



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100216

Date Received

11-JUN-2004

Repository ☐

Reference No.
10076125

OWNER INFORMATION (Type or Print)

Name

Address

City BLAIRSVILLE

State PA

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 authorized signature, please print your name or address to the vehicle manufacturer.

Signature of Owner

Date 6/22/04

VEHICLE INFORMATION

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

1GCEK14V41

Make

CHEVROLET

Model

SILVERADO

Model Year

2001

Date Purchased

4/25/01

Dealer's Name and Telephone Number

Grabik Chevrolet

Engine:

No. Cylinders

8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

New Alexandria

State

Pa

Zip Code

16717

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☐ Cruise Control

Powertrain

Vehicle Component Code

09300 SERVICE BRAKES, AIR;ANTILOCK;WHEEL SPEED SENSOR

Multiple Failures: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

11-APR-2004

Failure Mileage

23359

Failure Speed

Under 20MPH

When coming to a stop the brakes would fail

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: DOTM123ABC038)

☐ 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 check 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

Y

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 APPLYING THE BRAKE PEDAL THE BRAKES FAILED. THIS CAUSED CONSUMER'S VEHICLE TO COLLIDE WITH ANOTHER VEHICLE. CONSUMER TOOK VEHICLE TO DEALER FOR INSPECTION, AND MECHANIC DETERMINED THAT SPEED CONTROL SENSOR NEEDED TO BE REPLACED AND HE REPLACED IT. HOWEVER, THE PROBLEM RECURRED. *AK

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.

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

ON 8/9/02 I had to have all four brake rotors and brake pads replaced because the original ones were completely rusted and were causing the vehicles brakes to squeak with only 8183 miles on this vehicle. On 11/24/03 I had all of the brake bleeders replaced because I noticed they were rusted away while I was changing my tires. On 4/26/04 my brakes failed completely causing me to hit a parked vehicle that was in my driveway causing minor damage to both vehicles. On 5/12/04 after the Dealer said the brakes were fixed the brakes failed yet again as I was coming to a stop at a stop sign. I have included the invoices from the work that the Dealer has done on my brakes. I am very disappointed with the braking system and I feel that Anti-Lock Brake Systems are very dangerous. IF this is a common problem it's a matter of time before someone will get hurt or killed because of Brake Failure.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NHTL NHTV 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) & DOT



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National Highway Traffic Safety
Administration
<http://www.nhtsa.gov/defects>

Main Identity

From: <cac@chevrolet.com>
To: [REDACTED]
Sent: Tuesday, May 11, 2004 2:06 PM
Subject: RE: Chevrolet Silverado Owner Assistance; 1-216246806

Dear Mr. [REDACTED],

Thank you for contacting the Chevrolet Customer Assistance Center.

I sincerely apologize for the brake and related system concerns you have been experiencing with your 2001 Chevrolet Silverado, which has led to you writing the Customer Assistance Center. I have documented your comments with the Customer Assistance Center under file number [REDACTED].

I just spoke with service advisor Cheryl Knox at the Grabiak dealership, who advised that you had just brought your truck to the dealership. Ms. Knox advised that they have not yet had an opportunity to look at your truck. Ms. Knox indicated that the dealership's service department is not open on Saturdays.

I am available Saturday to Tuesday, 11:00AM to 9:45PM EST (Saturday/Sunday) and 1:30PM to 12:15AM EST (Monday/Tuesday). To reach me by telephone, please call the Chevrolet Customer Assistance Center at 1-866-932-4368, ext. 38537. Please provide your file number in any communication.

If you seek more immediate assistance, as I am not available on Wednesday, Thursday, or Friday, please contact the Customer Assistance Center at the toll free number found below.

Thank you for your patience in this matter.

If you should need to contact the Chevrolet Customer Assistance Center in the future, please send an email to cac@chevrolet.com or call 1-800-222-1020. Customer Relationship Managers are available Monday through Friday from 8:00 a.m. to 11:00 p.m., Eastern Time.

Sincerely,

Michael Goonan
Customer Relationship Manager
Chevrolet Customer Assistance Center

5/12/2004

Originating Email Address: [REDACTED]
#Subject=RE: Chevrolet Silverado Owner Assistance [REDACTED]

-----Original Message-----

From: steves2@ptd.net
Sent: 5/11/04 5:50:52 AM
To: cac@chevrolet.com
Subject: Chevrolet Silverado Owner Assistance

Name : [REDACTED]
Address : [REDACTED]

: Blairsville, PA [REDACTED]

Daytime Phone Number : [REDACTED]
ex. [REDACTED]
Evening Phone Number : [REDACTED]
ex. [REDACTED]

Vehicle : 2001 Silverado
VIN : 1GCEK14V41 [REDACTED]
Mileage : 24000

Dealer : GRABIAK

Comments : I am writing this letter as I am having continual problems with the brakes on my truck. On 04/20/04 as I was pulling into my driveway the brakes on my truck failed causing me to hit a parked vehicle. Thank GOD no one was standing there or I would have hit them. The only damage that was done was to the air dam on my truck. After calling the dealer the same day they were able to look at my truck and said that the right front hub assembly and speed sensor were faulty and replaced them. Yesterday 05/10/04 as I was coming to a stop at a stop sign my brakes failed again so I called the Dealer and told them that this truck was unsafe to drive as I was either going to be in an accident or I was going to hit and kill someone. The Dealer told me that GM will not cover the damage that was caused to the air dam when the brakes failed the first time and I do not feel this is right. I am very dissatisfied in this vehicle as I have had problems with the brakes since 08/08/02 when I had all four brake rotors and pads replaced because the rotors rusted away. I would like someone to contact me as I do not think this vehicle is safe. I have another appointment on 05/12/04 to have the brakes looked at again so I am without a vehicle for another 2 days.

5/12/2004

Please contact me.



Email Address



5/12/2004

**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).**