



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 1368

Date Received

2004 JUN 23 PM 4:27
28-APR-2004

Repository ☐

Reference No.

10071754

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN MARCOS

State

CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

9/A

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 21 JUN 04

VEHICLE INFORMATION

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

3GNEG13T32

Make

CHEVROLET

Model

AVALANCHE

Model Year

2002

Date Purchased

02 JUNE 2002

Dealer's Name and Telephone Number

PARADISE CHEV-CADILLAC 709 699 2693

Engine:

No. Cylinders

V-6

Fuel Type:

UNLEADED

87 OCTANE

Original Owner

☒

Dealer's City

State

Zip Code

Transmission Type

4-SPE.
AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

034430 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

16-APR-2004

Failure Mileage

39000

Failure Speed

REAR AIR BRAKE PADS

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: DOT1MAL9ABC036)

☐ 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

N/A

Number of Deaths

0/A

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 DRIVING CONSUMER HEARD A GRINDING NOISE COMING FROM THE REAR BRAKES DUE TO THE BRAKES WEARING OUT PREMATURELY. DEALERSHIP REPAIRED THE BRAKES, BUT THE PROBLEM RECURRED. *AK

DEALER, ADJUSTED PARKING BRAKE SYSTEM TWO (2) SEPARATE VISITS, DID NOT EXPLAIN TO ME THE REASON FOR THE PROBLEM OR HOW TO AVOID.

DEALERSHIP DID NOT EVEN CHECK THESE BRAKE PADS, PARTS EMPLOYMENT 2010 FROM JUNE 2002. I HAVE BEEN DRIVING SINCE 1980. I HAVE NOT EVER HAD TO REPLACE THESE BRAKE PADS BEFORE. I HAVE BEEN DRIVING SINCE 1980. I HAVE NOT EVER HAD TO REPLACE THESE BRAKE PADS BEFORE. I HAVE BEEN DRIVING SINCE 1980.

WHEN I WAS DRIVING, I HEARD A GRINDING NOISE COMING FROM THE REAR BRAKES. I STOPPED THE CAR AND CHECKED THE BRAKES. I FOUND THAT THE BRAKE PADS WERE WEARING OUT PREMATURELY. I HAD TO REPLACE THE BRAKE PADS TWICE. THE DEALERSHIP DID NOT EXPLAIN TO ME THE REASON FOR THE PROBLEM OR HOW TO AVOID.

DEALERSHIP DID NOT EVEN CHECK THESE BRAKE PADS, PARTS EMPLOYMENT 2010 FROM JUNE 2002. I HAVE BEEN DRIVING SINCE 1980. I HAVE NOT EVER HAD TO REPLACE THESE BRAKE PADS BEFORE. I HAVE BEEN DRIVING SINCE 1980.

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 responses 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 responses, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

DEALERSHIP TECH (QUALITY CTRY. ASSOC) HAVE NO VISIBLE EXPLANATION WHY BRAKE PADS ON MY PASSENGER WHEELS GOT BEFORE THE FRONT. ALL MECHANICAL COMPONENTS ON THE ABS PUMP SYSTEM ARE FUNCTIONING PROPERLY. NO DEFECTS OR ANOMALIES WERE DETECTED. NO OTHER GUY AS TO THE NECESSITY TO ADJUST THE PARKING BRAKE SYSTEM TWO (2) TIMES BEFORE THE VAN WAS 20,000 MI.

ADDITIONALLY, I HAVE SPoken TO TWO (2) OTHER QUALITY COUNTRY OWNERS (AND I ASSUMING OTHER PEOPLE) BUTY INDIVIDUALS ALSO HAD BEEN THE BRAKE PADS MOVING TO R/R THIN (AREA) BETWEEN 25-30K MILES. THEY HAD CONSIDERED REPAIRING AND HAD THIS BUSINESS AND TO HAVE HEAVY CARGO.

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U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300



GREETINGS FROM
Far Far Away



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U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590



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(DASH) & DOT



U.S. Department of Transportation
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Administration
Information: 1-800-424-9393