



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-JUL-2008

Repository ☐

Reference No.
10236114

OWNER INFORMATION (Type or Print)

Name

Address

City

MILFORD

State

NJ

Zip Code

Daytime Telephone Number

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

2GCEK19V911

Make

CHEVROLET

Model

SILVERADO 1500

Model Year

2001

Date Purchased

12-26-03

Dealer's Name and Telephone Number

Smith-Packard Chevrolet 570-297-4148

Engine:

No: Cylinders

Fuel Type:

gas

Original Owner

☐

Dealer's City

Troy

State

PA

Zip Code

16947

Transmission Type

auto

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-JUL-2008

Failure Mileage

64,643

Failure Speed

5

24-May-2004

35,372

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 2001 CHEVROLET SILVERADO 1500. WHILE DRIVING 5 MPH, THE ABS ENGAGED, THE WHEELS LOCKED, AND THE VEHICLE WOULD NOT STOP. EVER SINCE THAT TIME, THE ABS HAS CONTINUED TO ENGAGE. THE DEALER STATED THAT THE RECALL REPAIR HAD PREVIOUSLY BEEN PERFORMED ON THE VEHICLE IN MAY OF 2004. THE CONTACT BELIEVES THAT SOMETHING WAS NOT DONE CORRECTLY DURING THE RECALL REPAIR FOR THE ABS TO FAIL AGAIN. THE CURRENT MILEAGE WAS 70,000 AND FAILURE MILEAGE WAS 35,000.

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 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.

In May of 2004, while driving at low speeds (approx. 5 mph), our Chevy Silverado, with a mileage of 35,372, had the ABS system engaging. This affected the vehicle's ability to safely stop. Said vehicle was taken to Muller Chevrolet of Stewartsville, NJ, to be serviced. Dealer determined ABS front speed sensors, both left and right sides, needed to be replaced. Dealer completed replacement of both left and right front speed sensors (please see attached invoices). Then, in October of 2005, Chevrolet issued a recall for the exact problem stated above. We contacted Chevrolet, since we already had the problem and had it fixed, and were reimbursed for our expenses. Then in July of 2008, with a mileage of 70,000, the ABS was engaging again at low speeds affecting safe stopping ability. This was exactly as in May of 2004. Again, the right front speeds sensor was bad. We had the problem fixed again (please see attached invoice). We are concerned the left sensor will also fail again.

It is our belief, that since the problem was initially fixed (5/2004) before the recall was issued (10/2005), the service was performed incorrectly or with pre-recalled parts and without knowledge of the recall problem. We contacted Chevrolet and explained the situation, but they said the services could only be performed once. We feel it is unfair to pay out of pocket for the repairs since they were initially done before the recall was issued without knowledge of the problem. Any assistance in this matter would be greatly appreciated.

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ESTIMATE \$ _____ TIME _____ PM ☐
ADDITIONAL \$ _____ DATE _____
TOTAL \$ _____ OK'D _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

INVOICE TO _____

DRIVER/OWNER INFORMATION -- INVOICE: W87358

MILFORD
CELL: _____

NJ | _____

WORK: _____

MILFORD
CELL: _____

WORK: _____

NJ | _____

FOR OFFICE USE

TAG: _____

ADV: 419 STAIR, QU INVOICE: PRELIM WAR W . OS

VIN 2GCEK19V911

LICENSE NUMBER: _____

TAX RULES: YNNN INVOICED: 10/08/2004 16:36:05

01 CHEVROLET SILVERADO K1500

XCAB

ODOMETER IN: 40382 OUT: 40384

DIST: TRK

DATES BEGIN: 10/08/04 DONE: 10/08/04

CONCERN 51 CUSTOMER STATES ABS INGAUGING AT LOW SPEED
CAUSE L/HUB FAILING UNTERNALY

CORRECTION BEARING AND HUB ASSEMBLY, FRONT WHEEL - REPLACE

PART NUMBER	PO#	NOTE	DESCRIPTION
000 015112382			HUB

PARTS: COUNT 1

FACTORY TECH: 345 - BORI, DAVID S
COND CODE : ND

FAIL CODE : 2W

LINE AUTH: QS 100804 16:32

OPERATION	TECH	HOURS	AMOUNT
E2320	345	.8	58.27

QTY	LIST	SELL	
1	239.47	239.47	239.47

----- SUBTOTAL -----

PARTS	239.47
LAB-MECHANICAL	58.27
TOTAL CHARGE FOR CONCERN	297.74

TYPE: W

CONCERN 52 TAILGATE SUPPORT RECALL
CAUSE RECALL

CORRECTION REPLACED BOTH TAILGATE SUPPORTS

PART NUMBER	PO#	NOTE	DESCRIPTION
000 088980509			CBL-E/GAT
000 088980510			CBL-E/GAT

PARTS: COUNT 2

FACTORY TECH: 345 - BORI, DAVID S
COND CODE : MA

FAIL CODE : 96

LINE AUTH: QS 100804 16:33

OPERATION	TECH	HOURS	AMOUNT
V1242	345	.3	21.85

QTY	LIST	SELL	
1	13.89	13.89	13.89
1	13.89	13.89	13.89

----- SUBTOTAL -----

PARTS	27.78
LAB-MECHANICAL	21.85
PAGE	1

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CUSTOMER

93227

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ESTIMATE \$ _____ TIME _____ PM ☐

ADDITIONAL \$ _____ DATE _____

TOTAL \$ _____ OK'D _____

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

INVOICE TO _____

DRIVER/OWNER INFORMATION -- INVOICE: W87358

FOR OFFICE USE _____

VEHICLE INFORMATION _____

TAG: _____ ADV: 419 STAIR, Q INVOICED: 10/08/2004 16:36:05 QS 01 SILVERADO

LICENSE NUMBER: _____

TYPE: W

TOTAL CHARGE FOR CONCERN 49.63

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE W87358

PARTS	267.25
LAB-MECHANICAL	80.12
TOTAL CHARGE	347.37

PAYMENT DISTRIBUTION FOR INVOICE W87358

TOTAL CHARGE	347.37
FAC WARRANTY	347.37

IF YOU HAVE ANY QUESTIONS - PLEASE SEE QUINTAN F STAIR
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PAGE 2
LAST PAGE

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Louis Garage, Inc.

Invoice No.

Page 1

513 State Route 173

180730001

Order Date 07/30/08 08:48 am

Stewartsville, NJ 08886

Completed: 07/30/08 08:52 am

Phone: (908) 479-1050 FAX: 908-479-1237

Milford NJ
Home Phone:
Work Phone:

01 Chevrolet Silverado 1500
Mileage in:69644 out:
Lic: V8Cyl 4.8
Vin: 2GCEK19V911
Eq: AT AC PS FI 4W
Last in 6/11/2008

Job01 Diagnose ABS Malfunction

\$75.00

Diagnose reason for ABS activation at slow speeds just before coming to a stop. The tech. retrieved NO code from ABS controller. Most likely problem is rusted front wheel hubs where ABS wheel speed sensors attach to hub. The tech. needs to clean corrosion from hub and test drive vehicle to verify fix. Otherwise, one or both sensors may be bad or one or both hubs may be bad. The tech. tested the front ABS sensors and found the right front sensor did not generate enough current per GM spec.

Job Subtotal: \$75.00

Job02 Clean Front Hub Corrosion

\$90.00

Remove front ABS wheel speed sensors and clean corrosion from hubs and install ABS sensors. Test drive vehicle. The problem is still present.

Job Subtotal: \$90.00

Job03 Replace R/F ABS Sensor

Labor: \$81.00

19181873	ABS Speed Sensor-S	1.0 @	66.20 =\$	66.20	66.20
----------	--------------------	-------	-----------	-------	-------

Replace right front ABS wheel speed sensor and test drive when complete. Problem is still present.

Job Subtotal: \$147.20

Job04 Replace R/F Hub Assembly

Labor: \$75.00

BR930304	Hub Assembly-S	1.0 @	308.47 =\$	308.47	308.47
----------	----------------	-------	------------	--------	--------

Replace right front hub assembly and test drive vehicle. The problem is gone - no ABS activation when coming to stop.

Job Subtotal: \$383.47

Recommendations: *P/S Flush Service* *Cabin Air Filter* *Radiator Flush & Fill*

----->----->----->-----Continued on the next page----->----->----->-----

Louis Garage, Inc.

Invoice No.

Page 2

513 State Route 173

180730001

Order Date 07/30/08 08:48 am

Stewartsville, NJ 08886

Completed: 07/30/08 08:52 am

Phone: (908) 479-1050 FAX: 908-479-1237

Payments to Louis Garage, Inc.

Cost Summary

Status: Completed Work Order

Payments:

Labor	321.00
Parts	374.67
Subtotal	695.67
Tax	48.70
Total	\$744.37
Payments	0.00
Bal Due	744.37

Thank you for choosing Louis Garage, Inc.

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MAY 25 2004

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ADDITIONAL S _____ DATE _____

TOTAL S _____ OK'D _____

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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C84481

MILFORD

NJ

MILFORD

NJ

CELL: _____

WORK: _____

CELL: _____

WORK: _____

FOR OFFICE USE

VEHICLE INFORMATION

TAG: _____ ADV: 334 REESER, B INVOICE: PRELIM CUS C BR VIN 2GCEK19V911 LICENSE NUMBER: _____

TAX RULES: YNNN INVOICED: 05/25/2004 16:29:01 01 CHEVROLET SILVERADO K1500 XCAB

ODOMETER IN: 35370 OUT: 35372

DIST: TRK

DATES BEGIN: 05/25/04 DONE: 05/25/04

CONCERN 51 OWNE REPORTS ABS ENGAGES AT LOW SPEED
CORRECTION RF SPEED SENSOR LOSING SIGNAL/ REPLACED RF SPEED SENSOR

PART NUMBER PO# NOTE DESCRIPTION
000 015112379 SENSOR

FACTORY TECH: 349 - YAGER, BRYAN

OPERATION	TECH	AMOUNT
REPAIR	349	S 176.00
QTY	SELL	
1B	102.00	102.00

----- SUBTOTAL -----
PARTS 102.00
LAB-MECHANICAL 176.00
TOTAL CHARGE FOR CONCERN 278.00

TYPE: C

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C84481

PARTS	102.00
MATERIAL SUPPLIES	3.00
LAB-MECHANICAL	176.00
SUB-TOTAL	281.00
TAX	16.86
TOTAL CHARGE	297.86

PAYMENT DISTRIBUTION FOR INVOICE C84481
TOTAL CHARGE 297.86

CASH DUE 297.86

VARIABLE RATE \$65.00 TO \$71.00

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PAGE 1
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MAY 24 2004

Muller Chevrolet

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ADDITIONAL S _____ DATE _____

TOTAL S _____ OK'D _____

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INVOICE TO

DRIVER/OWNER INFORMATION -- INVOICE: C84450

MILFORD

NJ

CELL:

HOME:

MILFORD

NJ

CELL:

HOME:

FOR OFFICE USE

VEHICLE INFORMATION

TAG: ADV: 334 REESER, B INVOICE: PRELIM CUS C BR VIN 2GCEK19V911 LICENSE NUMBER

TAX RULES: YNNN INVOICED: 05/24/2004 14:00:45 01 CHEVROLET SILVERADO K1500 XCAB

ODOMETER IN: 35321 OUT: 35329

DIST: TRK

DATES BEGIN: 05/24/04 DONE: 05/24/04

CONCERN 30* TIRE ROTATION

CORRECTION ROTATE TIRES/CHECK TIRE PRESSURE AND SET TO SPEC

FACTORY TECH: 349 - YAGER, BRYAN

OPERATION	TECH	AMOUNT
ROTATE	349	* 18.00

----- SUBTOTAL -----
LAB-MECHANICAL 18.00
TOTAL CHARGE FOR CONCERN 18.00

TYPE: C

CONCERN 51 OWNER REPORTS ABS IS ENGAGING ON NON-ABS STOPS

CORRECTION LEFT AND RIGHT FRT SPEED SENSORS ENGAGING ABS ON LOW-SPEED STOPS

COMMENT REPLACED LEFT FRT SPEED SENSOR/ OWNER TO RETURN TUESDAY 5/25

TECH NOTES FOR REPLACEMENT OF RIGHT FRT SPEED SENSOR

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

000 015112379

SENSOR

1S

102.00

102.00

FACTORY TECH: 349 - YAGER, BRYAN

----- SUBTOTAL -----
PARTS 102.00
LAB-MECHANICAL 192.50
TOTAL CHARGE FOR CONCERN 294.50

TYPE: C

CONCERN 52* DRAIN TRANSFER CASE AND REPLACE FLUID

CORRECTION DRAIN AND REFILL TRANSFER CASE

PART NUMBER

PO#

NOTE

DESCRIPTION

QTY

SELL

000 012378508

FLUID

2S

6.50

13.00

FACTORY TECH: 349 - YAGER, BRYAN

----- SUBTOTAL -----
PARTS 13.00
LAB-MECHANICAL 30.80
PAGE 1

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387.22

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ESTIMATE S _____ TIME _____ PM ☐

ADDITIONAL S _____ DATE _____

TOTAL S _____ OK'D _____

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INVOICE TO _____

DRIVER/OWNER INFORMATION -- INVOICE: C84450

FOR OFFICE USE _____

VEHICLE INFORMATION _____

TAG: _____ ADV: 334 REESER, INVOICED: 05/24/2004 14:00:45 BR 01 SILVERADO

LICENSE NUMBER: _____

TYPE: C

TOTAL CHARGE FOR CONCERN 43.80

GRAND TOTALS

SUMMARY OF CHARGES FOR INVOICE C84450

PARTS	115.00
MATERIAL SUPPLIES	9.00
LAB-MECHANICAL	241.30
SUB-TOTAL	365.30
TAX	21.92
TOTAL CHARGE	387.22

PAYMENT DISTRIBUTION FOR INVOICE C84450

TOTAL CHARGE	387.22
CASH DUE	387.22

VARIABLE RATE \$65.00 TO \$71.00

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