



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

04-AUG-2009

Repository ☐

Reference No.
10279393

OWNER INFORMATION (Type or Print)

Name

Address

City

BALDWIN PARK

State

CA

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

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

1GNEC16T04J

Make

CHEVROLET

Model

SUBURBAN

Model Year

2004

Date Purchased

7/03

Dealer's Name and Telephone Number

Ranch O Valley

Chevy

Engine: 5.3

No: Cylinders

V8

Fuel Type:

unle

Original Owner

Dealer's City

pomona

State

CA

Zip Code

Transmission Type

Automatic

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

03-AUG-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

23400

Failure Speed

35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Firestone

Tire Model (Name or Number)

CTX

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☒ Prior Repair

Failure Location:

Braking system

Tire Component Code

N/A

Tire Failure Type:

N/A

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 2004 CHEVROLET SUBURBAN. WHILE DRIVING APPROXIMATELY 35 MPH, THE STEERING WHEEL REQUIRED GREATER EFFORT TO TURN. THERE WAS A LOW POWER RESPONSE WHEN THE BRAKE PEDAL WAS DEPRESSED. IN ADDITION, THE SERVICE BRAKE BOOSTER WARNING INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE VIN WAS EXCLUDED FROM NHTSA CAMPAIGN ID NUMBER 05V043000 (SERVICE BRAKES, HYDRAULIC), ALTHOUGH THE FAILURES WERE IDENTICAL. THE FAILURE AND CURRENT MILEAGES WERE 23,400.

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)

You can feel the Difference in the tank
when braking.

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**



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

