



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
AM 10:13

Repository ☐

25-JAN-2010

Reference No.
10302161

OWNER INFORMATION (Type or Print)

Name
Address
City MALONE State NY Zip Code

Daytime Telephone Number E-mail Address

Evening Telephone Number

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
3GNKG26U44G

Make
CHEVROLET

Model
SUBURBAN 2500

Model Year
2004

Date Purchased
07/04

Dealer's Name and Telephone Number

DAVIDSON CHEVROLET

Engine:
No: Cylinders

Fuel Type:

GAS

Original Owner
☒

Dealer's City

WATERLOO

State

NY

Zip Code

13601

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

6.0 Liter

Multiple Failure:

Incident Date(s)

19-NOV-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

84000

Failure Speed

10 MPH

76000 - 80300 AND UNDER

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

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 2500. AT LOW SPEEDS, HE WOULD DEPRESS THE BRAKE PEDAL BUT THE VEHICLE WOULD NOT RESPOND ACCORDINGLY. IT SEEMED THAT THE ABS WOULD ACTIVATE AND CAUSE HIM TO MOVE A FEW FEET FORWARD. THE ABS ALSO INCREASED THE STOPPING DISTANCE AND ALMOST CAUSED THE CONTACT TO CRASH ON TWO OCCASIONS. HE TOOK THE VEHICLE TO THE DEALER BUT THERE WERE NO CODES PRODUCED. THE VEHICLE HAS NOT BEEN REPAIRED TO-DATE. HE CALLED THE MANUFACTURER AND ASKED IF THEY COULD INCLUDE HIS VEHICLE IN RECALL 05V379000 BUT WAS INFORMED THAT HIS MODEL YEAR WAS NOT INCLUDED. THE CURRENT MILEAGE WAS APPROXIMATELY 86,000. THE FAILURE MILEAGE WAS APPROXIMATELY 84,000.

80,300

76000 to 80300

RE:
NHTSA INVESTIGATION#

NTSA PE 05020

OFF ANON THEN
ALL THE TIME

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.

U.S Dept. of Transportation

February 3, 2010

National Highway Traffic

Administration

1200 New Jersey Ave. SE.

Washington, DC. 20590

[REDACTED]
[REDACTED]
Malone, NY. [REDACTED]
[REDACTED]

RE: Reference # 10302161

I reported to you in case confirmation # 10302161 that my ABS brakes unwantedly activated under speeds of 10 mph and less on dry pavement.

You issued a recall in Canada and US for 150,000 1999-2002 light trucks and SUV in May 2005. I own a 2004 Suburban 2500 acting the same way as in recall referenced above, and verified by Ellis Pontiac-Buick-GMC, Inc. vehicle report that is enclosed.

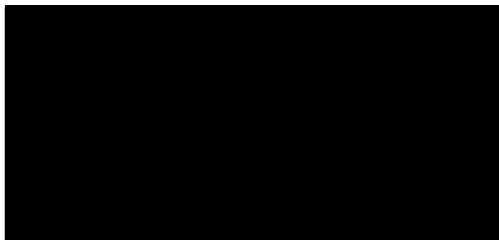
I called GM and was given a case # 71797193729. The dealer who worked on my Suburban contacted GM and they stated they would not pay for the work to fix sensors. My truck was not under the recall. I live next to the Canadian border and know of friends who have had this problem. The dealer who worked on my truck said they fix them all the time on vehicles over the 2002 model year with the cost going to the owner.

The individual named Norm Fish who works the counters at Ellis was nice enough to call his District Manager and got the repair authorized under a good will repair. As the repair report notes.

I feel that GM should cover the cost of this ABS issue to include light trucks and SUV beyond the 2002 year. The recall should be extended before some more injuries or deaths occur.

When a district manager can authorize a fix and a GM trained customer service rep cannot that's ridiculous. Especially since I made them aware of the recall. They came off to me as: no recall no fix. Please fix this with GM. Consider another recall.

Respectfully submitted,



ELLIS PONTIAC-BUICK-GMC, INC.

551 EAST MAIN STREET

MALONE, N.Y. 12953

TEL: (518) 483-1880 1-800-469-1880

FAX PHONE: (518) 483-1492

76061DEC

MALONE		NY		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
				3GNGK26U44G		80345	02/03/10	76061 A
				PART-CLOSE				
		YEAR	MAKE	MODEL	COLOR	TAG NO.		
		04	CHEVROLET	K2500 SUBU	GRAY	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS	
			518-	-	00/00/00	NF 1894	CASH	
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE			
68.00	00/00/00		80345	02/02/10	07/28/04			

NYS REPAIR FACILITY # 7059368
CUSTOMER SATISFACTION IS # ONE

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com Customer states ABS ACTIVATES AT LOW SPEEDS ON DRY PAVEMENT						
Cau FOUND FRONT WHEEL SPEED SIGNALS DROPPING OFF AT LOW SPEEDS, FRONT WHEEL						
SPEED SENSORS - BROKEN TRYING TO REMOVED THEM FROM THE HUB ASM						
Cor CLEANED MOUNTING SURFACES , REPLACED FRONT WHEEL SPEED SENSORS , ROAD						
TESTED OK CALL CSC TALK TO ROBERT						
AT 1-866-790-5600, ABOUT DAIG AND REPAIR OF VEHILCE , CALLL DMS DENVER ,						
TALK TO HIM ABOUT GOODWILLING REPAIRS FOR						
THIS VEHICLE ., DENVER STATED TO GOODWILL REPAIR WITH NO COST TO CUSTOMER						
2-3-10 H-ROUTE REPAIR TO DENVER						
A02 9638						
19181872 SENSOR						
2 W						
Line Total.....						

TOTAL-CUSTOMER

NoCharge

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. _____ CUSTOMER SIGNATURE	On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative. _____ (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)
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