



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
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: 04-FEB-2009
Repository:
Reference No.: 10257473

OWNER INFORMATION (Type or Print)

Name: _____
Address: _____
City: CHAMBERSBERG State: PA 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: 3GNFK16Z61_____
Make: CHEVROLET Model: SUBURBAN Model Year: 2002
Date Purchased: 11/2001 Dealer's Name and Telephone Number: _____ Engine: _____ Fuel Type: _____
Original Owner: Dealer's City: CHAMBERSBURG State: PA Zip Code: 17201 No. of Cylinders: _____
Transmission Type: Antilock Brakes Powertrain: _____ Multiple Failure: _____ Incident Date(s): 31-JAN-2009
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC Failure Mileage: 98000 Failure Speed: 5

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: DOTM9ABC036): _____ 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 2002 CHEVROLET SUBURBAN. WHILE DRIVING BETWEEN 5-10 MPH, THE VEHICLE RESPONDED SLOWLY WHEN THE BRAKE PEDAL WAS DEPRESSED. THE CONTACT EXPERIENCED DIFFICULTY SLOWING DOWN THE VEHICLE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER, BUT WAS NOT REPAIRED. THE TECHNICIAN STATED THAT THE VEHICLE WAS PREVIOUSLY REPAIRED ACCORDING TO NHTSA CAMPAIGN ID NUMBER 05V379000 (SERVICE BRAKES, HYDRAULIC; ANTILOCK). ALSO, THERE WAS A RECOMMENDATION TO DISCONNECT THE FUSE THAT DEACTIVATED THE ANTI-LOCK SYSTEM. THE RECALL REMEDY HAS NOT CORRECTED THE ISSUE ADDRESSED IN THE SAFETY DEFECT. THE FAILURE AND CURRENT MILEAGES WERE 98,000.
REPAIR DID NOT CORRECT THE ISSUE. THE REMEDY ACCEPTED BY NHTSA FOR CAMPAIGN 05V379000 IS NOT ACCEPTABLE AS IT IS ONLY A TEMPORARY FIX. THE VEHICLE HAS SHOWN THIS ISSUE MULTIPLE TIMES AND IS UNSAFE.

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.

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

REAR ENDED ANOTHER VEHICLE AT 5 MPH WHEN BRAKES WOULD NOT WORK,
RAN OVER A FENCE ROW AT 5 MPH WHEN BRAKES WOULD NOT ACTIVATE.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

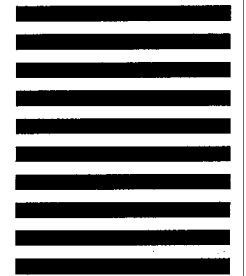


**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**


BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

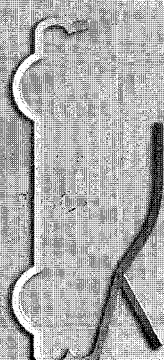
**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



Think your vehicle has a safety defect?



If so:




Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owners' Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration