



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

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 241

Date Received

22-JAN-2001

Od_or _____
R_dt _____
Pd_rt _____
Ip_ltr _____

Reference No.

878746

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Located at bottom of windshield on driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
1GNEC13T9YJ142370	CHEVROLET TRU	TAHOE	2000	

Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02400000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 2	Date(s) of Failure(s) 09-NOV-2000 Mileage at Failure(s) 14000 Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

SEVERE VIBRATION WHILE DRIVING AT 50 OR MORE MPH. ON ONE OCCASION IT ALMOST CAUSED VEHICLE TO TIP OVER. VEHICLE BEEN IN DEALER SHOP ON 2 OCCASIONS, AND UNABLE TO LOCATE PROBLEM. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER. *AK

CONTINUE ON BACK IF NEEDED

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.



DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

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

NATIONWIDE 1-888-DASH-2-DDT
1-888-327-4236
www.nhtsa.dot.gov/hotline

OWNER INFORMATION (Type or Print)

668518

Reference No. 878746

Work No. [Redacted]

Home No. [Redacted]

FOR AGENCY USE ONLY 241

Date Received: 22-JAN-2001

22-JAN-2001

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VEHICLE INFORMATION

Vehicle Identification No. (VIN) (Record at bottom of windshield on driver's side) 1GNEC1379YJ42370	Vehicle Make CHEVROLET TRU	Vehicle Model TAHOE	Vehicle Year 2000	Current Odometer Reading 14,459
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Purchase Date	Dealer's Name TURNER CHEVROLET	City SEWIA	State AL	Zip Code 36701
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Engine Size No Cylinders 8	Engine Type Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input checked="" type="checkbox"/> Fuel Injection <input type="checkbox"/>	Transmission Type Automatic <input checked="" type="checkbox"/> Manual <input type="checkbox"/>	Restrain System 3-Point Belt <input checked="" type="checkbox"/> 2-Point Belt <input type="checkbox"/> Driver's Side Airbag <input checked="" type="checkbox"/> Passenger's Side Airbag <input checked="" type="checkbox"/>

Failed Part(s) Location Front <input type="checkbox"/> Rear <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/>	Failed Part(s) Original <input type="checkbox"/> Replacement <input type="checkbox"/>	Vehicle Type Car <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Sport Ut <input checked="" type="checkbox"/> Motorcycle <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/>	Drive Train 4-Wheel <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/>	Body Style 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other <input checked="" type="checkbox"/>
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Component 02100000	Par Name(s) SUSPENSION-INDEPENDENT FRONT	Location Front <input type="checkbox"/> Rear <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/>	Failed Part(s) Original <input type="checkbox"/> Replacement <input type="checkbox"/>
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No of Failures 2	Date(s) of Failure(s) 09-NOV-2000	Mileage at Failure(s) 14000	Vehicle Speed at Failure(s) 85-80 MPH
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APPLICATION INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(s) on the back of this form)			
Crash Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Fire Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Number of Persons Injured	Number of Failures
Estimated Property Damage	Reported to Police Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	NHTSA Previously Contacted? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)

SEVERE VIBRATION WHILE DRIVING AT 50 OR MORE MPH. ON ONE OCCASION IT ALMOST CAUSED VEHICLE TO TIP OVER. VEHICLE BEEN IN DEALER SHOP ON 2 OCCASIONS, AND UNABLE TO LOCATE PROBLEM. PLEASE FEEL FREE TO PROVIDE ANY FURTHER DETAILS ON THIS MATTER, *AK

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CONTINUE ON BACK IF NEEDED

General Motors' Assistance

(800) 222-1020

01/09/01 - spoke with Marjorie McNeer @ 11:30 a.m.

-she documented & opened file request #C02800721
-she called Milam III (while I was on hold & tells SW what high regards "Milo" has for Mr. W) & confirmed our conversation covering the following problems we have had on our 2000 Tahoe (now @ 14,000 miles):

- ❖ Air bag sensor fixed or replaced 3-4 times
- ❖ Both rear window motors replaced
- ❖ Peeling dash board - replaced
- ❖ Various other small problems which were solved
- ❖ Full-blown shimmy (not tire vibration or unbalance tremor) at high speeds (50mph +)

Solutions tried but failed:

- ❖ Brake sensors replaced at Turner last week - thought to have fixed problem
- ❖ Dealership drove car for 3 days (500-700miles on our warranty) & problem never occurred.

SW requested car to be fixed & to be reassured of fix & have use of vehicle of similarity during such time it takes to find & make repairs. She asked for file not to be "filed", but read and acted upon.

We feel this is a safety issue - and are concerned of the Tahoe overturning, based on the violence of these inconsistent shimmies.

Turner Motors does not currently have an area supervisor (is in process of being assigned one), who would be responsible for making determination of fixing/replacing auto.

Marjorie McNeer will call back on 1/30/01 @ 11:30 - 12:00 (after area supervisor transition has taken place, to advise status.

1/19 Marjorie McNeer called to advise us of the status of our case. Message was on recorder (am) SW returned call early p.m. & was unable to reach Marjorie McNeer (MM). Amy took my call & said she would research & call me back shortly. She did call back & said that she had left MM two urgent notes & she had not returned her call so MM must be sick. Amy stated that Mike Harris (Area man assigned to Turner) spoke with Milam on 1/18 & has said that nothing could be done unless the mechanic physically sees the problem happen, and that the only recourse they offer at this time is to "refer us to the back page of our manual."

Log of occurrences:

- 11/09/00 - Ocala, FL I-75 South (twice) GW, SW, & boys
- 11/12/00 - Tampa, FL I-75 North - GW, SW, & boys
- 12/15/00 - Birmingham, AL GW & Wayne Vardaman I-20W
- 1/2/01 - Birmingham, AL I-459N - GW, SW, Kaye W, & boys
- 1/13/01 - Selma, AL W/O Hwy 219 (twice) GW
- 1/18/01 Selma, AL - Hwy 80 E & W (twice) GW & John W went ad got Milam Turner and drove exact same road at same speeds and nothing happened.
- 2/1/01 Birmingham, AL (after leaving dealership) Steve Arnold, Took Steve Arnold to Milam next day to explain what happened.

2/5/01 Selma, Al. Hwy 41 returning from lunch. Car began to shake on the way back to work from lunch on Hwy 41. Never got to a full shimmy before I arrived at work.
(same day)

Continuation of Phone Calls

1/22/01 Amy called & left message with Cody - SW returned call @ 1:30 to report that she had had not response from the AVM (Area Vehicle Manager - I am assuming this is Mike Harris) She said that if he did not respond in a few hours, she was advising his boss of the happenings & that we will be called tomorrow at about 1:30.

1/22/01 SW Called NHTSA National Highway Traffic Safety Administration (800 424-9393) - spoke to Robert & was advised to get copies of all service records & this log of calls and any other pertinent papers & send copies to D.C. It will take 7-14 days for file to be reviewed & us to hear from them. In the mean time, he suggested we contact the AL State Attorney General, regarding the Lemon Law & the possibility of our qualification, based on what I have told him. (800) 392-5658

1/23/01 Amy called, left message on recorder (still have) that she had not received a call back from Mike Harris, but that she had spoken to Milam (he had not heard from MH either), she will call back tomorrow & if she has not heard from MH, she will call his boss.

1/26/01 Gaylon spoke with Mike Harris several times and was advised to drop Tahoe off in Bham (Edwards Chevrolet) to leave with service for the week, to see if problem could be detected.

1/29/01 Amy called to say that she had spoken with Milam & that he had talked to Mike Harris. Amy is leaving customer service dept., but will continue to monitor our case. Asked for us to return her call & advise if he had gotten in touch with us.

Gaylon dropped Tahoe off at Edwards Chevrolet in Birmingham
1/29 a.m. (205) 716-3300.

Susan called early p.m. to advise Amy of update on our part. Amy was not in, but the message was entered into our file as to what was happening, as far as GW dropping off car in Bham.

2/1/01 GW picked Tahoe up from dealership @ 9:00 p.m. He was told that they drove the car but were unable to duplicate the problem indicated so there was nothing they could do. 15 minutes away from dealership the car went into a shimmy and when the brakes were applied the car became dangerous and shimmied dramatically until the car came to a stop. As soon as I started off again the shake did not return. Drove 90+ miles home without incident.

2/5/01 Called Mike Harris to tell him of the svc call and the resulting two episodes with this car shaking. I explained that I am now beginning to get scared about driving the vehicle and that we needed to fix it or explore some other options. He said that he was going to try to get someone to the dealership to offer some ideas on how to fix it or recommend trade in assistance. We did not discuss what that meant, I reiterated that we liked the car, had traded a Suburban in on it and really would be happy to get this one fixed, but that what ever we did we needed to do something soon. Mike said he would try to get someone to the dealership and get back to me.