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Office of Defects Investigation

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Complaints

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1-888-DASH-2-DOT (1-888-327-4236)

TTY

- 1-800-424-9153 or
- 1-202-484-5238

Request Preview - Step 1 of 2

TYPE : VEHICLE
YEAR : 2004
MAKE : CHEVROLET
MODEL : SUBURBAN

Make : CHEVROLET; Model : SUBURBAN;

NHTSA Action Number : EA04012

Date Investigation Opened: April 30, 2004

Date Investigation Closed: February 28, 2005

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Update Items

This is a complaint about defective rear disc brakes on a 2004 Chev Suburban 2500 series.

Rear brake disc pads and rotors are heavily worn with excessive rust. Rotors are made inferior metal, brake pads made of inferior material. Automobile is hard to control after 6,000 miles and excessive wear there-after on rear brakes.

This automobile travels mostly highway miles on rural highways--there is no rational explanation for excessive rear brake failure, other than poor workmanship.

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Form Approved: O.M.B. No. 2127-0008

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Consumer » Complaint » Preview

Consumer Information

* Denotes required field

Title : **Org. Name :**

First Name :* **MI :**

Last Name :*

Address 1 :*

Address 2 :

City :* **Zip Code :**

State :* **Country :**

Daytime Phone :* **Ext :** **Evening Phone :**

Fax :

Email :

There are occasions when NHTSA would like to provide automobile manufacturers with copies including personally identifiable information (e.g. name, address, telephone number, etc.). NHTSA, use these questionnaires to identify safety-related defects, analyze alleged problems, defects. By providing manufacturers with questionnaires that contain personally identifiable information, manufacturers can contact owners to seek clarity, obtain additional details, and in some cases owners of actions being taken to rectify the problem.

If you would like to authorize NHTSA to release this questionnaire (including your personally identifiable information) to the manufacturer of your vehicle, please check the "YES" box. Your personally identifiable information will be used only for the purposes described above. If you do not wish to authorize, please check the "NO" box and your personally identifiable information will not be released to the manufacturer.

See [Privacy Statement](#) below.

I hereby consent to the release of the personally identifiable information contained in this questionnaire to the manufacturer of my vehicle.

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