



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 241

Date Received

15-NOV-2004

Repository ☐

Reference No.
10089988

OWNER INFORMATION (Type or Print)

Name

Address

City CALIFORNIA

State MD

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 11/22/04

VEHICLE INFORMATION

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

3GNFK16T51C

Make

CHEVROLET

Model

SUBURBAN

Model Year

2001

Date Purchased
08-JAN-01

Dealer's Name and Telephone Number

Bell Motor Company, Inc. (301) 475-2355

Engine:

No. Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

LEONARD TOWN

State

MD

Zip Code

20650

Transmission Type

☒

Antilock Brakes

Powertrain

4 WHEEL DRIVE

AUTOMATIC

☒

Cruise Control

Vehicle Component Code

110000 ELECTRICAL SYSTEM

Multiple Failure: 7 +

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
17-MAY-2001

Failure Mileage
4368

Failure Speed
N/A

Happens at any speed or while parked.

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: DOTM18B8C036)

☐ 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

0

Number of Deaths

0

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 OR IDLING ELECTRICAL SYSTEM SHUT DOWN INTERMITTENTLY AND CAUSED THE VEHICLE TO STALL. VEHICLE WAS TAKEN TO THE DEALER, AND DEALER REPLACED THE ELECTRICAL SYSTEM, BUT PROBLEM RECURRENT. DEALER STILL WAS UNABLE TO DETERMINE THE CAUSE OF THE PROBLEM. *AK

See Ltr for details

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.

RECEIVED
11-29-2004

November 23, 2004

2004 NOV 29 A 9 25

NHTSA
GM/BBB Auto Line Program
Chevrolet Customer Assistant Office

1 PAGE OF
DEFECTS INVESTIGATION

Dear Sir or Madam:

The following history is submitted to provide more detail as to my concerns with the below identified vehicle. The Suburban was leased in January of 2001 and later purchased in late 2004. The initial problems started in May of 2001 when the vehicle's electrical system shutdown while being driven. After coming to a complete stop the ignition was turned off and the car re-started. The only indication that remained was an LOC light was noted in the radio; which indicates a power interruption had occurred to the radio. After entering the code to unlock the radio normal operation was achieved. The car was taken to the dealership and no malfunction codes had been logged. This was most likely due to the power lost. O'Reilly Chevrolet of Tucson, the original dealer, replaced the bus bar and other electrical components in May of 2001. The car operated normal for a time until it occurred again with the same indications. I called O'Reilly Chevrolet and they requested I drive the car until it had a hard break which never occurred. Over the years the car has continued to have the same problem of shutting down and leaving no codes for tracing the problem and the dealerships continue to find nothing. I've even checked with the dealership to see if any service bulletins were out periodically and they would say no while continuing to say they could do nothing until the vehicle broke hard. Later, I moved to Maryland where Bell Motors Chevrolet has looked at the vehicle several times now still finding nothing. But this last year I have noted the LOC light had come on after parking the car and then returning to it on several occasions. The car always starts leaving no codes indicating the condition is not isolated to an in service or parked condition. Until now I have been working with the dealership because my family and I liked what the Suburban offered and the problem occurred infrequently. But this last occurrence highlighted how dangerous this condition could be by leaving me and my family in the middle of a 4 lane highway rush hour traffic having to come to a complete stop to restart the car. Again I took the car to Bell Motor Chevrolet in Leonardtown Maryland for service and was told the same. "No Codes and everything checked out. This time I also contacted Chevrolet and they suggested that they could not help until I filed a complaint Chevrolet case number [REDACTED]. I have five documented trips to Chevrolet Service Centers / Dealership over the years now with no resolution. I would like your assistance in obtaining Chevrolet's attention to resolve this issue and I will be submitting a complaint to the above addressees due to the safety nature of this condition. I desire is to resolve the situation once and for all or replace the vehicle. Your assistance would be greatly appreciated.

Sincerely,

Vehicle Information: GNFK16T51G [REDACTED] 2001 Suburban Chevrolet

Occurrences (see pages): 3, 6, 10, 15, and 18 of Maintenance History

**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).**