



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

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

Vehicle Owner's Questionnaire  
To Report Vehicle Safety Defects  
1-888-DASH-2-DOT  
(1-888-327-4236)  
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

13-JAN-2010

Repository

Reference No.  
10299592

OWNER INFORMATION (Type or Print)

Name

Address

City MEQUON

State WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

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

IGNFK16Z04EJ

Make CHEVROLET

Model SUBURBAN

Model Year 2004

Date Purchased 2004

Dealer's Name and Telephone Number Boucher

Engine: No: Cylinders

Fuel Type: Gas

Original Owner

Dealer's City State Zip Code Fort Washington PA

Transmission Type

Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s) 17-JUN-2008

Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 180000 VEHICLE SPEED CONTROL

traction active

Failure Mileage 70,000, 75000

Failure Speed lower speed

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: DOTMAL9ABC036)

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

Number of Deaths

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. THE CONTACT WAS DRIVING AT A LOW UNKNOWN SPEED ON NORMAL ROAD CONDITIONS. THE "TRACTION" WARNING LIGHT INDICATOR ILLUMINATED ON THE INSTRUMENT PANEL AND SUDDENLY, SHE HEARD A CLICKING NOISE AND THE VEHICLE BEGAN TO SLOW DOWN WITHOUT ASSISTANCE. THERE WAS PRESSURE APPLIED TO THE ACCELERATOR PEDAL, FOLLOWED BY AN UNINTENDED SURGE. THE DRIVER WAS ABLE TO CONTINUE OPERATION. THE FAILURES OCCURRED INTERMITTENTLY. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND AN INDEPENDENT MECHANIC FOR DIAGNOSTIC TESTING IN WHICH REPAIRS WERE PERFORMED. HOWEVER, THERE WERE NO RESOLUTIONS. THE VEHICLE HAS NOT BEEN REPAIRED AT THIS TIME FOR THE MALFUNCTIONS. THE FAILURE MILEAGE WAS 75,000. THE CURRENT MILEAGE WAS 101,000. THE VIN WAS UNAVAILABLE.

This now occurs much more frequently under what should be normal driving conditions

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)**

*When it should not be occurring,  
the loss of power and resulting acceleration  
is very dangerous.*

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



**safercar.gov**

**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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