



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

MAY 12 2010
12-MAR-2010

Repository ☐

Reference No.
10319196

OWNER INFORMATION (Type or Print)

Name

Address

City

GRAND RAPIDS

State

MI

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

1GNEL19X32B

Make

CHEVROLET

Model

ASTRO

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-FEB-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

ABS

Failure Mileage

76000

Failure Speed

≤ 20 mph

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

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 2002 CHEVROLET ASTRO VAN. WHEN DRIVING AT LOW SPEEDS THE ANTI-LOCK BRAKING SYSTEM WOULD ACTIVATE WITHOUT WARNING, INCREASING THE VEHICLE'S STOPPING DISTANCE. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT AND FAILURE MILEAGES WERE 76,000.

Occurred on dry pavement/roads

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)

My 2002 Chev Astro ABS brakes activated while stopping on dry road.
I found on line a recall for similar truck like models
but not for the Astros (GM recall no 05068). GM did issue
a TSB (02-05-25-0068) which did address this problem.
Considering the seriousness of the increased distance
required to stop this problem should be addressed
by the NHTSA for a recall. Obviously many like vehicles
have been affected since the TSB includes many vehicles
for many years. This is extremely unsafe condition

ATTACH ADDITIONAL SHEETS IF NECESSARY

attached ① copy of repair bill
② Recall summary
③ TSB summary

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:

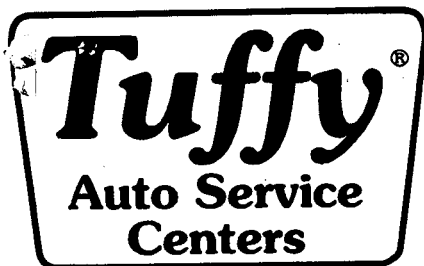
www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382



Tuffy Does It Right!

Mufflers Brakes Shocks
TUFFY AUTO SERVICE CENTER
6896 CASCADE RD, SE
CASCADE, MI 49546
(616) 956-7640 F147598

***** I N V O I C E
***** I N V O I C E

01:55 PM

INVOICE# 0133818

ESTIMATE# 1813

S
O
D
T
O

GRAND RAPIDS

MI

DATE: 04/22/10

P.O.:

MAKE: 2002 CHEVY ASTRO

MECH: M248348

MILEAGE

1

LICENSE#

QTY.	PART #	DESCRIPTION	PRICE	AMOUNT
1	21036	OIL FILTER	4.95	4.95
4	10W30	MOTOR OIL	Disc 5.00 3.25	8.00
LOE SUBTOTAL:		12.95MECH# 20 M248348		
1	BRL	BRAKE LABOR HRS 1.00	80.00	80.00
1		CLEAN ABS SENSORS		
1	GEL.15	OIL CHANGE LABOR	Disc 5.00 9.55	4.55
LABOR SUBTOTAL:		84.55MECH# 20 M248348		
OIL HAS BEEN FILLED TO MANUFACTURERS SPECIFICATION				

FRT BRAKE ROTORS HEAVLY RUSTED ON INBOARD SIDE OF ROTOR

SUBT> 97.50

PART TAX> .78 TOTAL TAX> .78

Paid by: VISA 98.28

ORIG EST AMT: 382.57

CERTIFICATION: ABOVE REPAIRS PROPERLY PERFORMED.6

PAY THIS AMOUNT

98.28

YOU ARE ENTITLED TO A COPY OF THIS ORDER AT THE TIME OF YOUR SIGNATURE

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. We are not responsible for unavailability of parts or delays in parts shipments beyond our control nor for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control.

X

PLEASE SELECT ONE AND INITIAL

- ☐ I request the return of parts replaced subject to core charge.
☐ I do not want replaced parts returned to me.

IT IS RECOMMENDED THAT VEHICLES UNDERGO A TUNE-UP UPON
INSTALLATION OF NEW CATALYTIC CONVERTER.

- CERTIFICATION -

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN
COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 300).

INITIALS

AUTHORIZED INCREASE IN ESTIMATE APPROVED

PER: \$ TIME:

ALL PARTS SHOWN ON THIS ESTIMATE OF REPAIRS ARE NEW UNLESS OTHERWISE SPECIFIED.

PLEASE RETURN THIS INVOICE
FOR PRESENTATION WITH YOUR WARRANTY CARD WHEN MAKING WARRANTY CLAIM

We Appreciate Your Business!

Here is a GM TSB that might help both of you.

Brakes - Low Speed (Below 5 MPH) ABS Activation

Bulletin No.: 02-05-25-006B

Date: January 05, 2006

TECHNICAL

Subject:

Antilock Brake (ABS) Activation At Low Speeds (Clean Wheel Speed Sensor Mounting Surface) Models:

1999-2000 Cadillac Escalade

1995-1999 Chevrolet Silverado (Old Style)

1995-2000 Chevrolet Suburban, Tahoe (Old Style)

1995-2003 Chevrolet Astro Van, Blazer, S10

1995-1999 GMC Sierra (Old Style)

1995-2000 GMC Yukon, Yukon XL (Old Style)

1995-2001 GMC Envoy, Jimmy

1995-2003 GMC Safari Van, Sonoma

1995-2001 Oldsmobile Bravada

Supercede:

This bulletin is being revised to update the correction and warranty information. Please discard Corporate Bulletin Number 02-05-25-006A (Section 05 - Brakes).

Condition

Some customers may comment on ABS activation at low speeds, usually below 8 km/h (5 mph). Upon investigation, the technician will find no DTCs set.

Cause

The cause of this condition may be an increased air gap between the wheel speed sensor and the hub reluctor ring due to rust and debris built up on the sensor mounting surface.

Correction

Measure AC voltage and clean wheel speed sensor mounting surfaces.

1. Raise the vehicle on a hoist.

2. Disconnect both the front wheel speed sensor harness connectors.

3. Place a DVM across the terminals of each sensor connector.

4. Rotate the wheel with hand speed and measure the ACmV's. The reading should be at least 350 ACmV's.

5. If the reading is between 200 and 350 ACmV's, remove the wheel, caliper and rotor in order to gain access to the speed sensor.

6. Remove the wheel speed sensor and plug the hole to prevent debris from falling into the hub during service.

7. Clean the wheel speed sensor mounting surface using a wire brush, sand paper, emery cloth, ScotchBrite(TM) or other suitable material. Be sure to thoroughly clean the wheel speed sensor surface. There should be no rust or corrosion.

8. Check the sensor head to determine if it has been warped/distorted due to the corrosion build up or other causes. Check the mounting surface on the sensor head for flatness by placing it on the edge of a metal machinists scale or other suitable straight edge to measure the flatness.

Check the sensor for flatness in multiple (minimum 3) positions/directions. If the sensor head is distorted, replace the sensor.

9. Apply (spray) two thin coats of the specified rust penetrating lubricant (corrosion inhibitor) to the complete sensor mounting surface on the bearing hub. Allow to dry for 3-5 minutes between coats. Use ONLY Rust Penetrating Lubricant, P/N 89022217 (Canadian P/N 89022218).

10. When the corrosion inhibitor is dry to the touch (about 10 minutes), apply a thin layer of bearing grease to the hub surface and sensor O-ring prior to sensor installation. Use ONLY Wheel Bearing Lubricant, P/N 01051344 (Canadian P/N 993037).

11. Install either the original sensor or a new one in the hub and secure the sensor. Ensure that the sensor is seated flush against the hub.

12. Install the rotor, the caliper and the wheel.

13. Place the DVM across the sensor terminals and recheck the voltage while rotating the wheel by hand. The voltage should now read at least 350 ACmV's.

Recalls Summary

Vehicle Make / Model:	Model Year(s):
CHEVROLET / AVALANCHE	2002
CHEVROLET / SILVERADO	1999-2002
CHEVROLET / SUBURBAN	2000-2002
CHEVROLET / TAHOE	2000-2002
GMC / SIERRA	1999-2002
GMC / YUKON	2000-2002
GMC / YUKON XL	2000-2002

NHTSA CAMPAIGN ID Number: 05V379000

Summary:

CERTAIN PICKUP TRUCKS AND SPORT UTILITY VEHICLES MAY EXPERIENCE UNWANTED ANTILOCK BRAKE SYSTEM (ABS) ACTIVATION. THIS CONDITION IS MORE LIKELY TO OCCUR IN ENVIRONMENTALLY CORROSIVE AREAS. THIS RECALL WILL BE LAUNCHED IN THE "SALT BELT" STATES OF CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, IOWA, MARYLAND, MASSACHUSETTS, MAINE, MICHIGAN, MINNESOTA, MISSOURI, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, WEST VIRGINIA, WISCONSIN AND THE DISTRICT OF COLUMBIA ONLY.

Consequence:

THIS CAN CAUSE INCREASED STOPPING DISTANCES DURING LOW-SPEED BRAKE APPLICATIONS, WHICH COULD RESULT IN A CRASH.

Remedy:

DEALERS ARE TO REMOVE THE WHEEL SPEED SENSOR AND THOROUGHLY CLEAN THE WHEEL SPEED SENSOR MOUNTING SURFACE ON THE BEARING, APPLY RUST INHIBITOR TO THE CLEANED SURFACE, GREASE THE MOUNTING SURFACE, REINSTALL THE WHEEL SPEED SENSOR, AND CHECK THE PEAK-TO-PEAK OUTPUT VOLTAGE TO ENSURE THE WHEEL SPEED SIGNAL IS WITHIN SPECIFICATIONS. THE RECALL BEGAN SEPTEMBER 22, 2005. OWNERS MAY CONTACT CHEVROLET AT 1-800-630-2438 OR GMC AT 1-866-996-9463.

Notes:

GM RECALL NO. 05068. GM REVISED THE INVOLVED VEHICLES BY