



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

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17-NOV-2006

FOR AGENCY USE ONLY 100148

Date Received

Repository

Reference No.

10142974

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City ETNA State NH Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

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 _____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GNEK13R3 [REDACTED] Make CHEVROLET Model TAHOE Model Year 1999

Date Purchased 17-MAR-00 Dealer's Name and Telephone Number BANKS CHEVROLET 800-439-8282 Engine: No. Cylinders 8 Fuel Type: Gas

Original Owner Dealer's City CONCORD State NH Zip Code

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain 4 WHEEL DRIVE Vehicle Component Code 038000 SERVICE BRAKES, HYDRAULIC:ANTILOCK Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-APR-2005 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: DOTM1ABCD036) 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, 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).

DT: THE CONTACT STATED THE ABS WAS MAKING A GRINDING NOISE ON THE DRIVER'S SIDE. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, AND THEY FOUND THE GREASE WAS GETTING BETWEEN THE WHEEL BEARINGS, CAUSING THEM TO SLIP. THERE WAS NO REMEDY OFFERED AT THAT TIME. THEREFORE, SHE DISCONNECTED THE FUSE FOR THE ABS IN APRIL 2005. WHEN SHE RECENTLY TRIED TO RECONNECT THE FUSE THE GRINDING NOISE WORSENERD AND SHE DISCONNECTED THE FUSE. *AK

Include, if available, Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-579) 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 response, or a statistical summary thereof, may be used in support of the agency's action.

Etna, NH

November 29, 2005

TO: U.S. Department of Transportation
National Highway Traffic Safety Administration

FROM: [REDACTED]

In re: 1998 Chevrolet Tahoe
Vehicle Identification Number: 1GNEK13R3 [REDACTED]

Narrative description of problems with the ABS brakes on my 1998 Chevy Tahoe --
On April 13, 2005, I brought my vehicle to the mechanic who has worked on my car(s) for the past number of years. At this visit, I had the rotors replaced and new front brake pads installed. Approximately one week later, I was driving down my driveway (which is about 350 ft. downhill) and when I applied the brakes at the foot of my hill they did not respond the way they should have. I pumped the brakes and finally they took hold and I was able to stop before crossing the main road and going down over the bank.

I drove over to the "shop" where the work had been done on my car and told them the problem I had just experienced. I was told that there had been a "re-call" on the ABS brakes so I assumed that I would be getting a notice regarding my vehicle. The next day I called Banks Chevrolet -Cadillac Dealership in Concord, NH (where I had purchased the vehicle on March 17, 2000 with a mileage reading of 21,674) and explained the problem to them. I spoke with a representative in their service department who said that a recall was in effect in Canada but had not been in effect in the US at that time. Realizing that the ABS brakes were presenting a rather hazardous problem, I pulled out the fuse to the brake system and left it out until November of this year. Upon reinstalling the fuse, I experienced the same problem I had back in April but to a worse degree. I again pulled the ABS fuse and went back to the shop where I have had my car serviced. They put their computer on the necessary connectors and told me the problem (i.e. grease was getting between the wheel bearings, causing them to slip and make the grinding noise. The ABS fuse is still not in place at this time. The mileage reading as of today is 79,427 miles.

My feeling is that General Motors or any other automobile manufacturer should stand behind their vehicles when a dangerous problem such as mine exists and should make the necessary recalls to correct whatever problem is significant to the operation of said vehicle. This problem is not due to any negligence on my part. I take very good care of my vehicles and they are serviced when needed. If NHTSA wishes to forward a copy of this report to the manufacturer, I hereby authorize them to do so.

P.S. In the favor of a reply is requested
Thank You -