



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 1373

Date Received  
MAY 15 PM 7:14  
27-MAY-2004

Repository   
Reference No.  
10074357

**OWNER INFORMATION (Type or Print)**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City AMSTERDAM State NY Zip Code \_\_\_\_\_

Daytime Telephone Number \_\_\_\_\_  
Evening Telephone Number \_\_\_\_\_  
E-mail Address \_\_\_\_\_

Do you authorize NHTSA to report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized agent, you must provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date 6/7/04

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GNFK16Z02  
Make CHEVROLET Model SUBURBAN Model Year 2002  
Date Purchased 5-02 Dealer's Name and Telephone Number \_\_\_\_\_  
Engine: No. Cylinders 8 Fuel Type: GAS  
Original Owner  Dealer's City Albany State NY Zip Code \_\_\_\_\_  
Transmission Type AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain Vehicle Component Code 103000 POWER TRAIN: AUTOMATIC TRANSMISSION  
Multiple Failure: 1 2

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s) 01-APR-2004 Failure Mileage 68,000 Failure Speed 55

**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: DOTM19ABC036)  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(es).)

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(es).  
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).

AT 16000 MILES THE TRANSMISSION FAILED. THE VEHICLE WAS REPAIRED UNDER WARRANTY BUT THE SAME PROBLEM RECURRED WHILE DRIVING 50/55 MPH. THE CONSUMER STATED THAT THE SUN GEAR AND PLANETARY GEAR FAILED. THE CONSUMER WAS ABLE TO DRIVE THE CAR HOME IN 1ST AND 2ND GEAR. THE VEHICLE WAS NOT TAKEN TO DEALERSHIP. \*NM

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 an 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.

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

At 16,000 miles this ~~car~~ vehicle had a transmission failure then at approx 68,000 miles had the same transmission failure — there has been numerous Service & Technical Bulletins out on this problem starting in Dec 2001.

When the transmission fails it feels like the vehicle comes right off the road and at 55 miles is hard to control at first.

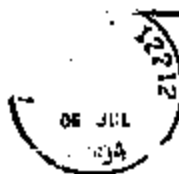
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US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business  
Penalty for Private Use \$300



**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

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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<http://www.safercar.gov>

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(DASH) & DOT

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**DASH2DOT**  
and dial toll free at

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DOT AUTO SAFETY HOTLINE**

**VEHICLE  
OWNER'S  
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