

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)  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 FEB - 6 2013 07-JAN-2013		Repository ☐ Reference No. 10491714	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City		State	Zip Code		
SAN ANTONIO		TX			
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		Make	Model	Model Year	
3GNEC16R4XG		CHEVROLET	SUBURBAN	1999	
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:	
			No: Cylinders		
Original Owner	Dealer's City	State	Zip Code		
☐					
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			15-NOV-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: ENGINE (PWS), 110000 ELECTRICAL SYSTEM			Failure Mileage	Failure Speed	
			127000	10	
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 1999 CHEVROLET SUBURBAN. THE CONTACT WAS DRIVING APPROXIMATELY 10 MPH WHEN THE VEHICLE SUDDENLY STALLED. THE CONTACT EXITED THE VEHICLE AND NOTICED THAT DEBRIS FROM THE VEHICLE WAS ON THE GROUND. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING. THE MECHANIC ADVISED THAT THE STARTER AND THE FLY WHEEL WOULD HAVE TO BE REPLACED BECAUSE THE STARTER HOUSING EXHIBITED HAIRLINE FRACTURES, WHICH WAS CAUSING THE STARTER TO ENGAGE IN FLY WHEEL. THE FAILURE RECURRED AND THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 127,000.					
PLEASE READ ATTACHED PAGE					
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.					

January 31, 2013

This is a correction on the statement made. It was not the starter housing. It is the motor housing has cracks that the starter bolts mounts into. After doing some research I have found several cases that have gone unsolved because of the fault of this GM product. This does not only exist on my make and model it exist on several others as well.

I already reported it to several GM employees and it seems that they rather sweep it under the rug within there own company.

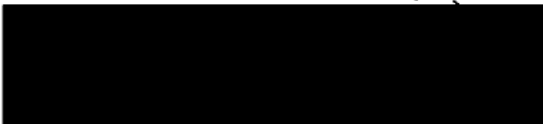
I first spoke to a gentleman named Julian in customer service who then turned me over to Cindy who said she could not and would not do anything. So I ask her for her supervisor or manager and spoke with Mary Ann. When I reported it to MaryAnn said that there was not any thing that she was going to do and it was my problem. After hearing this I asked to speak with her manager or supervisor and she said that I would only be told the same thing by her as well. After waiting for 20 minutes or so I then spoke with Operation manager Pamela, Pamela said that a decision had been maid and I would half to just drop it. So I said who had made this decision and she said she did weather I liked it or not. So I ask her for her manager or supervisor, she said she didn't have one. I said there is no one within GM that is higher up then you are she said NO so I asked her for GM's Corporate number and she said No. That I could not go any higher then her and to drop it.

After searching for a few days and calling back to the customer service I spoke to Morine the an operator and asked for someone over Pamela (operations manager) she said that I would need to speak to Pamela because Pamela had made her aware of me calling back and asking for someone higher up then her (Pamela) another words screening calls. So I asked for Corporate phone number and she said I had no right to contact corporate.

Within a few hours I found Corporates phone number and spoke with Mr. Thomas Brown, and let him know how I was given the run around for the past few days. He was more verbally helpful and customer assistance of help then the rest of the GM employees were. After explaining the problem he took it to his manager and I still did not get any help. But he said if I had any new information that I was more then welcome to call and report it to him. So as I continued my research I went to the yahoo page and goggled gm motor cracked motor housing and to my surprise there have been several cases that this had happened. There were 14 pages to be read. I reported it to Thomas Brown and he replied we do not go goggle anything. Another words they really don't care about the truth. Let alone the safety concerns of there vehicles.

The cost to fix is a new or another motor. In which I don't have. And now don't have a vehicle for my doctors visits, or go to the store, and other personal necessary use. Thanks to GM's product.

Thank You.



1/31/2013

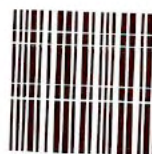
From:



San Antonio, Tx. 



1000



20590

U.S. POSTAGE
PAID
SAN ANTONIO, TX
78217
JAN 31, 13
AMOUNT

\$1.12
00083305-02

To:

U.S. Department of Transportation
National Highway Traffic Safety Administration
Offices of Defects Investigation NVS-210
1200 New Jersey Ave. S.E.
West Building
Washington D.C. 20590

