



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 100248

Date Received

2005 MAY 26 11 51 AM '05

Repository

Reference No.
10108553

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City ACWORTH State GA 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 5/26/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
3GNEC1BZ54G Make CHEVROLET Model SUBURBAN Model Year 2004

Date Purchased 3/14/2004 Dealer's Name and Telephone Number DAYS Chevrolet 770 974-4242 Engine: No. Cylinders 8 Fuel Type: Gas

Original Owner Dealer's City _____ State _____ Zip Code _____

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 010000 STEERING Multiple Failure: 4 - NOW 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 06-SEP-2004 Failure Mileage _____ Failure Speed 40

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make _____ Tire Model (Name or Number) _____ Tire Size (Example P215/85R16) _____
DOT No. (Example: DOTM19ABC036) 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(es).)

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).

THE VEHICLE LOST ITS SERVICE STABILITY CONTROL AT 40 MILES PER HOUR MAKING IT DIFFICULT FOR THE DRIVER TO MAINTAIN CONTROL OF THE VEHICLE. TAKEN TO DEALER FOR REPAIR FOR THE FOURTH TIME, BUT THERE STILL CONTINUES TO BE A STEERING PROBLEM. *NM

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.

Acworth, GA

2004 Chevrolet Suburban
VIN # 3GNEC16Z54

Vehicle began experiencing issues with steering in the first week of delivery to us. It developed a leak in the steering and the gearbox was replaced. The Service Stability light has come on numerous times and five attempts to repair the system by Days Chevrolet have failed. The Stability System activates which makes the vehicle's brakes pulse and come on while in motion then the Service Stability light comes on. The vehicle shakes violently and feels out of control.

We feel unsafe driving the vehicle in wet, icy, or high speeds as we never know when the system may activate and we could lose control of the vehicle. The system activates for no reason and we have no idea if it will perform if conditions actually warranted it to.

We have contacted GM on this condition, notified the BBB Autoline and we have been unsuccessful in negotiations with GM to trade or buy back the defective, unsafe vehicle. We are pursuing the BBB Autoline process, which is a Georgia Lemon Law procedure.

We feel extremely unsafe in the vehicle but feel GM does not care about the safety of their customers.

Acworth, Georgia

February 15, 2005

Chevrolet Motor Division
Chevrolet Customer Assistance Center
P.O. Box 33170
Detroit, Michigan 48232-5170

RE: 2004 Chevrolet Suburban VIN# 3GNEC16Z54

Pursuant to the Georgia Lemon Law, this letter serves as notification to you that you have been unable to repair our 2004 Suburban, after 4 attempts to repair, for the Service Stability problem that the vehicle continues to suffer. We are notifying you of a final repair attempt. Please note that the Georgia Lemon Law states only one repair attempt is required for a steering/braking situation for the Lemon Law statute to take effect.

Again, this past weekend, February 13, 2005, the vehicle experienced the same malfunction that it has done numerous times in the past. We felt and heard a grinding vibration and a few minutes later the Service Stability light came on.

Because of the nature of the defect, we feel that it is unsafe to operate on icy or wet pavement, as the brakes pulse on during the event with no regard to the actual driving conditions.

Sincerely,

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).