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 100148	
Date Received: 28-AUG-2006	Repository ☐
	Reference No. 10166767

OWNER INFORMATION (Type or Print)

Name [redacted]		Daytime Telephone Number [redacted]	E-mail Address
Address [redacted]		Evening Telephone Number SAME	
City COLLEYVILLE	**State** TX	**Zip Code** [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 _____ Date __/__/__

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
3GNEC16TX1G[redacted]	CHEVROLET	SUBURBAN	2001

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
05-FEB-01	James Wood Motors			No: Cylinders 8	Gas
Original Owner ☒	**Dealer's City** DECATUR	**State** TX	**Zip Code**		

Transmission Type		Powertrain	Vehicle Component Code
AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	REAR WHEEL DRIVE	050000 PARKING BRAKE Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)	Failure Mileage	Failure Speed	
28-AUG-2006	83000		

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: DOTMAL9ABC036)	☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 VEHICLE'S PARKING BRAKE WAS NOT WORKING. THE CONTACT NEVER USED THE PARKING BRAKE. THE VEHICLE WAS INSPECTED BY THE DEALERSHIP, WHO INFORMED THE CONTACT THAT THE PARKING BRAKE WOULD GO BAD IF IT WAS NEVER USED. Vehicle was first inspected by state inspection station and failed to pass state safety test because parking brake was bad. I then took it to classic chevrolet in Grapevine, Tex for repair. I then obtained the letter from the inspection station in which I am sending a copy. Mr. Garza at classic chev. is the person that told me that the brake would go bad if not used. He said that a new and different system would be (over)

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

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

installed THAT would NOT Go bAd if NOT used. The The people in Detroit Mich. Admitted FAULT or They would NOT hAve Re-emBursed Me A PARTIAL PAYMENT for repAirs.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

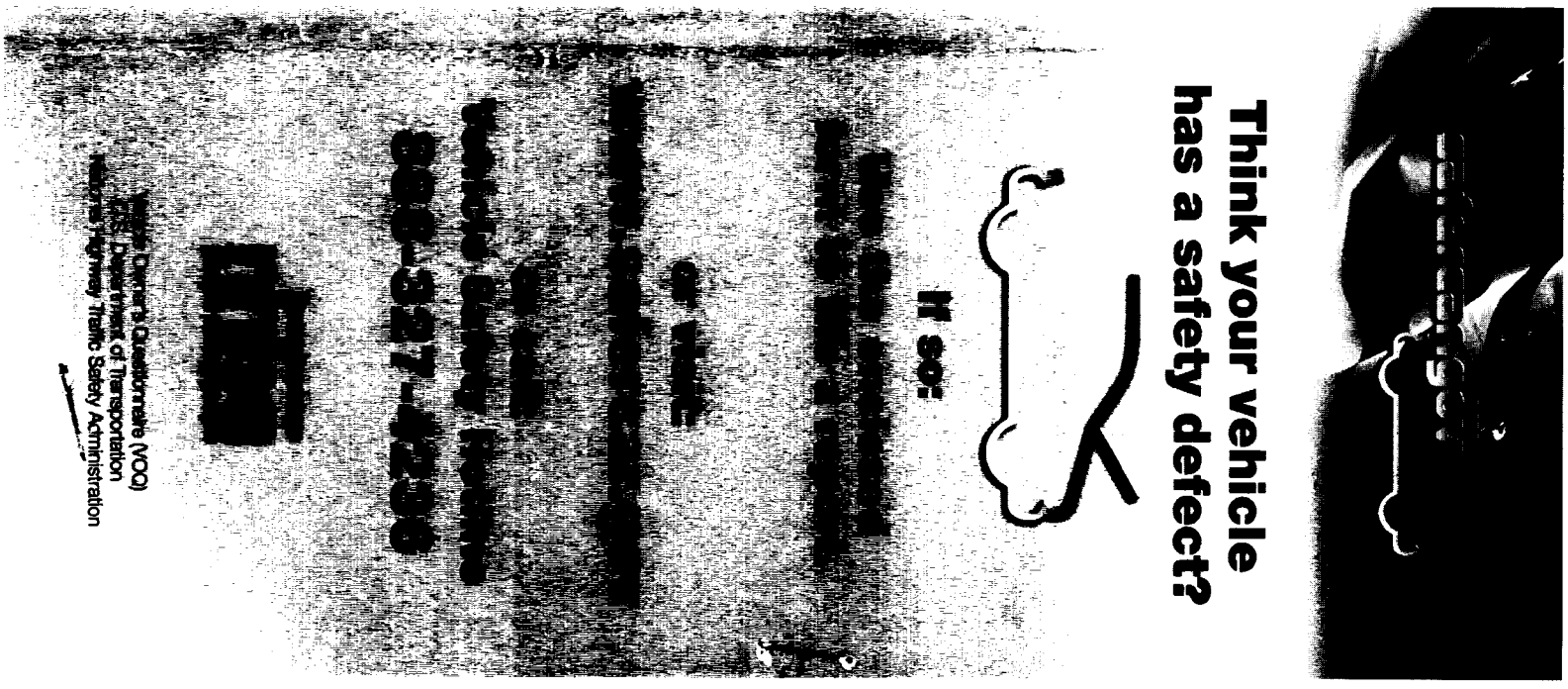
Official Business
Penalty for Private Use $300

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-210
400 7th Street, SW
Washington, DC 20590



CHEVROLET

Customer Assistance Center

Chevrolet Division
General Motors Corporation
P.O. Box 33170
Detroit, MI 48232-5170

Letter From Customer Relations admitting Fault

August 15, 2006

[redacted]
Colleyville, TX [redacted]

Service Request: 1-421952714
Customer Relationship Specialist: Carly Sexton

Dear [redacted]

We sincerely regret that you experienced a concern with your 2001 Chevrolet Suburban, which resulted in an unexpected repair expense to you.

We value you as a Chevrolet owner and your satisfaction with our products is a high priority. As we discussed over the phone, we believe you are entitled to a reimbursement. We have enclosed a check in the amount of $285.15. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

We look forward to keeping you in our Chevrolet family. If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you.

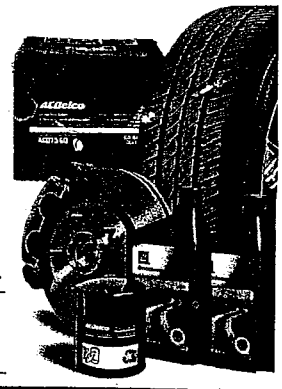
Sincerely,

Chevrolet Customer Assistance Center

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Shows Vehicle to be in Good condition

GM Goodwrench MULTI-POINT VEHICLE INSPECTION



Name: [redacted] Year/Model: 5-44 Date: 7/18/06

Repair Order #: 6357 VIN (last 8 digits): 1G[redacted] Odometer: 83114 MI:_____ MII:_____

Checked and OK | May Require Attention Soon | Requires Immediate Attention

INTERIOR

OnStar by GM Subscription activated

Remaining engine oil life:_____% Reset:_____ N/A:_____

WIPER BLADES

LF RF

Rear (if applicable)

Windshield condition

Cracks_____ Chips_____

CHECK TIRES AND TREAD DEPTH

(Check exterior condition)

LF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

Front PSI set to:_____

LR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

Rear PSI set to:_____

(Check lamps)

RF: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

Front PSI set to:_____

RR: 8/32 or Greater / 7/32 to 4/32 / 3/32 or Less

Rear PSI set to:_____

Lowest Tread Depth: _____/32

☐ Rotation needed ☐ Rotation performed

☐ Alignment needed ☐ Alignment performed

☐ Balance needed ☐ Balance performed

LF ☐ LR ☐ Wear Pattern/Damage RF ☐ RR ☐

CHECK BATTERY

Battery condition

Battery cables and connections

CHECK FLUID LEVELS

OK	FILLED	REQUIRES ATTENTION
	Engine oil	
	Brake fluid reservoir	
	Transmission (if equipped w/dipstick)	
	Coolant recovery reservoir	
	Power steering	
	Windshield washer	

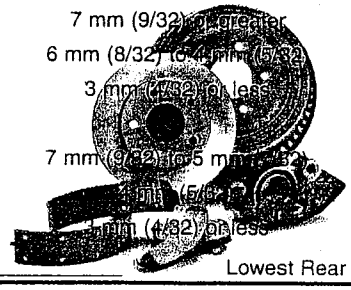
CHECK BRAKES/MEASURE FRONT AND REAR LININGS

LF RF LR RR

7 mm (9/32) or greater

6 mm (8/32) to 4 mm (5/32)

3 mm (4/32) or less



Lowest Front Lining _____ Lowest Rear Lining _____

Brake system (also including lines, hoses and parking brake)

ADDITIONAL CHECKS

Inspect for visible leaks:

- Fuel system (also including gas cap seating)
- Engine, transmission, drive axle, transfer case
- Engine cooling system
- Shocks and struts – also check operation

Inspect visual condition:

- Belts: engine, accessory, serpentine, and/or V-drive
- Hoses: engine, power steering and HVAC
- Engine air filter and cabin air filters
- Steering components and steering linkage
- CV drive axle boots or driveshafts and U-joints
- Exhaust system components

COMMENTS

T

1 Qt 0W

Consultant:_____

Technician:_____

MAINTENANCE VISIT RECOMMENDATION

Date:_____ Time:_____

Reason for Maintenance:_____

SIMPLIFIED MAINTENANCE

MI ☐ Required ☐ Performed

MII ☐ Required ☐ Performed

To whom it may concern,

My name is Andy Dodson and I manage two Valvoline Instant Oil Change locations in the DFW area. Each of my two stores averages around 200 state inspections per month. Over the last several years a large number of Chevrolet and GMC trucks have not passed inspection due to non functioning emergency brakes.

When a vehicle fails inspection we are supposed to fail it and charge the customer for the failed inspection. This gives the customer 15 days to get the repairs completed and re-inspected at no charge. Not everyone has time and money to complete all repairs in the time given by the state. So, in order to provide better customer service we give the customer the option of continuing the inspection and failing, or returning once the repairs are complete.

Because of this procedure, I do not have an exact percentage of inspections failed due to the emergency brake related issue. In my experience, I would estimate 1/3rd of vehicles with this emergency braking system fail inspection.

Sincerely,

Andy Dodson
817 287-1988

Mustang Lube and Oil LP
An Independent Licensee of
Valvoline Instant Oil Change Franchising, Inc.

ANDY DODSON
Service Center Manager

900 Grapevine Highway
Hurst, TX 76054

TELEPHONE 817-577-4280

* Letter from State of Texas where Inspection was done.

* Material chevy Co. Requested I send them for consideration.

* Postal charge for sending Requested Material

7004 2510 0002 0671 9363

U.S. Postal Service™
CERTIFIED MAIL™ RECEIPT
(Domestic Mail Only; No Insurance Coverage Provided)

For delivery information visit our website at www.usps.com®

DETROIT, MI 48232

OFFICIAL USE

Postage	$ 0.63
Certified Fee	2.40
Return Receipt Fee (Endorsement Required)	
Restricted Delivery Fee (Endorsement Required)	
Total Postage & Fees	$ 3.03

UNIT ID: 0334

Postmark Here
JUL 22 2006
COLLEYVILLE TX 76034
USPS
Clerk: R6P48B

Sent To

Street, Apt. No.; or PO Box No.

City, State, ZIP+4

PS Form 3800, June 2002 — See Reverse for Instructions

FROM THE DESK OF [redacted]

File # 1-421-952714

Original invoice (no copy)

Copy of Check

Copy of Title or Registration

Send to:
Chevrolet
PO Box 33170
Detroit Michigan
48232-5170

Sent in July 2006

Item PP-247 • Wheeler Group Inc., 1982

UNITED STATES POSTAL SERVICE

***** WELCOME TO *****
COLLEYVILLE MPO
COLLEYVILLE, TX 76034-9998
07/22/06 11:07AM

Store	USPS
Wkstn	sys5002
Cashier's Name	ALICIA
Stock Unit Id	WINALICIA
PO Phone Number	18002758777
USPS #	4832230334
Trans	48
Cashier	R6P48B

1. First Class 3.03
   Destination: 48232
   Weight: 1.10 oz.
   Postage Type: PVI
   Total Cost: 3.03
   Base Rate: 0.63
   SERVICES
   Certified Mail 2.40
   70042510000206719363

Subtotal 3.03
Total 3.03

Cash 5.05
Change Due
Cash 2.02

Number of Items Sold: 1

Thank You
Beginning Sept 19, 2005
we will be open from 9:00am
until 6:30pm

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).