



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 100079

Date Received

18-AUG-2004

Repository ☐

Reference No.

10089206

OWNER INFORMATION (Type or Print)

Name

Address

City

SAN FRANCISCO

State CA

Zip Code

Daytime 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 11/11/04

VEHICLE INFORMATION

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

TGNEK13T01

Make

CHEVROLET

Model

TAHOE

Model Year

2001

Date Purchased

10-31-2001

Dealer's Name and Telephone Number

Anderson Chevrolet (650) 321-4280

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

MENLO PARK

State

CA

Zip Code

94025

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

051120 PARKING BRAKE: CONVENTIONAL: MECHANICAL: LINKAGE AA

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

18-AUG-2004

Failure Mileage

59,016

Failure Speed

0

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: DOTM18ABC036)

☐ 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).

CONSUMER INDICATED THAT PARKING BRAKE FAILED, WONT HOLD THE VEHICLE WHEN IT WAS PARKED ON HILL. DEALERSHIP INSPECTED VEHICLE SEVERAL TIMES, AND MECHANIC ADVISED CONSUMER THAT THEY REPLACED THE MECHANICAL PART, BUT PROBLEM WAS NEVER RESOLVED. *AK

NOTE: All components relating to rear brakes replaced with up graded factory parts on 8-17-04 I would like Chevrolet to reimburse my cost because the original brake parts were defective.

Please pass information on to manufacturer since my requests to dealership have been ignored.

Copies of letter to dealer and dealer invoice (repair) inclosed.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974, Public Law 93-578 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]
Pacifica, Ca. [REDACTED]
[REDACTED]

Aug 25, 2004

Mr. Lee Sattley
General Manager
Anderson Chevrolet
300 El Camino
Menlo Park, California 94025

Dear Mr. Sattley

I'm the original owner of a 2001 Chevy Tahoe purchased new from you on 10 - 31 - 2001. I had the vehicle in to service the parking brake (which wouldn't hold on a grade) on 8 - 12 - 2004.

My father picked up the vehicle on 8 - 17 - 2004, and was told by service advisor Neil Coppens that the original stock brake parts were ruined and replaced with new and improved design parts. When asked how this could have happened, Mr. Coppens suggested that perhaps some mechanism got loose or failed which led to the failure of the rear brake parts. When asked if Chevrolet or Auto Nation (the extended warranty purchased) would cover the costs of this repair, Mr Coppens said no, because brake parts aren't covered.

What I would like you to do is try to get the cost covered based on the following reasons:

1. The exclusion of brake parts in a warranty is meant to apply only to those parts that normally wear in the course of vehicle operation. The failure of my vehicle's parts was not due to normal wear since the parking brake is only engaged when the vehicle is stopped. Nor was there any neglect or misuse on my part as evidenced by Mr. Coppens statement that the running disc brake pads and rotors were in fine condition.

2. The fact that the factory replacement parts are a different and improved version of the failed parts indicates that the original parts had either a design and/or material and/or installation flaw that was present when I bought the vehicle. As such the repair ought to be covered under warranty.

I feel that your position as manager of a major Chevrolet dealership would carry more weight than I could in convincing the persons in position to authorize warranty coverage to do so.

Sincerely,
[REDACTED]

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).