



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

2007 JAN 19 AM 9:40
13-DEC-2006

Repository ☐

Reference No.
10176062

OWNER INFORMATION (Type or Print)

Name

Address

City BAKERSFIELD

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Signature of Owner *[Signature]* Date 1/11/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2GCEC19T51

Make
CHEVROLET

Model 1500 LS
SILVERADO 1500 HD

Model Year
2001

Date Purchased
31-OCT-01

Dealer's Name and Telephone Number
THREE WAY CHEVROLET

Engine:
No: Cylinders 8

Fuel Type:
Gas

Original Owner
☒

Dealer's City
BAKERSFIELD

State
CA

Zip Code

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
050000 PARKING BRAKE

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
10-DEC-2006

Failure Mileage
42215

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: 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 the incident, failure, crash, and injury.)

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 WHILE DRIVING VARIOUS SPEEDS, A GRINDING NOISE WAS HEARD. THE VEHICLE WAS DRIVEN TO AN INDEPENDENT REPAIR SHOP, WHO DETERMINED THE PARKING BRAKE WAS METAL TO METAL. THE ROTORS WERE SHAVED AND THE PADS WERE REPLACED. THE DEALER WAS NOT CONTACTED.

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.

[REDACTED]
[REDACTED]
Bakersfield, Cal.

Jan. 1, 2007

Dear Sir or Madam,

I am writing to you regarding my concerns for my 2001 Silverado truck, which I purchased brand new in Bakersfield, Cal. More specifically, I am concerned about a problem I have experienced with the emergency brake system.

Recently, I became aware of a grinding noise coming from my truck. It should be noted that the only way to hear the noise was if the windows were down and I were in a low noise environment. I did notice people looking in the direction of my truck as I drove down the street one afternoon and, after rolling down my window, heard the noise coming from my truck. A person with hearing difficulties or one who never rolled their windows down may never be aware of this problem. This is a safety concern!

Upon hearing the noises, I took my vehicle to an independent automotive shop for diagnosis. It was here that I was informed that the emergency brake pads were completely worn out and the noise was from 'metal to metal' contact. Conversely, the pads on my regular brakes, after several years of city driving, still have over 50% use left in them. Surely, you can imagine my surprise that my emergency pads were completely gone. In the past 5 years that I owned this truck, I have only used the emergency brakes on 2 occasions.

Please understand that I have been a professional truck driver for over 20 years, hauling loads of over 50,000 lbs. I am very aware of the proper use of brakes and the expectations of their performance.

The cost for the repairs to my truck was approx. \$200.00. I paid the bill and began to investigate the matter. After talking to the local tire shops and the dealership, I learned that this has occurred in many of the Silverado trucks although no one would give me a definitive reason why this should be happening. The brakes are not self adjusting...they have to be manually adjusted. It seems that this is a manufacturing defect...and a dangerous one at that!

Accordingly, I filed a complaint with the manufacturers, since they built the truck. I was told that this was normal wear and tear. I cannot believe that only 2 uses would be called 'normal' wear and tear! The only way that I can see this type of wear on the emergency brakes system would be if you drove with the brake engaged. This would be virtually impossible because:

- 1) The head lights will not come on if the brake is engaged.
- 2) There are warning lights on the dashboard
- 3) If properly working, the brakes would not allow you to move

A person would have to be blind, and stupid to not notice this problem! However, the factory would not reimburse me the expenses incurred because of this defect. I do not know how long my emergency brake system was not properly working. Had I not noticed the looks I was receiving, they still would be nonexistent. And my really important question is-how many others are driving their trucks with the misguided confidence that they have operational emergency brakes? Obviously, there are others out there who have the same problems who do not know about these situations, not to mention the many others have been forced to pay for repairs to a defective system.

Because my truck has an automatic transmission, I don't have to be as concerned about my truck shifting into neutral and rolling down any hill that I may park on. The same could not be said of those trucks with perhaps the same emergency brake problem and have a manual transmission. Additionally, this problem with my brakes, if gone undetected could have potentially led to over-heating, cracking, or worse yet- a fire! It is my opinion that perhaps poor adjusting from the factory and the continuous movement inside the brake drum may be the problem.

Although my bill was approximately \$200.00, the only work that was done was replacement of the pads and a light shaving of the emergency brake inner drum/rotors. In some of the tire shops I visited, I was shown emergency brake inner drum/rotors from other trucks like mine where the emergency brake inner drums/rotors were way beyond the ability to be shaved and almost cracking! I am certain that such repairs at the dealership would have been exceedingly more than what I was charged.

With disc brakes, the pads can be seen easily. Unfortunately, the pads for the emergency system are not easily visible. Perhaps this is why the braking system was changed.

I am very concerned about this matter. At what point does it warrant a response? I would hope that nobody would have to be unnecessarily hurt before any actions will be taken. It is because of my concerns that I am writing this letter. I hope that you will respond accordingly.

Should you need to contact me further, please feel free to contact me at below listed address and phone number.

Sincerely,

[REDACTED]

[REDACTED]

Bakersfield, Ca.

[REDACTED]

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).