



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

Repository ☐

2007 OCT -3 AM 8:30

18-SEP-2007

Reference No.
10203315

OWNER INFORMATION (Type or Print)

Name

Address

City

GREENWOOD LAKE

State NY

Zip Code

Daytime Telephone Number

845-477-8838

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 authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 9/25/07

VEHICLE INFORMATION

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

1GNFK16R

Make

CHEVROLET

Model

SUBURBAN 1500

Model Year

1999

Date Purchased
01-DEC-99

Dealer's Name and Telephone Number

COUNTRY CHEVROLET (845) 986-7277

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☒

Dealer's City

WARWICK

State

N.Y.

Zip Code

10990-1386

Transmission Type

☒

Antilock Brakes

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

204000 WHEELS:CAP/COVER/HUB

Multiple Failure: 240

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
01-FEB-2007

Failure Mileage
50000

Failure Speed
5

Complete FRONT Hub Assembly & sensors
Left side & Right side.

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 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).

TL*THE CONTACT OWNS A 1999 CHEVROLET SUBURBAN 1500. WHILE DRIVING 5-10 MPH, THE BRAKE PEDAL EXTENDED TO THE FLOOR WHEN DEPRESSED AND THE VEHICLE MADE A ROARING NOISE. THE VEHICLE BECAME EXTREMELY DIFFICULT TO STOP. THE DEALER STATED THAT THE SENSORS WERE CORRODED AND THE HUBS FAILED. THE VEHICLE WAS REPAIRED. THE CURRENT MILEAGE WAS 60,810 AND FAILURE MILEAGE WAS 50,000.

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 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.

September 26, 2007

National Highway Traffic
Safety Administration

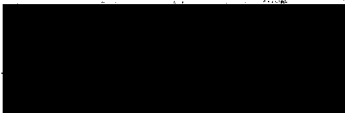
Reference No. 10203315

I called the Dealer, Country Chevy, in February 2007 about my brake problem on my 1999 Chevy Suburban. The dealer advised me the sensors had to be cleaned and that would solve the problem. I would have to pay for this work out my pocket. I didn't have the work done at that time because the problem wasn't that bad.

In September 2007 my wife was using the vehicle and the brakes went to the floor almost causing her to crash. She left the vehicle on the side of the road. Because she refused to drive it in that condition. The repair shop came out and picked the vehicle up and I had it repaired at my expense. See repair bill attached.

General Motors refuses to cover this and feels they don't have a recall on this problem. I have researched this and GM does have a recall on this situation. I have enclosed all the necessary paperwork. I have in my possession the old parts as well.

Thank you,



1999 suburban — (BRAKES)

Recalls & Safety Alerts

Help CONSUMER REPORTS give an early warning on unsafe products

Consumers Union is launching a product-safety initiative to uncover and quickly expose dangers and design flaws in vehicles, appliances, electronics, children's products, and various household goods. And we're calling on all 7 million subscribers to our Web site and print publications to alert us to potentially hazardous products they've purchased.

"It's about consumers helping other consumers," says Don Mays, senior director of product safety for Consumers Union, publisher of CONSUMER REPORTS. "While our testing has always factored in product safety, we want to expand the early-warning systems for dangerous products by hearing from the people who use them every day. We want to be more proactive than reactive. We want to understand emerging hazards and

investigate design flaws that have the potential to do even greater harm."

By cataloging verifiable reader experiences and injuries, Mays says, Consumers Union will be in a stronger position to urge government agencies such as the U.S. Consumer Product Safety Commission and the National Highway Traffic Safety Administration to undertake recalls and get unsafe goods off store shelves and out of consumers' hands, and defective cars off the road swiftly. It also enhances our own ability to develop targeted testing programs to look for safety shortcomings in particular types of products.

HOW TO FILE A REPORT

There are two ways to contact us. The easiest is by going to our Web site at

www.ConsumerReports.org/safety. Or you can write to: Consumers Union, Product Safety Initiative, 101 Truman Ave., Yonkers, NY 10703. All correspondence should include the brand name and model number of the product, when and where you bought it, and a phone number or e-mail address where we can contact you, if necessary. Please tell us about only those products with which you have firsthand experience.

Another important note: While we are urging consumers to share their experiences with us, it's crucial that they report product-safety problems to manufacturers and the appropriate government agencies as well. Information on how to contact important federal safety officials appears in the box at the bottom left of this page, as well as on our Web site.

VEHICLES AND EQUIPMENT

'89-'98 Toyota pickups and SUVs

Under certain conditions, steering relay rod could crack and cause loss of vehicle control.

Models: 977,839 vehicles including '89-'95 4Runner and Pickup, and '93-'98 T100. Hazard exists if steering wheel is repeatedly turned when substantial effort and power assist are required (if vehicle is stopped, for instance).

What to do: Have dealer replace steering relay rod. For information, call Toyota at 800-331-4331.

'99-'02 Chevrolet and GMC pickup trucks and SUVs

Road salt could cause antilock brakes to malfunction, resulting in increased stopping distances.

Models: 804,000 vehicles including Chevrolet Avalanche, Silverado, Suburban, and Tahoe, and GMC Sierra, Yukon, and Yukon XL. Recall affects vehicles in Conn., Ill., Ind., Maine, Mass., Mich., N.H., N.J., N.Y., Ohio, Pa., R.I., Vt., and W.Va.

What to do: Have dealer make repairs such as removing wheel speed sensor, cleaning mounting surface, applying rust inhibitor and grease, and checking voltage output to ensure proper wheel

speed signals. For information, call Chevrolet at 800-630-2438 or GMC at 866-996-9463.

HOUSEHOLD PRODUCTS

Ultimate Chopper food processor

Lid assembly could malfunction and allow appliance to operate when lid is off, posing serious risk of injury if consumer's hand touches blade.

Products: 1.5 million appliances sold 3/02 to 7/05 via television infomercials, online, and at retail stores for about \$40. Device is a compact, single-speed food processor that also functions as a blender when an optional attachment is used with the base. It consists of a white base unit with 600-watt motor, plastic blade assembly with two stainless steel blades, chopping bowl, and clear, interlocking lid. There have been 17 reports of injuries resulting from a failure of the interlocking lid assembly or from the blade assembly breaking.

What to do: Check to see if the unit will operate without lid. If it does, call 800-819-6297 or go to www.ultimatechopper.com for free replacement unit. Also, if blade assembly is worn, damaged, or broken, consumers should stop using unit and contact company for free replacement assembly.

Consumers also can access an instructional video demonstrating how to inspect their Ultimate Chopper at demo.ultimatechopper.com.

RECREATION

Back Trails Jr. bicycle helmets sold at Target stores

Might not provide adequate protection in fall.

Products: 494,000 toddler-, youth-, and child-sized helmets made after 1/1/04 and sold 4/04 through 7/05 for about \$13. Suspect helmets came in various colors and include the following model numbers: 88003 or 89888 (toddler), 88001 or 89951 (girl's 8-vent youth), 88002 or 89952 (boy's 8-vent youth), and 89917 (child's 14-vent). Model number appears on white label inside helmet, along with date of manufacture (YYYY/MM/DD) and "Made in China." Packaging also carries Target's own product identification numbers: 082-01-0520 (toddler), 082-01-0149 (girl's 8-vent youth), 082-01-0189 (boy's 8-vent youth), and 082-01-0334 (child's 14-vent), as well as the brand name "back trails jr."

What to do: Return helmet to any Target for \$13 gift card. For information, call 800-440-0680 or go to www.target.com.

FOR SAFETY ALERTS and to report a dangerous product, go to www.recalls.gov. You can also report dangers by phone. For vehicles, call 888-327-4236; for household products, call 800-638-2772, then press 1, followed by 3. PAST RECALLS are also available free at www.ConsumerReports.org.

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News

GM Regional Truck Recall Stops Short

North or South, Trucks Don't Stop

By Joe Benton
ConsumerAffairs.Com

February 14, 2006

Owners of General Motors trucks and SUVs in 30 states not covered by the GM regional recall continue to struggle with malfunctioning anti-lock brakes. Owners in the 20 states and the District of Columbia covered by the recall are struggling with GM dealers reluctant to fix the brakes as part of the recall.

Because of the well-documented problem, the anti-lock brake system in some of GM pickups and SUVs sometimes does not work properly causing increased stopping distances during low-speed braking.

GM, in December, expanded its recall of sport utility vehicles and pickup trucks to include another 553,000 vehicles because of potential problems with the anti-lock braking system and raising the number of states covered by the regional recall to 20.

The automaker had recalled 804,000 full-size pickup trucks and SUVs in August in 14 states because of the brake problem.

In all, 1,357,000 pickups and SUVs are now part of the massive GM recall and things are not going well for truck owners or the automaker.

GM continues to insist that the problem with its anti-lock system is regionally based, stemming from road salt in cold-weather states. Corrosion from salt gets in between the surface of the wheel hub and the anti-lock brake sensor, pushing the sensor farther away from the bearings, according to the GM explanation.

The vehicle computer then receives a false reading of speed, causing the anti-lock brakes to engage at the wrong time.

Danny in Greenville, North Carolina, disagrees that it is a regional problem. He told ConsumerAffairs.Com: "I've had many close calls due to ABS engaging and pedal going to floor. It happens when hitting road bumps while depressing the brake pedal to slow vehicle."

The anti-lock brake malfunctions have nothing to do with weather conditions or geography Danny insists.

"I've seen the recalls on northern trucks allegedly relating to snow and salt but this is a more serious issue relating to all of their 1999 trucks," Danny writes. "I have learned how to compensate for its faulty brakes but it's only a matter of time before the right situation arises and I'll be at the auto body shop like many others who've encountered the same situation."

Regional Recalls



- Federal Court Upholds Regional Auto Recalls
- GM Regional Truck Recall Stops Short
- Consumer Advocates Challenge Regional Auto Recalls
- Consumer Groups Challenge Regional Motor Vehicle Recalls
- GM Expands Recall to Fix Truck, SUV Brakes
- GM Finally Recalls Trucks, SUVs for ABS Problem
- GM Truck Owners' Complaints

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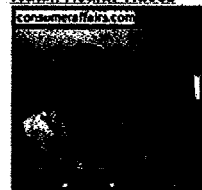
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3-28-07
TALKED TO JASON CUSTOMER RELATIONS 1-914-378-2300
http://www.consumeraffairs.com/news04/2006/02/gm_regional_recall.html 3/15/2007

get it on
ebY
Motors



Roll over items
to see more



Find it

ebY

For those covered by the recall, Chevrolet and GMC dealers remove the anti-lock brake sensors and clean the wheel-bearing casings. The casings are then coated with a rust-proofing compound.

Dealer Roadblocks

Despite new GM promises to fix the brake problem regardless of where a vehicle is registered, some owners say they face dealer roadblocks when they bring their trucks in for repair.

Sandy in Midland, Virginia, paid for new brakes in her 2001 Silverado herself, not withstanding the GM promise to fix the problem. "I had to have all 4 rotors and brakes replaced. I don't think this is acceptable."

Kevin, who also lives in Virginia, faced a similar situation when his truck became too difficult to drive because he needed extra distance to stop.

The bill from GM to repair his brakes that would be covered by the recall in 20 other states reached almost \$900.

"I'm beside myself," he said "If I was two miles away in Maryland, I'd be covered by the recall."

Silverado owners in states included in the recall are reporting dealership problems and unwilling service managers to ConsumerAffairs.Com.

Joe in Howell, New Jersey owns a 2002 Silverado with 11,360 miles on the truck. "I took the truck into the dealer on January 10 for a brake issue recall. Some hours later the dealer called me and informed me that I needed 4 brake rotors. He stated that it wasn't covered under the warranty or the recall," Joe wrote.

A number of truck owners have removed a fuse to deactivate their anti-lock brakes, preferring conventional brakes to a system that was unreliable.

Donnie in Troy, Alabama has owned five Silverado trucks.

"The 2003 that I have now has the least response when the brake pedal is engaged than any I have owned. I must leave several car lengths between me and the vehicle in front of me in order to avoid accidents," Donnie wrote.

"The dealer assured there is nothing 'wrong' with my brakes," Donnie told us.

Federal regulators with the National Highway Traffic Safety Administration (NHTSA) are uncertain that problems generated by the GM recall are a result of regional nature of the recall. NHTSA insists, however that the agency is listening to consumers.

"We encourage people to call our hotline and make us aware of their problems. We also encourage them to call their dealers," a NHTSA spokesman said.

Joan Claybrook, a former head of NHTSA and president of Public Citizen was more pointed in her criticism of regional recalls. "It's a financial issue. Recalls are expensive, and automakers don't want to do them."

Silverado owners say the real issue is simply the stopping distance of their trucks: the brakes don't work properly and GM has not taken adequate steps to fix the problem.

Report Your Experience

If you've had a bad experience with a consumer product or service, we'd like to hear about it. All complaints are reviewed by class action attorneys and are considered for publication on our site. Knowledge is power! Help spread the word. File your consumer report now.

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09-05-06, 10:02 PM

Sparky2263

Bulletin No.: 02-05-25-0068

Date: January 05, 2006

TECHNICAL

Subject:

Antilock Brake (ABS) Activation At Low Speeds (Clean Wheel Speed Sensor

(http://motoralldata.com/alldata/MOTOR~V41355206~C33155~R0~OD~N/Q/70910848/78153753/78153754/78154037/34853741/34861870/92093627/56243981) Mounting Surface)

Models:

1999-2000 Cadillac Escalade

1995-1999 Chevrolet Silverado (Old Style)

1995-2000 Chevrolet Suburban, Tahoe (Old Style)

1995-2003 Chevrolet Astro Van, Blazer, S10

1995-1999 GMC Sierra (Old Style)

1995-2000 GMC Yukon, Yukon XL (Old Style)

1995-2001 GMC Envoy, Jimmy

1995-2003 GMC Safari Van, Sonoma

1995-2001 Oldsmobile Bravada

Supercode:

This bulletin is being revised to update the correction and warranty information. Please discard Corporate Bulletin Number 02-05-25-006A (Section 05 - Brakes).

Condition

Some customers may comment on ABS activation at low speeds, usually below 8 km/h (5 mph). Upon investigation, the technician will find no DTCs set.

Cause

The cause of this condition may be an increased air gap between the wheel speed sensor

(http://motoralldata.com/alldata/MOTOR~V41355206~C33155~R0~OD~N/Q/70910848/78153753/78153754/78154037/34853741/34861870/92093627/56243981) and the hub reluctor ring due to rust and debris built up on the sensor mounting surface.

Correction

Measure AC voltage and clean wheel speed sensor

(http://motoralldata.com/alldata/MOTOR~V41355206~C33155~R0~OD~N/Q/70910848/78153753/78153754/78154037/34853741/34861870/92093627/56243981) mounting surfaces.

1.Raise the vehicle on a hoist.

2.Disconnect both the front wheel speed sensor

(http://motoralldata.com/alldata/MOTOR~V41355206~C33155~R0~OD~N/Q/70910848/78153753/78153754/78154037/34853741/34861870/92093627/56243981) harness connectors.

3.Place a DVM across the terminals of each sensor connector.

4.Rotate the wheel with hand speed and measure the ACmV's. The reading should be at least 350 ACmV's.

5.If the reading is between 200 and 350 ACmV's, remove the wheel, caliper and rotor in order to gain access to the speed sensor.

6.Remove the wheel speed sensor

(http://motoralldata.com/alldata/MOTOR~V41355206~C33155~R0~OD~N/Q/70910848/78153753/78153754/78154037/34853741/34861870/92093627/56243981) and plug the hole to prevent debris from falling into the hub during service.

7.Clean the wheel speed sensor

(http://motoralldata.com/alldata/MOTOR~V41355206~C33155~R0~OD~N/Q/70910848/78153753/78153754/78154037/34853741/34861870/92093627/56243981) mounting surface using a wire brush, sand paper, emery cloth, ScotchBrite(TM) or other suitable material. Be sure to thoroughly clean the wheel speed sensor surface. There should be no rust or corrosion.

8.Check the sensor head to determine if it has been warped/distorted due to the corrosion build up or other causes. Check the mounting surface on the sensor head for flatness by placing it on the edge of a metal machinists scale or other suitable straight edge to measure the flatness. Check the sensor for flatness in multiple (minimum 3) positions/directions. If the sensor head is distorted, replace the sensor.

9.Apply (spray) two thin coats of the specified rust penetrating lubricant (corrosion inhibitor) to the complete sensor mounting surface on the bearing hub. Allow to dry for 3-5 minutes between coats. Use ONLY Rust Penetrating Lubricant, P/N 89022217 (Canadian P/N 89022218).

10.When the corrosion inhibitor is dry to the touch (about 10 minutes), apply a thin layer of bearing grease to the hub surface and sensor O-ring prior to sensor installation. Use ONLY Wheel Bearing Lubricant, P/N 01051344 (Canadian P/N 9930377).

11.Install either the original sensor or a new one in the hub and secure the sensor. Ensure that the sensor is seated flush against the hub.

12.Install the rotor, the caliper and the wheel.

13.Place the DVM across the sensor terminals and recheck the voltage while rotating the wheel by hand. The voltage should now read at least 350 ACmV's.

(Courtesy GM)

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Brakes and Traction Control: All Technical Service Bulletins

Recall 05V379000: Wheel Speed Sensor Cleaning

MAKE/MODELS: MODEL/BUILD YEARS:

Chevrolet/Avalanche 1999-2002

Chevrolet/Silverado 1999-2002

Chevrolet/Suburban 1999-2002

Chevrolet/Tahoe 1999-2002

GMC/Sierra 1999-2002

GMC/Yukon 1999-2002

GMC/Yukon XL 1999-2002

MANUFACTURER: General Motors Corp.

NHTSA CAMPAIGN ID NUMBE : 05V379000 MFG'S REPORT DATE: August 29, 2005

COMPONENT: Service Brakes, Hydraulic: Antilock

POTENTIAL NUMBER OF UNITS AFFECTED: 804000

SUMMARY:

Certain pickup trucks and sport utility vehicles may experience unwanted Antilock Brake System (ABS) activation. This condition is more likely to occur in environmentally corrosive areas. This recall will be launched in the "SALT BELT" states of Connecticut, Illinois, Indiana, Massachusetts, Maine, Michigan, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont and West Virginia only.

CONSEQUENCE:

This can cause increased stopping distances during low-speed brake applications, which could result in a crash.

REMEDY:

Dealers are to remove the wheel speed sensor and thoroughly clean the wheel speed sensor mounting surface on the bearing, apply rust inhibitor to the cleaned surface, grease the mounting surface, reinstall the wheel speed sensor, and check the peak-to-peak output voltage to ensure the wheel speed signal is within specifications. The manufacturer has not yet provided an owner notification schedule. Owners should contact Chevrolet at 1-800-630-2438 or GMC at 1-866-996-9463.

NOTES:

GM recall No. 05068. Customers can also contact The National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

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