



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

Repository

31-JAN-2005

Reference No.  
10109219

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: VACAVILLE State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
E-mail Address: [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: 2/15/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number (located at bottom of windshield on driver's side): 1GNFK16T32 [Redacted]  
Make: CHEVROLET Model: SUBURBAN Model Year: 2002  
Date Purchased: 17-OCT-01 Dealer's Name and Telephone Number: HANLESS CHEVROLET (530) 753-3353  
Original Owner:  Dealer's City: DAVIS State: CA Zip Code: 95611  
Engine: No. Cylinders: 8 Fuel Type: REG GAS  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control  
Powertrain: 4 WHEEL DRIVE Vehicle Component Code: 190000 TIRES  
Multiple Failure: 5

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 10-MAY-2004, 11-29-03  
Failure Mileage: 40000, 78,000  
Failure Speed: [Redacted]  
Description: HAD TO REPLACE TIRES RECENTLY + BRAKES, PARKING BRAKE WAS CRACKED

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: FIRESTONE Tire Model (Name or Number): WOL TIRES Tire Size (Example P215/65R15): P265/70R16  
DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair  
Failure Location: NOVATO CA, VACAVILLE CA, EUREKA CA  
Tire Component Code: [Redacted] Tire Failure Type: TIRE GOES PLAT

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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).

THE RIGHT FRONT TIRE KEEPS LOSING AIR PRESSURE. VEHICLE HAS BEEN TO THE DEALER ON THREE SEPARATE OCCASIONS. DEALER REPLACED THE RIGHT FRONT TIRE TWICE, AND REPLACED THE AIR PRESSURE THREE TIMES. BUT, PROBLEM RECURRED. \*AK  
The right wheel frame squeaks when you turn at 10 mph, HAD TO REPLACE all the BRAKES Resurface all 40 Rotors pads shoes and wheel bearings shoes broken cracked parking Brake inoperative replaced all on 1/15/05 with 79,000 miles

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 U.S. National Highway Traffic Safety Administration 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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I Feel the rims or <sup>Aluminum</sup> wheels are wrong on the heavy SUV  
7,200 LB GVW Rating the brakes and Front end squeak when  
you stop the Dealership said it was the Computer chip  
that causes that on the 4 wheel DISC Brakes with ABS  
PowerTrain AutoTrac Transfer Case with the tow/Haul

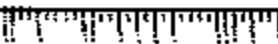
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



By the Director of Highway Safety

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OWNER'S  
QUESTIONNAIRE**



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COMPLETE THIS FORM**

**OR**

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and dial toll free at

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