



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 136B

Date Received

10-SEP-2004

Repository ☐

Reference No. 1: 25
10081798

OWNER INFORMATION (Type or Print)

Name

Address

City FRANKLIN

State TX

Zip Code

Daytime Telephone Number

Email 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, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 10/23/04

VEHICLE INFORMATION

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

3CNEC16RXXG

Make

CHEVROLET

Model

SUBURBAN

Model Year

1998

Date Purchased

1999

Dealer's Name and Telephone Number

Derek Scott

979-279-9292

Engine:

No. Cylinders:

8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

Heerne

State

TX

Zip Code

77859

Transmission Type

☒

Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

038000 SERVICE BRAKES, HYDRAULIC; ANTILOCK

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-AUG-2004

Failure Mileage

72000

Failure Speed

Various

Intermittent Brake Failure (3 times)

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: DOTM18ABC038)

☐

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).

WHEN BRAKING BRAKES FAILED, CAUSING EXTENDED STOPPING DISTANCE. DEALERSHIP WAS NOTIFIED, BUT DID NOT RESOLVE THE PROBLEM. *AK

Brake pedal firm, but vehicle would not stop. Happened twice at high speed on 2 consecutive days; narrowly avoided accident. No problems for 1200 miles then occurred when entering garage at idle. Crashed into wall. See enclosed letter.

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.

Franklin, Texas

Phone

FAX

Sept. 9, 2004

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P. O. Box 7047
Troy, MI 48007-7047

Re: 1999 Suburban; VIN #3GNEC16RXXG
Intermittant Brake Failure

Gentlemen:

I have a life threatening, intermittant brake problem in my 1999 Suburban. About a month ago, on a trip to Florida, my wife experienced brake failure on two consecutive days, narrowly avoiding an accident each time. The pedal stayed up and firm; it just wouldn't slow the car. Seconds later the brakes worked fine. She drove the car home the next day (800 miles) with no problems. I checked the brakes and could find nothing wrong and then drove it 200 miles or so and had perfect brakes.

Then one night going into my garage I stopped, waited for the door to go up, took my foot off the brake and idled in. When it came time to stop, I applied the brakes and nothing happened. A split second later I crashed into the wall. I backed up a foot or two and had perfect brakes. Go figure.

I took the car to my dealer, Derek Scott in Mesquite, Texas, on Sept. 7. They kept it for two days, talked to the GM experts at least twice, drove it a hundred miles (as you recommended) and couldn't find anything wrong. GM, of course, said they never heard of this problem. At least one mechanic said they had encountered it but couldn't duplicate it.

So, here we are, can't drive the vehicle for fear of having a wreck and/or getting killed or killing someone. Maybe the reason GM never heard of it is because the people that experienced it are dead! I really can't afford to trade cars right now but I need a dependable vehicle.

I hope you will respond to this letter promptly with a solution to my dilemma. I've tried your hotline several times, but its impossibly overloaded.