original Owner ☒

Dealer's City

1000 Brighton, Portland

State

ME

Zip Code

04103

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

22-AUG-2011

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: VISIBILITY/WIPER (PWS), 170000 LATCHES/LOCKS/LINKAGES, 110000 ELECTRICAL SYSTEM

Failure Mileage

60000

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 2008 CHEVROLET TAHOE. THE CONTACT STATED THAT THE DRIVER AND PASSENGER SIDE WINDOWS AND DOOR LOCKS MALFUNCTIONED. THE CONTACT STATED THAT SHE WAS UNABLE TO OPEN OR CLOSE THE WINDOWS AND THE LOCKS FAILED TO UNLOCK. THE VEHICLE WAS NOT TAKEN TO THE DEALER. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

ERROR

I took the vehicle to the dealer and discussed this issue with them. They had no explanation about why this was happening, and told me it would be several hundred dollars to even look into the problem.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SUPPORT 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.

September 6, 2012

To Whom It May Concern,

I contacted your department to inform you of the defects in my 2008 Chevy Tahoe, after reading a newspaper article in the Portland Press Herald on August 19, 2012. The article reported a recall of several models of SUV's to fix short-circuits in power-window and door-lock switches that can cause fires. Although the 2008 Tahoe was not one of the vehicles involved in the recall, Chevy Trail Blazers dating from 2006 through 2007 were. The reason this article caught my eye was because I have been having these same problems with my 2008 Tahoe, that began around the 60,000 mile range. The problem is bizarre, and affects all four doors. The rear passenger windows can be rolled down by the passenger in the back seats, but then these same controls will not allow the same passengers to roll the windows back up. Sometimes my doors will unlock with the keyless entry, but not always. Some days the keyless entry works on some doors, but not other doors. One day they don't work, and then sometimes they do. This is a problem with all 4 doors. The doors are supposed to lock automatically when the car is put into drive. It used to. Now it's a guess if the locks will work or not on any given day. I have spoken with the shop manager at Quirk Chevrolet in South Portland, Maine, about this problem at least 3 times over the last year and a half. I was told that it wasn't covered under warranty, and they couldn't tell me what the problem was. I have tried to just live with this annoyance, but it's more than an annoyance. It's a basic safety issue. After hearing about similar problems with other Chevy SUVs, I think that the 2008 Chevy Tahoe is also afflicted with these problems. What's really scary for me is that this type of problem has caused fires with the other recalled models.

We bought this vehicle brand new from the above mentioned dealership, and have been the sole owners. We have taken good care of this vehicle.

If anyone needs to talk with me or my husband, we can be reached at [REDACTED]

Thank you so much for your help with this matter.

[REDACTED]