

 <p align="center">DOT Auto Safety Hotline</p> <p align="center">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>				FOR AGENCY USE ONLY 100148	
				Date Received 04-SEP-2012 OCT 15 2012	Repository <input type="checkbox"/> Reference No. 10473722
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City		State	Zip Code	Evening Telephone Number	
ELGIN		IL			
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 1GNEK13Z43R		Make CHEVROLET	Model TAHOE	Model Year 2003	
Date Purchased 2010	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:	
Original Owner <input checked="" type="checkbox"/>	Dealer's City	State IL	Zip Code 60123	8	GAS
Transmission Type AUTOMA	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain 4 WHEEL DRIVE	Multiple Failure: 3	Incident Date(s) 28-AUG-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: FUEL/PROPULSION SYSTEM (PWS), 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAIL PIPE EXHAUST, MANIFOLD BOLTS BRAKE OFF			Failure Mileage 196000	Failure Speed	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make BFGOODRICH	Tire Model (Name or Number)		Tire Size (Example P215/65R15) 265 70 17		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: LEFT & RIGHT SIDE MANIFOLD			
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 <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 TAHOE. THE CONTACT STATED THAT HE CONTINUOUSLY HEARD A TICKING NOISE WHENEVER THE VEHICLE WAS STARTED. THE VEHICLE WAS TAKEN TO A DEALER WHO DIAGNOSE THAT THE EXHAUST MANIFOLD BOLTS BROKE OFF. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE AND CURRENT MILEAGE WAS 196,000.					
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.					

Dear National Highway Traffic and Safety Administration,
This letter is about the broken exhaust manifold bolts that I talked to you about that exist on my 2003 Chevrolet Tahoe.

I was listening to a person talking about the problem General Motors has with broken exhaust manifold bolts, he said General Motors new about this problem 10 or more years ago but did nothing to solve the problem.

This problem doesn't only exist on Chevrolet, it also exist on a number of other General Motors vehicles,

This person also said emission problem arise because of exhaust gases leaking from around the broken bolt, he said this leaking well cause a failure at an emission testing station.

As you can read it cost ever consumer with this problem a lot of money for General Motors failure to address this problem, not to mention the air pollution that arises because of the escaping exhaust gases that do not go though the catalectic converter.

I could go on and on about how corporation mislead the consumer.

Can the National Highway Traffic and Safety Administration do something for us the consumer about this broken exhaust manifold bolt problem?

Dated 10-2-2012

Regards



Thank you Mr Reid



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



BIGGERS CHEVROLET

1385 E. CHICAGO ST. (IRVING PARK ROAD)
 ELGIN, ILLINOIS 60120
 (847) 742-9000

"We'll Beat any Chevrolet Deal"

VISIT OUR WEB SITE AT <http://www.biggerschevy.com>

CELL: [REDACTED]

CUSTOMER NO 211921	CONSULTANT JEREMIE MARTINEZ	TAG NO. 6251 7594	INVOICE DATE 08/10/12	INVOICE NO. CTCS496468
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 195,775	COLOR WHITE/	STOCK NO.
ELGIN, IL	YEAR MAKE MODEL 03/CHEVROLET TRUCK/TAHOE/4DR 4WD	DELIVERY DATE	DELIVERY MILES	
	VEHICLE ID NO. 1 G N E K 1 3 Z 4 3 R	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	P.O. DATE 08/10/12	

LABOR & PARTS		TECH(S):5291	0.00
J# 6+20CZTIRE7	TIRE		
	TIRE TREAD DEPTH MEASUREMENT		
	TREAD DEPTH 7/32 OF AN INCH		
	FRONT AND REAR.		
PARTS	QTY	FP NUMBER	DESCRIPTION
			UNIT PRICE
			JOB # 6 TOTAL PARTS
			0.00
			JOB # 6 TOTAL LABOR & PARTS
			0.00
MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	MISC MATERIALS	
			18.67
			TOTAL - MISC
			18.67

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

RECOMMENDATIONS
 BOTH BANK EXHAUST MANIFOLDS ARE LEAKING(BROKEN STUDS). PROVIDED EST \$553.51 PER BANK.
 R/F AXLE SEAL IS LEAKING \$590.78..
 BATTERY FAILED PERFORMANCE TEST \$191.66
 1 DRL IS BURNED OUT \$47.88

ALL NEW OR REMANUFACTURED PARTS AND ACCESSORIES INSTALLED BY THIS DEALER ARE COVERED UNDER WARRANTY FOR A PERIOD OF 12 MONTHS AND/OR 12,000 MILES (WHICHEVER OCCURS FIRST) - SOME PARTS MAY BE LONGER. SEE YOUR SERVICE CONSULTANT FOR SPECIFIC DETAILS.

TOTALS			
EXTENDED SERVICE HOURS	TOTAL LABOR.....	286.10	
INCLUDING SATURDAY	TOTAL PARTS.....	31.18	
MON-THURS 7 TO 7	TOTAL SUBLET....	0.00	
FRI 7 TO 6	TOTAL G.O.G....	0.00	
SAT 7:30 TO 4	TOTAL MISC CHG.	18.67	
PLEASE CALL FOR APPOINTMENT	TOTAL MISC DISC	0.00	
847 742-9000	TOTAL TAX.....	4.74	
VISIT OUR WEBSITE FOR SERVICE COUPONS	TOTAL INVOICE \$	340.69	
WWW.BIGGERSCHEVY.COM			

OUR SERVICE TEAM WANTS YOU TO BE "COMPLETELY SATISFIED"

IMPORTANT
 You may receive a customer satisfaction survey from Chevrolet in the next few weeks. If for any reason you cannot grade us "Completely Satisfied" please contact our service manager at (847) 742-9000. Your satisfaction is our No. 1 concern. THANK YOU BIGGERS CHEVY

PAID

AUG 10 2012
 PER SR

CUSTOMER SIGNATURE





BIGGERS CHEVROLET

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CELL: [REDACTED]

CUSTOMER NO. 211921	CONSULTANT JEREMIE MARTINEZ	TAG NO. 6251 7594	INVOICE DATE 08/10/12	INVOICE NO. CTCS496468
[REDACTED]	PRICE [REDACTED]	MILEAGE 195,775	COLOR WHITE/	STOCK NO.
ELGIN, IL	YEAR MAKE MODEL 03/CHEVROLET TRUCK/TAHOE/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VIN 1GNEK13Z43R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
			08/10/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

LABOR & PARTS	TECH(S)	UNIT PRICE
J# 1 30CTZ5 ENGINE KNOCK C/S THAT THERE IS A TICK NOISE WHEN STARTED COLD. LASTS FOR A COUPLE MINUTES EXHAUST LEAK FROM EXHAUST MANIFOLD GASKETS. SEVERAL STUDS FOR MANIFOLD ARE BROKEN PROVIDED EST FOR REPAIR \$1107.02	5291	0.00
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 1 1 12637683 GASKET 0.423		31.18
JOB # 1 TOTAL PARTS		31.18
JOB # 1 TOTAL LABOR & PARTS		31.18
J# 2 30CTZ2 ENGINE MAJOR CUSTOMER REQUESTS THAT WE REMOVE BANK 1 VALVE COVER. REMOVE ROCKER ARMS AND SPRAY B12 CHEMICAL DOWN PUSHROD HOLES. PERFORMED PROCESS DESCRIBED ABOVE. PER CUSTOMER REQUEST	5291	270.60
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		270.60
J# 3 00CTZ2 LUBE OIL & FILTER CHANGE OIL AFTER ABOVE WORK IS PERFORMED. CUSTOMER PROVIDED OIL AND FILTER PERFORM LUBE OIL & FILTER CHANGE. MAINTENANCE SCHEDULE.	5291	15.50
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		15.50
J# 4 00CTMP MP INSP MULTI-POINT VEHICLE INSPECTION FREE - SPECIAL CERTIFIED SERVICE SPECIAL	5291	0.00
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00
J# 5 99CTZ SHUTTLE COURTESY RIDE TO HOME OR WORK SHUTTLE RIDE RIDE GIVEN	5088	0.00
PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----		
JOB # 5 TOTAL PARTS		0.00
JOB # 5 TOTAL LABOR & PARTS		0.00

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Elgin, IL



Carol Stream IL P&DC 601

THU 04 OCT 2012 PM

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

ATTN
 RANDY REID CHIEF