

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 241 Date Received 09-3-35 03-SEP-2004	
U.S. Department of Transportation National Highway Traffic Safety Administration		Repository ☐ Reference No. 10090396	
OWNER INFORMATION (Type or Print)		Next Business Day Telephone Number Evening Telephone Number	
Name		E-mail Address	
Address		Evening Telephone Number SAME	
City APACHE JUNCTION	State AZ	Zip Code	
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 acknowledge your name or address to the vehicle manufacturer. Signature of Owner _____ Date 2-5-SEP-04			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNEC1ST01R2		Make CHEVROLET	Model TAHOE
Model Year 2001		Engine: No. Cylinders 8	
Date Purchased 09-JUL-01	Dealer's Name and Telephone Number MIDWAY CHEVROLET (602) 866-0102		Fuel Type: Gas
Original Owner ☒	Dealer's City PHOENIX, AZ 85053	State AZ	Zip Code 85053
Transmission Type AUTOMATIC	☒ Anti-lock Brakes ☒ Cruise Control	Powertrain REAR WHEEL DRIVE	
Vehicle Component Code 050000 PARKING BRAKE		EMERGENCY BRAKE	
Multiple Failure: 3			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s) 06-AUG-2004	Failure Mileage 44000	Failure Speed ALL SPEEDS	
FAILURE DESCRIPTION BRUISED SHOES OF REAR BRAKES (PARK & EMER.)			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make A311111	Tire Model (Name or Number) A311111		Tire Size (Example P215/65R15) A311111
DOT No. (Example: DOTM19ABC035) ☐	☐ Original Equipment ☐ Prior Repair		Failure Location: 3
Tire Component Code A311111		Tire Failure Type A311111	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make: A311111	Date Manufactured: A311111	Model No./Name: A311111	
Seat Type: A311111	Installation System: A311111		
Child Seat Component Code: A311111		Failed Part: A311111	
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 0	Number of Deaths 0
Reported to Police N		Reported to NHTSA 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 WAS CONCERNED THAT VEHICLE WOULD ROLL ON ANY INCLINE WHILE THE EMERGENCY PARKING BRAKE WAS ENGAGED. DEALER WAS NOTIFIED. *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 responses, or a statistical summary thereof, may be used in support of the agency's action.

RE: NARRATIVE FOR REFERENCE NO. 10090386

Date: 25 SEP 04

On 05 Aug 04, I parked on a slight incline, the car was in neutral, I pushed the park/emergency brake to the floor and took my foot off the regular brake pedal, the car just rolled away with no resistance at all! When I left the store I tried it again with the same results, I then tried it at ten miles an hour, again no stopping power at all was felt! When I took the car back to Midway Chevrolet they informed me the left rear rotor/drum assembly and both sides shoes were worn beyond limits and that repairs would cost \$500, this car was always serviced at Midway and we had a complete inspection of the car done 14 May 2003 at 23252 miles, Midway said the car was in excellent shape at that time, what they failed to tell us was a service bulletin (02-05-26-002) dated October 2002 had been issued concerning the exact problem we ended up with, after the servicing and inspection of 14 May 2003 my wife, daughter, and 4 grandchildren took the car on a 5000 mile road trip for a month, had the service bulletin been applied it would have either prevented the damage or at least minimized it, this is a safety issue! It is illegal to operate a vehicle on state or federal roads without an operable emergency brake, yet GM has opted not to call the cars in for inspection/repairs, they are charging customers who request the inspection, Midway charged us \$26.59 and informed us the repairs would cost \$500, (a co-worker was charged \$104 to do the inspection on his Tahoe at 21000 miles, he doesn't know if the clips were replaced or just looked at, his dealer said his car was "fine") we declined to have Midway do the repairs, and took the

car to a local shop which was where we found out about the service bulletin, people can be driving cars with this problem and not be aware of it, we had no indication of trouble on our car, I just happened to stumble onto the fact that the park/emergency brake was inoperable. The emergency brake pedal goes to the floor even when it is operating properly, under normal conditions the operator would not realize it was inoperative since you would normally either put the car in park, or set the brake while you still had your foot on the regular brakes, this is a recipe for disaster! It is a design flaw which GM should be rectifying at no expense to the GM customers who bought these cars in good faith, the repairs cost me \$369.49 plus the \$26.59 for the inspection, (total=\$396.08), the biggest problem is the people who might need that emergency brake and it won't be there!



Service Bulletin

File In Section: 05 - Brakes

Bulletin No.: 02-05-26-002

Date: October, 2002



TECHNICAL

Subject: Scraping Noise From Rear Of Vehicle (Replace Parking Brake Shoe Kit and Clean Drum In Hat Rotor)

Models: 2002-2003 Cadillac Escalade, Escalade EXT
1999-2003 Chevrolet Silverado 1500 Series Pickups
→ 2000-2003 Chevrolet Tahoe 1500 Series Models
2002-2003 Chevrolet Avalanche 1500 Series Models
1999-2003 GMC Sierra 1500 Series Pickups
2000-2003 GMC Yukon 1500 Series Models

Condition

Some customers may comment on a scraping noise from the rear of the vehicle while driving. The noise may be intermittent.

Cause

Condition may due to the parking brake shoe contacting the drum in hat rotor without the parking brake being applied, causing premature wear on the shoe lining.

Correction

Replace the parking brake shoe and install a new designed spring clip retainer. Follow the service procedure below to correct this condition.

1. Raise and support the vehicle. Refer to Lifting and Jacking the Vehicle in the General Information sub-section of the Service Information (SI Document ID #838546).
2. Remove the tire and the wheel. Refer to Tire and Wheel Removal and Installation in the Tires and Wheels sub-section of the Service Information (SI Document ID #858965).
3. Relieve the tension on the park brake cables by loosening the nut at the equalizer.
4. Mark the relationship of the rotor to the hub.
5. Remove the brake caliper bracket mounting bolts.

Notice: Support the brake caliper with heavy mechanic's wire, or equivalent, whenever it is separated from it's mount and the hydraulic flexible brake hose is still connected. Failure to support the caliper in this manner will cause the flexible brake hose to bear the weight of the caliper, which may cause damage to the brake hose and in turn may cause a brake fluid leak.

6. Remove the brake caliper and brake caliper bracket as an assembly and support with heavy mechanic's wire or equivalent. DO NOT disconnect the hydraulic brake flexible hose from the caliper.
7. Remove the rotor retaining push nuts from the wheel studs (if applicable).

Notice: DO NOT use a hammer to remove the rotor from the hub; it may cause damage to the rotor.

Important: The rotor may not be easily removed from the hub due to a rust build up on the outside edge of the drum and hat portion of the rotor.

8. Remove the rotor from the hub. If the rotor cannot be removed from the hub by pulling on the rotor, use J 46277 rotor removal tool.

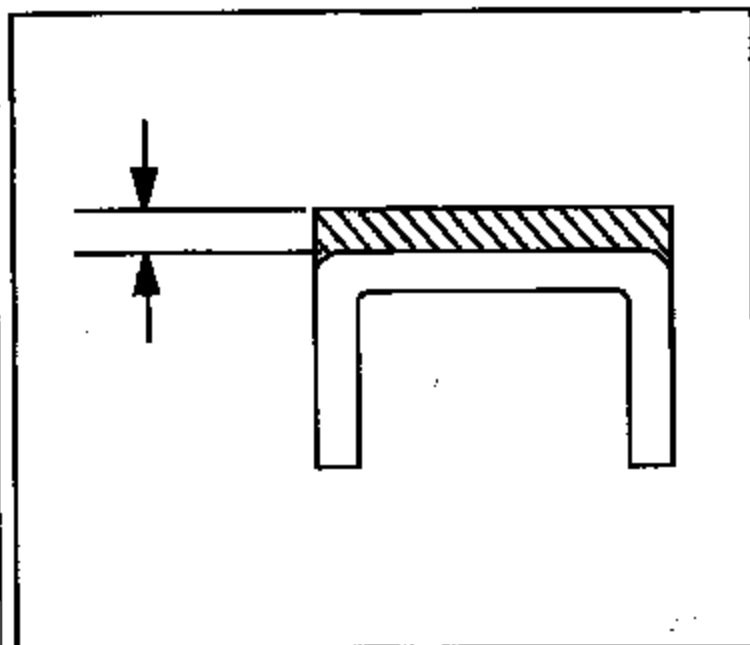
Notice: Place J 46277 between the rotor surfaces in the vent section of the rotor. DO NOT place J 46277 on the back side of the rotor surface, it may damage the rotor surface.

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9. Using removal tool J 46277 on slide hammer J 6125B, remove the rotor by placing removal tool J 46277 in the vent section of the rotor at the twelve, three, six and nine o'clock positions, not necessarily in that order.
10. Clean the rust ridge from the drum portion of the rotor using a grinding stone and rotor resurfacing kit J 41013.
11. Remove the spring clip bolt (3) and retainer (2) and discard.

Important: Minimum thickness of the parking brake shoe lining in any given spot is 1.5 mm (0.06 in).

12. Measure the parking brake shoe thickness in multiple spots. Replace the parking brake shoe if the thickness is less than 1.5 mm (0.06 in). Continue with step 14.
13. If the parking brake shoe lining is greater than 1.5 mm (0.06 in), continue with step 19.



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Service Bulletin

File In Section: 05 - Brakes

Bulletin No.: 02-05-28-001

Date: September, 2002

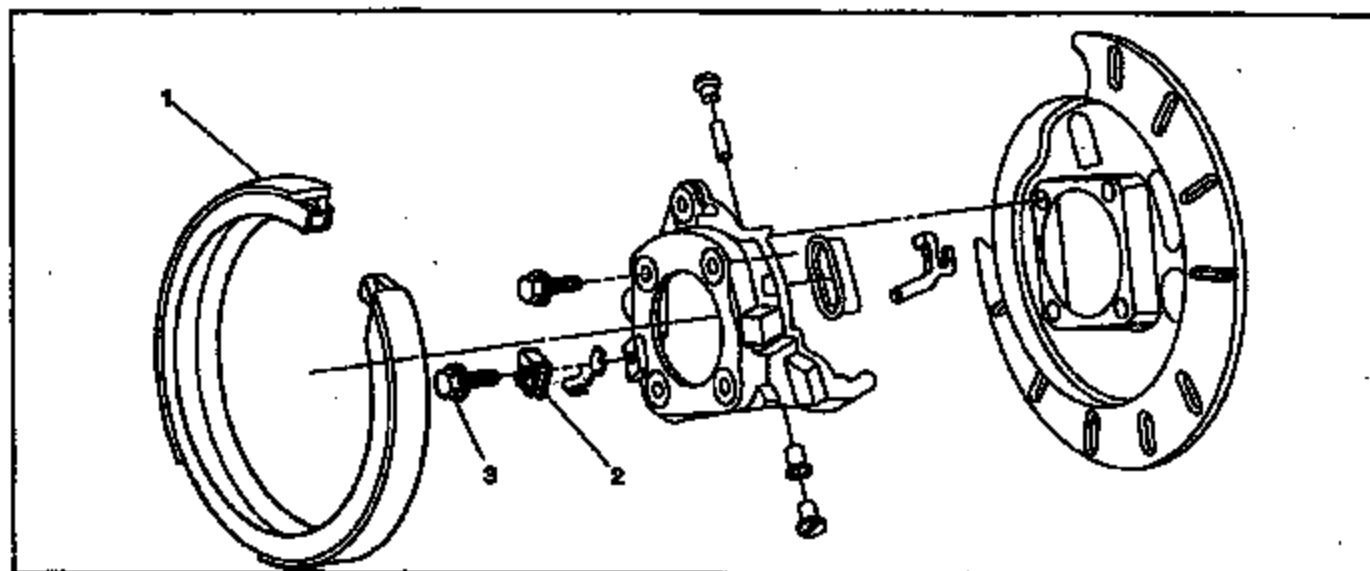


INFORMATION

Subject: Rear Parking Brake Shoe Retaining Spring Clip Service Kit for Drum-In-Hat (DIH) Equipped Vehicles

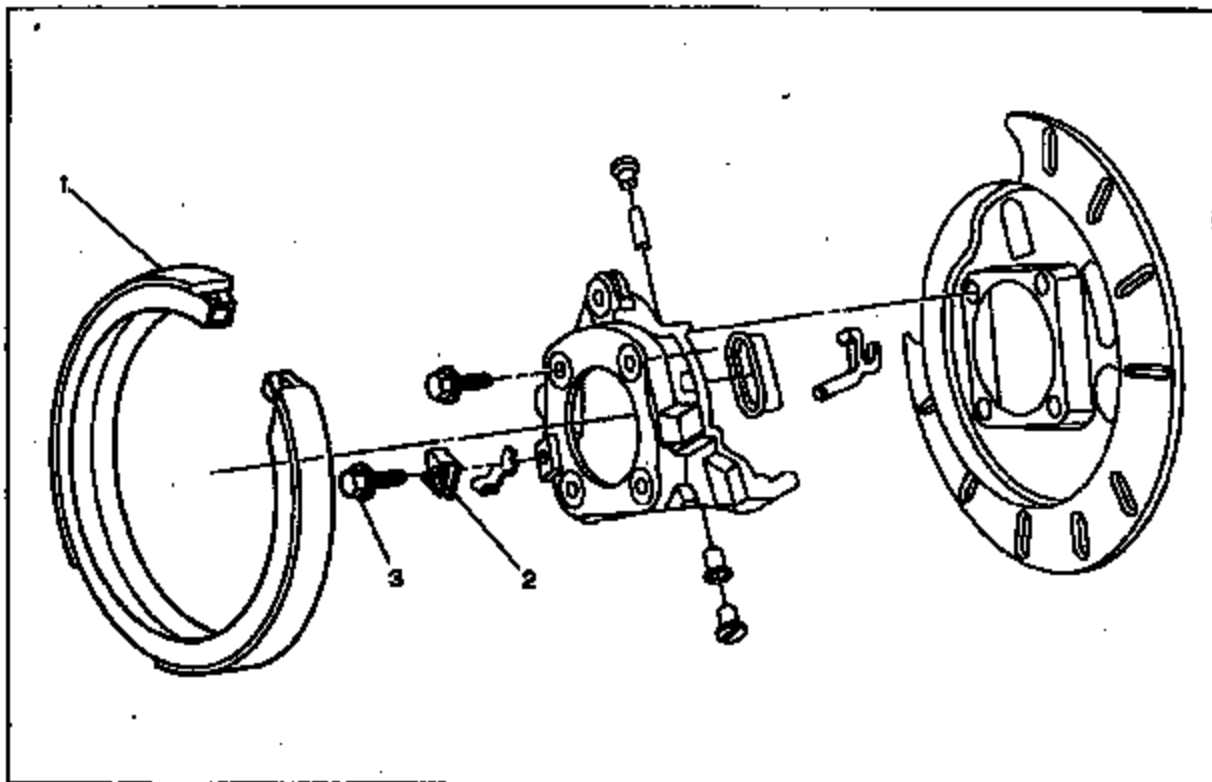
Models:

- ✓ 2002 Cadillac Escalade, Escalade EXT
- ✓ 1998-2002 Chevrolet Blazer
- ✓ 1999-2002 Chevrolet Silverado (1500 Series)
- ✓ 2000-2002 Chevrolet Tahoe (1500 Series)
- ✓ 2002 Chevrolet TrailBlazer
- 2003 Chevrolet Astro, Express
- ✓ 1998-2002 GMC Jimmy
- ✓ 1999-2002 GMC Sierra (1500 Series)
- ✓ 2000-2002 GMC Yukon (1500 Series)
- ✓ 2002 GMC Envoy
- 2003 GMC Safari, Savana
- ✓ 1998-2002 Oldsmobile Bravada



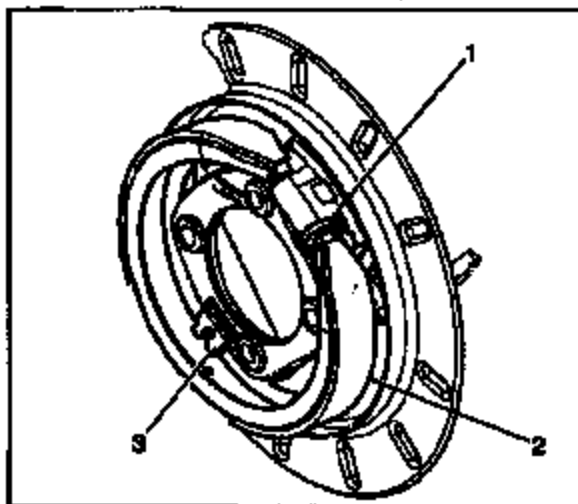
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14. Rotate the parking brake shoe (1) out from the bottom and pull it out of the adjuster. Discard the shoe.
15. Remove the park brake shoe assembly from the vehicle by placing one of the open ends of the shoe over the axle flange and rotate the shoe until it has cleared the flange.



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16. Turn the adjustment screw (1) to the fully home position in the notched adjustment nut.

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17. Install the new park brake shoe assembly (1) from the parking brake shoe kit, P/N 88862875, to the vehicle by placing one of the open ends of the shoe over the axle flange and rotating the shoe until it is behind the flange.
18. Slide the shoe into the adjuster and position the shoe to the backing plate. Install the retaining spring clip (2) and bolt (3) from the parking brake shoe kit, P/N 88862875. If using parking brake service kit 88862875, SKIP STEP 19.
19. Replace the retaining spring clip (2) and bolt (3) from the parking brake retaining spring clip kit, P/N 88862879.

Tighten

Tighten the bolt (3) to 5 N-m (44 lb in).

A rear parking brake retaining spring clip kit has been released for service. This kit consists of two parking brake hold down spring clips (2) and bolts (3).

Notes: Use J 46277 Rotor Removal Tool with J 6125-B Slide Hammer to remove the rotor from the vehicle. Place J 46277 between the rotor surfaces in the vent section of the rotor. DO NOT place J 46277 on the back side of the rotor surface. It may damage the rotor surface.

During rear brake rotor removal, it is possible to damage the parking brake shoe retaining spring clip. Order this new kit when replacement of the clips is required but the parking brake shoes do not require replacement.

Important: The spring clip kits mentioned in this bulletin do not address any parking brake concerns. Refer to the Parking Brakes sub-section of the Service Manual for any diagnostic information.

Parts Information

Part Number	Description	Qty
88935340	Spring Clip, Parking Brake Retainer Kit (S/T Models)	1
88982879	Spring Clip, Parking Brake Retainer Kit (C/K, M/L Models)	1
88935962	Spring Clip, Parking Brake Retainer Kit (G Van Models)	1

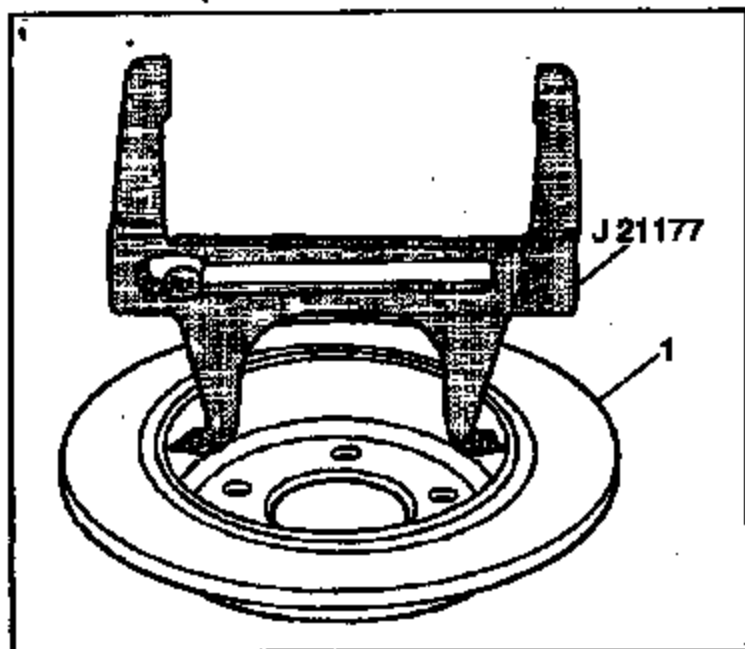
Parts are expected to be available October 4, 2002 from GMSPD.

Warranty Information

When removal of the rear brake rotors results in damage to the spring clips on vehicles under warranty, use the following labor operation in conjunction with one of the kit part numbers listed above.

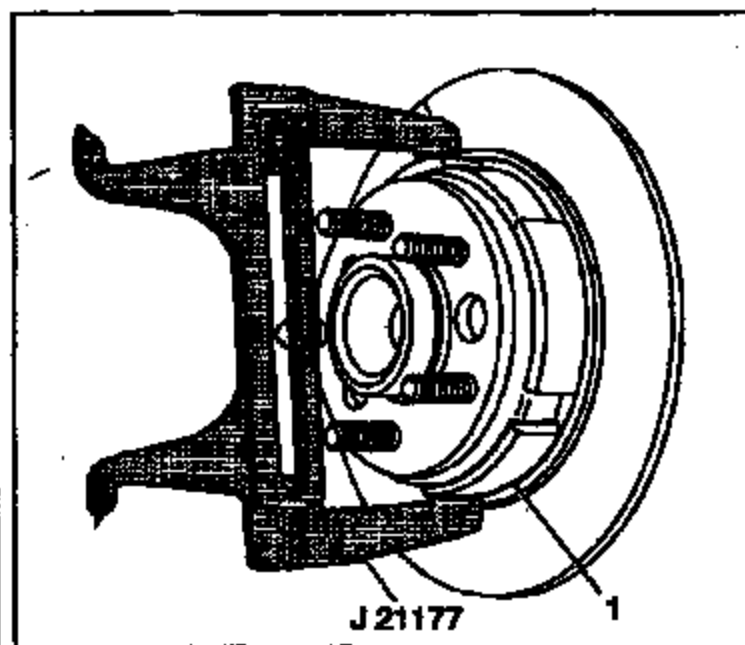
Labor Operation	Description	Labor Time
H2956	Parking Brake Shoe Retaining Clip - Replace	0.7 hr
Add	To Sand or Grind DIH (ONE SIDE)	0.2 hr
Add	To Sand or Grind DIH (BOTH SIDES)	0.3 hr
Add	To Sand Brake Shoes (ONE OR BOTH SIDES)	0.1 hr

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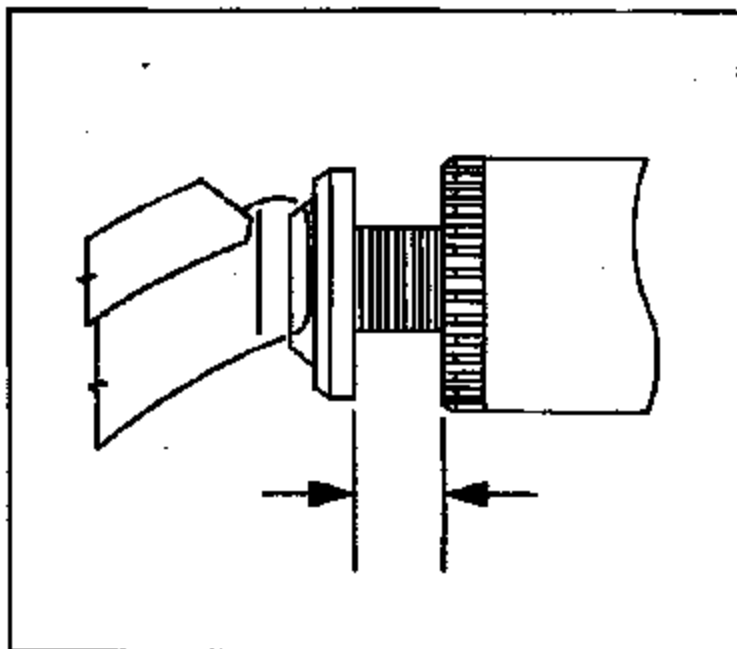
20. Set the J 21177-A so that it contacts the inside diameter of the rotor.



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21. Position the J 21177-A over the shoe and the lining at the widest point.

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Important:

- The parking brake adjustment screw threads should not exceed 5 mm (0.2 in) of exposed thread.
 - The clearance between the park brake shoe and the rotor is 0.6504 mm (0.026 in).
22. The parking brake adjustment screw threads should not exceed 5 mm (0.2 inch) of exposed thread.

Notice: Whenever the brake rotor has been separated from the wheel bearing flange, clean any rust or foreign material from the mating surface of the rotor and flange with the J 42450 hub cleaning kit. Failure to do this may result in increased lateral runout of the rotor and brake pulsation.

23. Use the J 42450-A to clean all rust and contaminants from the mating surface of the hub flange.
24. Use the J 41013 to clean all rust and contaminants from the inside diameter of the hat section of the brake rotor to prevent any foreign material from getting between the brake rotor and the hub flange.
25. Align the mark on the rotor with the mark on the hub and install the rotor by slowly turning the rotor while pushing the rotor towards the axle.
26. Install the caliper and the bracket as an assembly to the vehicle.

27. Perform the following procedure before installing the caliper bracket mounting bolts.

- Remove all traces of the original adhesive.
- Clean the threads of the bolt with brake parts cleaner, P/N 12345139 (Canadian P/N 10953463), and allow to dry.
- Apply threadlocker, GM P/N 12345493 (Canadian P/N 10953488), or Red LOCTITE™ #272, to the threads of the bolt.

Notice: Use the correct fastener in the correct location. Replacement fasteners must be the correct part number for that application. Fasteners requiring replacement or fasteners requiring the use of thread locking compound or sealant are identified in the service procedure. Do not use paints, lubricants, or corrosion inhibitors on fasteners or fastener joint surfaces unless specified. These coatings affect fastener torque and joint clamping force and may damage the fastener. Use the correct tightening sequence and specifications when installing fasteners in order to avoid damage to parts and systems.

28. Install the caliper bracket mounting bolts.

Tighten

Tighten the brake caliper bracket mounting bolts to 175 N-m (129 lb ft).

29. Repeat this procedure on the other side of the vehicle.

30. Tighten the nut to the intermediate cable at the equalizer.

Tighten

Tighten the nut to 3.5 N-m (31 lb in).

31. Install the tire and wheel assembly. Refer to Tire and Wheel Removal and Installation in the Tires and Wheels sub-section of the Service Information (SI Document ID #656985).

32. Lower the vehicle.

33. Verify that the self adjuster lock-out pin has been removed.

34. Fully apply and release the park brake pedal three times.

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Parts Information

Part Number	Description
88982875	Parking Brake Shoe Kit
88982879	Parking Brake Retainer Spring Clip Kit
12345139 (Canadian P/N 10953463)	Brake Parts Cleaner
12345493 (Canadian P/N 10953488)	Red LOCTITE™ #272

Parts are currently available from GMSPO.

Warranty Information

For vehicles repaired under warranty, use:

Labor Operation	Description	Labor Time
H2956	Parking Brake Shoe Retaining Clip - Replace	0.9 hr
Add	To sand or grind DIH (one side)	0.2 hr
Add	To sand or grind DIH (both sides)	0.3 hr
Add	To sand brake shoes (one or both sides)	0.1 hr
Add	To replace right parking brake shoes	0.1 hr
Add	To replace left parking brake shoes	0.1 hr

**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).**