



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 252

Date Received

2-11-2004 AM

Repository

Reference No.

10053618

OWNER INFORMATION (Type or Print)

Name

Address

City

PASADENA

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side)

3GN0C2BN8

Make

CHEVROLET

Model

SUBURBAN

Model Year

1985

Date Purchased

12-10-95

Dealer's Name and Telephone Number

Team Chev 626-449-3333

Engine:

No. Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

Antilock Brakes

Cruise Control

Powertrain

Vehicle Component Code

111000 ELECTRICAL SYSTEM: BATTERY

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

07-JAN-2004

12-4-98 -

Failure Mileage

11560 -

Current

Failure Speed

0

See attached documents for each incident date + mileage

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name of Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMALSABC035)

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).

WHILE PARKED BATTERY ACID WAS LEAKING INSIDE OF THE VEHICLE FROM THE POSITIVE POST. DRIVER HAD THE VEHICLE TOWED TO THE DEALER FOR ANALYSIS, AND MECHANIC REPLACED THE BATTERY, BUT THE PROBLEM STILL EXISTS. *AK

Please see attached documents for detail regarding each incident. 2 different times
6 times battery acid leaked from positive post with varying degrees of damage to battery tray, cables, bolt, fenderwell, and frame.

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 19, 2004

National Highway Traffic Safety Administration

Please find attached the documents/work orders for each incident and the letters sent to Chevrolet and Delco.

I contacted both Chevrolet and Delco by phone prior to writing each of them with a full history of the battery problem.

Chevrolet: CiCi Smith said I could send in documentation for review but it was not likely there will be any action done. She said, unless a recall was made, the battery and truck were not under warranty at this time. It did not seem to matter that this was an on going problem.

Delco: James #121 said the battery was not under warranty, that I just wanted them to change the rules just for me. He too, didn't seem to care that this was an on going problem. If this was just a regular dead battery, I wouldn't even be addressing this.

I have gone to the NHTSA web site, Office of Defects Investigation and there are 18 report/complaints for the same problem. In addition to this, I have spoken to several people with Suburbans and have heard similar stories. I win for the most times this has happened but the prize is now costing me. I hope that by changing the manufacturer of the battery will solve the problem but that is not a given, only time will tell. If the problem is due to a defect in the truck itself, I want Chevrolet to be responsible now and in the future.

I believe that if you can find this to be a safety issue (others have had steering, braking and air conditioning failures due to this) and require Chevrolet to find and repair the cause of the battery leaking, we will all be driving much safer. I hope it doesn't take a death to have them address this defect.

Thank you, in advance, for looking hard into this problem, and I hope you will come to the conclusion that there is a serious safety issue going on between the battery and the Chevrolet Suburban.

Sincerely,



3GNGC26N8S

January 8, 2004

ACDelco Product Services
P.O. Box 6020
Flint, MI 48557

Dear Sir or Madam:

I purchased my 1995 Chevrolet Suburban on 12/10/95 and have had the same problem repaired six times. The first sign the problem was beginning was when I started the truck and the clock would be at 1:00. Upon further examination it would be found that the battery was leaking from the positive post. This would cause battery acid to damage the cables, the pan the battery sits in, and the area below the battery, and possibly causing further damage.

Here is a summary of the incidents:

12/04/96	11560 mi	Dealer replaced battery under warranty
10/03/97	19880 mi	Dealer replaced battery, positive bolt/spacer, paint battery tray and inner fenderwell below battery-warranty
9/22/98	32137 mi	battery leaking but dealer said it wasn't, just that the battery was bad-dealer replaced under warranty
6/05/00	44140 mi	replaced battery, both positive cables, painted all affected areas. *Dealer didn't want to fix this problem without my paying for it. Because I had to have the truck, I paid out of pocket and sent a claim to Chev Reimbursement Dept. Due to them not wanting to stand behind this problem, I contacted the NHTSA to begin an investigation of this. I checked on their website and found others with the same complaint. As the Mediation Committee was reviewing my complaint, the dealer sent me a goodwill check.
1/03/02	54235 mi	replaced battery, positive bolt/spacers, paint battery tray, inner fenderwell, frame, cables. *Dealer said that I had to pay the prorated amount for the batter and they wrote off the rest as goodwill. I needed the truck so I reluctantly paid. The dealer said that this is a new model of battery and they have had no problems or returns. Should be fine now.
1/5/04	68995 mi	replaced battery, cleaned and checked for other damage.

*Letter returned - addressed
unknown. This is the address
from Del to Rep in Customer
Resend to address about
4/00 5. Engines of
Flint MI 48557
1/19/04*

*I chose not to return to the Dealer for a new battery and repairs as this problem keeps occurring. My mechanic said that changing the brand of battery may solve the problem. He has never seen this type of reoccurring problem and Definitely agreed that I need to pursue this and any future related problem.

I am approaching you for restitution to this problem. The total amount for this repair is \$146.88. I feel that this is not just the "casing for the battery is not made to withstand the heat of the engine" as the Dealer explained; and the fact that it still happens even with the "new" design for the battery casing seems to indicate something more serious is involved. I have been very fortunate that nothing else has been affected thus far, but know that that is a distinct possibility when battery acid is involved. If this had just been a dead battery I would not even approach you, but this is much more serious, a definite on going problem that has the potential of causing great bodily damage and/or vehicle damage.

I am taking this ACDelco battery to Team Chevrolet in Pasadena to dispose of as they are the ones who put in all of the defective ACDelco batteries.

Due to the phone conversation with James #121, 1/7/03 at your Customer Service, I have been forced to contact the NHTSA once again. I have submitted a complaint regarding this obvious defect to help protect others and myself before someone faces serious damage to their vehicle or person. I have also contacted Chevrolet regarding this defect.

Thank you for your prompt response to this issue.

Sincerely,

A large black rectangular redaction box covering the signature area of the letter.

3GNGC26N8S

January 8, 2004

Chevrolet Customer Assistance
P.O. Box 33170
Detroit, MI 48232-5170

Dear Sir or Madam:

I purchased my 1995 Chevrolet Suburban on 12/10/95 and have had the same problem repaired six times. The first sign the problem was beginning was when I started the truck and the clock would be at 1:00. Upon further examination it would be found that the battery was leaking from the positive post. This would cause battery acid to damage the cables, the pan the battery sits in, and the area below the battery, and possibly causing further damage.

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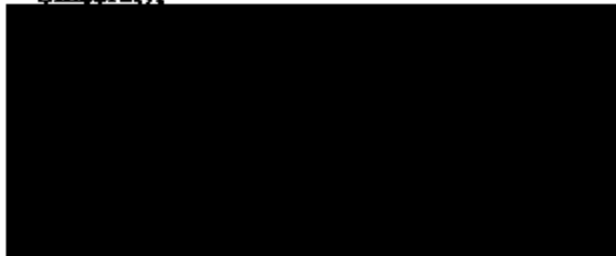
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I am taking the last battery to Team Chevrolet in Pasadena because it is leaking and I don't want anyone getting hurt from the acid.

Due to the phone conversation with CiCi Smith 1/6/03 at your Customer Service, I have been forced to contact the NHTSA once again. I have submitted a complaint regarding this obvious defect to help protect others and myself before someone faces serious damage to their vehicle or person. I have also contacted ACDelco regarding this defect.

Thank you for your prompt response to this issue.

Sincerely,



3GNGC26N8S

Ref *



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**