



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 100181

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Repository ☐
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ELKHART State IN Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address [REDACTED]

Do you authorize NHTSA to contact you or your dealer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized signature, please print your name and address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 4/26/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2GCEC18T711170089 Make CHEVROLET Model SILVERADO Model Year 2001
Date Purchased [REDACTED] Dealer's Name and Telephone Number [REDACTED] Engine: [REDACTED] Fuel Type: [REDACTED]
Original Owner ☐ Dealer's City [REDACTED] State [REDACTED] Zip Code [REDACTED]
Transmission Type AUTOMATIC ☐ Antilock Brakes ☐ Cruise Control Powertrain [REDACTED] Vehicle Component Code 034530 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) [REDACTED] Failure Mileage 30000 Failure Speed [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/85R15) [REDACTED]
DOT No. (Example: DOTM18ABC038) ☐ Original Equipment ☐ Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]
Seat Type: [REDACTED] Installation System: [REDACTED]
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

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 [REDACTED] Number of Deaths [REDACTED] 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).

REAR ROTORS ARE PITTING AND MUST BE REPLACED. THIS CONDITION DID NOT CAUSE ANY PROBLEMS WHILE DRIVING. ROTORS SHOULD NOT HAVE TO BE REPLACED THIS SOON. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoices.

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.

[REDACTED]

April 26, 2004

Dear Sir,

In regards to rear brakes failure in 30,000 miles. I took vehicle to Cox Chevrolet Dealer for noise in rear of vehicle, guessing a bad wheel bearing while under warranty at that time. They told me I needed a job of all new rotors, pads @ \$475.+. I thought it was a scam (still do) to make money. They came down to \$300.+ and then to \$200.+ which I refused.

They said the rotors could not be faced because they were pitted. Still thinking this was a scam. Rear brakes account for about ten percent of braking on vehicles. Why are rear wearing out faster than the front which usually last 50 to 90 thousand miles. I have always changed front 2 to 3 times before changing the rear at 150 to 300 thousand miles.

They did replace rear pads and replaced parking brake pads also, at no cost even though they are not under warranty.

I decided to wait until I returned to Indiana to see my GMC dealer where I bought the truck to verify their story. They said they are composite rotors, layered metal instead of cast and indeed they are not to be turned or faced.

They said the vehicles pit while sitting on the lots, including new vehicles. I do not consider this as an improvement for safety because in an emergency stop, will these brake properly or lock up and put the vehicle out of control even though they have ABS?

I think you should have a recall on any vehicle having composite rotors and make them replace parts out of cast metal for repair and maintenance and safety.

Sincerely,

[REDACTED]

[REDACTED]

p.s. Cox said it was caused by launching a boat in salt water. I have neither in Indiana

**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).**