



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 100192

Date Received

20th MAR -3
27-JAN-2004

Repository ☐

PH-2-89
10055924

OWNER INFORMATION (Type or Print)

Name

Address

City WAYMART

State PA

Zip Code

Domestic Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorization, NHTSA will NOT provide your name or address to the vehicle manufacturer.

☒ YES

☐ NO

Signature of Owner

Date 2/18/04

VEHICLE INFORMATION

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

1GCEK19T21

Make

CHEVROLET

Model

SILVERADO

Model Year

2001

Date Purchased

10/2000

Dealer's Name and Telephone Number

Sylvester Chevrolet 570-489-7586

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Peckville

State

PA

Zip Code

18452

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 7 occurrences since 8/03

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

See attached

Failure Mileage

20000

Failure Speed

± 10-30 MPH

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/85R15)

DOT No. (Example: DOTM15ABC036)

☐ 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

Number of Deaths

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).

THE VEHICLE EXPERIENCED PROBLEMS WITH THE BRAKES. *JB

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.

We are experiencing a sporadic, chronic problem with the brakes on our 2001 Chevrolet Silverado. When we (my husband or I) apply the brakes to come to a stop, the brake pedal vibrates and goes completely to the floor (there is no pressure in the brake pedal). There is also a grinding sound occurring at the same time. The truck will not stop. I note that this problem is sporadic because while traveling the brakes will work fine, then they will not work, and then they will work fine again. There is never an indication of anything being wrong prior to the brakes not working so we never know whether or not we are going to have brakes when we need them.

We first experienced this problem in August of 2003 and had the truck in for service on August 4th and again on August 5th, 2003. The problem reoccurred in September and December and we again had the truck in for service (September 8, 2003; and December 23, 2003). I have attached the service records for those visits to the dealership. The dealer has been unable to duplicate this problem and as you can see, their attempts at rectifying the problem have not resolved the issue because the brakes are still doing the same thing. The problem with the brakes reoccurred again on February 3, 2004; February 4, 2004 and February 5, 2004, and, again, it was sporadic. We have not experienced any injuries due to this problem, however, when this occurred in September, I almost drove through the garage door at my residence (with my ten year old daughter in the vehicle) and when it occurred in December I was unable to stop at two stop signs on my way to work.

This problem with the brakes creates a potential for serious injury or death to a member of my family or an innocent person in another vehicle we may have the misfortune of hitting when the brakes do not work properly.

**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).**