



U.S. Department
of Transportation
2009 APR 23 PM 1:52
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: 27-FEB-2009
Repository
Reference No. 10260190

OWNER INFORMATION (Type or Print)

Name _____
Address _____
City ROSCOMMON State MI 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: 3GNFK16357G
Make CHEVROLET Model SUBURBAN Model Year 2007
Date Purchased JAN. 2007 Dealer's Name and Telephone Number DON NESTER Auto Group
Original Owner Dealer's City HOUGHTON LAKE State MI Zip Code 48629
Engine: No: Cylinders 8 Fuel Type: GAS
Transmission Type Auto Antilock Brakes Cruise Control Powertrain 4WD
Multiple Failure: LEFT FRONT BRAKES ALL BRAKES Incident Date(s) 29-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
Failure Mileage 39000 Failure Speed 65

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 2007 CHEVROLET SUBURBAN. WHILE DRIVING FROM MICHIGAN TO FLORIDA AT 65 MPH, THE CONTACT NOTICED THAT THE BRAKES EXHIBITED A REALLY LOUD GRINDING NOISE WHEN THE BRAKE PEDAL WAS DEPRESSED. HE TOOK THE VEHICLE TO A DEALER IN KENTUCKY BUT, DUE TO AN ICE STORM, THERE WAS NO ELECTRICITY. APPROXIMATELY 12 MILES FROM HIS DESTINATION, THE CONTACT DISCOVERED THAT HE HAD NO BRAKING POWER. HE PLACED THE VEHICLE INTO LOW GEAR AND APPLIED THE EMERGENCY BRAKE WHEN NECESSARY IN ORDER TO REACH HIS DESTINATION. HE THEN DROVE THE VEHICLE TO AN INDEPENDENT MECHANIC, WHO STATED THAT ALL OF THE COMPONENTS APPEARED DISINTEGRATED ON THE FRONT DRIVER'S SIDE BRAKE SYSTEM. THIS WAS DEEMED AS THE LIKELY CAUSE OF THE BRAKE FAILURE. THE REAR AND FRONT PASSENGER SIDE BRAKES WERE FUNCTIONAL IN COMPARISON TO THE FRONT DRIVER'S SIDE BRAKES. THE MECHANIC REPAIRED THE DRIVER'S SIDE BRAKE CYLINDER, DISCS, AND PADS AT THE CONTACT'S EXPENSE. THERE HAD BEEN NO FAILURES SINCE THE REPAIRS WERE PERFORMED. THE MANUFACTURER STATED THAT THEY COULD NOT ASSIST BECAUSE THE DEALER DID NOT PERFORM THE REPAIRS. THE CURRENT MILEAGE WAS APPROXIMATELY 42,000 AND FAILURE MILEAGE WAS APPROXIMATELY 39,000.

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.

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

I HAD A COMPLETE BRAKE FAILURE WHILE DRIVING FROM MI TO FL (VIA TN). THIS WAS DUE TO THE LEFT FRONT BRAKE NOT RELEASING WHICH DESTROYED THE WHOLE SYSTEM. THIS MUST HAVE BEEN GOING ON FOR SOME TIME. ALTHOUGH IT GIVE NO INDICATION OF THIS UNTILL MY TRIP. AFTER THE REPAIR MY MPG. AVE. OF 14.5 INCREASED TO 16.9 INDICATING I HAD A DRAG ON MY VEHICLE FOR A LONG TIME. I HAD STOPPED IN TN AT A G.M. DEALER BUT THEY & OTHER SHOPS HAD NO POWER DUE TO FEE STORMS. CONTACT ME IF YOU NEED MORE COMPLETE DETAILS

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

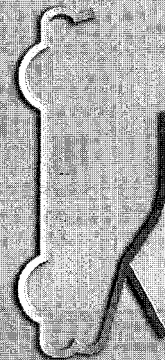
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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

