



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

2004

FOR AGENCY USE ONLY 1220

Date Received
DEC 10 PM 4:31
09-NOV-2004

Repository

Reference No.
10098685

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PORT ORCHARD State WA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address

Evening Telephone Number [REDACTED]

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 NOT provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/1/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3GNFK16Z020 [REDACTED] Make CHEVROLET Model SUBURBAN Model Year 2002
Date Purchased 5-2-02 Dealer's Name and Telephone Number
Original Owner Dealer's City Port Orchard State WA Zip Code 98366
Transmission Type Antilock Brakes Powertrain
 Cruise Control Vehicle Component Code
072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP
Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-MAY-2002 Failure Mileage Failure Speed

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 Failure Location:
 Prior Repair
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 specify 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).

WHILE DRIVING VEHICLE COMPLETELY SHUT DOWN. CONSUMER HAD TO WAIT FOR ABOUT 15 MINUTES BEFORE STARTING IT AGAIN.
CONSUMER STATED THAT HE HAD THIS PROBLEM SINCE PURCHASING THE VEHICLE. IT STALLED INTERMITTENTLY. CONSUMER HAD THE FUEL
PUMP REPLACED A TOTAL OF FIVE TIMES. ALSO, FUEL FILTER HAD TO BE REPLACED SEVERAL TIMES. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-502 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.

January 29, 2002

Re: Vehicle history

This vehicle has given us problems starting from the beginning. It has stalled several times on us and has refused to start on many occasions.

Today I contacted onstar when my vehicle would not start. This is their evaluation of the vehicle:

Code red code , code 1, code#P1637
Computer in Power train control module reads fuel problem
Using other methods to compensate

To date we have had our vehicle in for service at another dealership on 6 different occasions for the same problem. The following parts have been replaced:

Fault D.F.P assembly
Dash cluster and ignition switch
Fuel vapor canister
Fuel pump (3 times)
Flushed fuel tank
Installed export fuel pump

We are afraid for our safety when driving this vehicle. We have contacted Chevrolet directly to try to work out this problem but have been unsuccessful.

If you have any additional questions, please call us.

Thank you,



January 29, 2002

To whom it may concern:

I am writing to you regarding my 2002 Suburban which I purchased in May of this year as a new vehicle. To date I have had the vehicle in the shop for repairs on 7 different occasions and just an hour ago it was towed in for what will now be the 8th service.

The vehicle has been giving me a hard time starting since the beginning. Originally, the dealership which I purchased it from indicated that perhaps it was just because it was new. Anyway, it has been in for service for fuel related problems on what will now be 8 different occasions. The vehicle does not start on many occasions but many times after several attempts and waiting a while it will eventually start. Inevitably though it will no longer start and we are once again in for service. The worst part is when the vehicle stalls while I am driving, especially while on the freeway. Today I actually got run off the road while on the freeway because the truck stalled. A few months back I stalled on a very large bridge with my kids in the car and actually feared for our safety.

I currently have a service file # of 1-381-927-06. I have spoken to several people directly at Chevrolet who have all indicated the same thing. That is to continue to take the vehicle in for servicing. But how many times should I put myself and my family in harms way in a vehicle that is unsafe. Even the Onstar people have said "Under no circumstances are you to drive this vehicle". They called it a code red!!

I am writing to you to request that this vehicle be replaced by Chevrolet. I have always had confidence in your product and know that this is just an unfortunate occurrence. Previously to buying this vehicle I drove a 1989 suburban and trusted in the Chevrolet name when purchasing my new vehicle.

I hope that this can be solved in a timely manner. You can contact either myself, [REDACTED] or my wife [REDACTED] at [REDACTED] if you have any questions. [REDACTED]



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 39170
Detroit, MI 48232-5170

February 7, 2003

[REDACTED]
Port Orchard, WA [REDACTED]

Service Request: S1-38192706

Dear [REDACTED]

We are sorry you continue to be dissatisfied with the decision made concerning your 2002 Chevrolet Suburban. We know you are sincere in the position you have taken, and hope you also understand our point of view.

General Motors, through the Better Business Bureau (BBB) Autoline, provides a service of mediation/arbitration for its customers regarding the new vehicle warranty. General Motors has committed itself to accept and abide by decisions made in this arbitration process.

The BBB Autoline is available to you at no cost. In certain circumstances, you may be required to use the BBB Autoline prior to participation in other resolution methods. This program is discussed in your vehicle's "Warranty and Owner Assistance Information Booklet."

Please call the Better Business Bureau at 1-800-955-5100 to utilize this service. They will provide you with full details of the program.

Thank you for the opportunity to review this matter.

Sincerely,

Christine Hritsko
Customer Relationship Manager

MN0001-T/1kd

(Ext 7387
NY 95 ha)

Smith Brock
180205

1-29-03 2:30 PM

Code Red (Code 1) P1637
Code #

Computer IN MY PCM Fuel Pro
Power train control module

Using other methods to ~~compensate~~
compensate

Linda
Appt. Coordinator
(800) 243-8872
road side asst.
dispatch #
11109040

10-16-02

3:00pm.

COMPUTER CONTROL

Fuel is Delivery based
ON the speed of vehicle

Info concerning speed on
idle may not be correct

Other systems are compensating
to correct problems

(ON STAR)
REP.) MIKE STARR.

MUST TAKE VEHICLE IN WITHIN
NEXT SEVEN days

10-17-03

Talked to ON Star because truck would
try to start but would not.

ENGINE diagnostic came back

System control modules are communicating
with each other.

**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).**