

 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 10-MAY-2011 JUL 18 2011	Repository <input type="checkbox"/> Reference No. 10399776
	OWNER INFORMATION (Type or Print)		Daytime Telephone Number [REDACTED]	E-mail Address [REDACTED]

Name [REDACTED]	City	State	Zip Code	Evening Telephone Number [REDACTED]
Address [REDACTED]	PATASKALA	OH	[REDACTED]	

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 1GNFK16Z2[REDACTED]	Make CHEVROLET	Model SUBURBAN 1500	Model Year 2002
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 06-APR-2011

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC	Failure Mileage 160000	Failure Speed 5

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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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			
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 SUBURBAN 1500. THE CONTACT STATED THE BRAKES ARE FAILING DUE TO THE ANTILOCK BRAKING SYSTEM. WHENEVER THE BRAKES WERE APPLIED THE ABS VIBRATED EXCESSIVELY CAUSING THE OCCUPANT TO APPLY MORE PRESSURE TO THE BRAKES IN ORDER TO STOP THE VEHICLE. NHTSA RECALL CAMPAIGN ID NUMBER: 05V379000, SERVICE BRAKES, HYDRAULIC: ANTILOCK WAS RELATED TO THE FAILURE WHICH WAS REPAIRED BY THE DEALER. THE DEALER REMOVED THE WHEEL SPEED SENSOR AND THOROUGHLY CLEANED THE SENSOR MOUNTING SURFACE ON THE WHEEL BEARINGS, APPLIED RUST INHIBITOR AND GREASED THE MOUNTING SURFACE. THE MANUFACTURER ADVISED HER THAT SINCE THE RECALL REPAIR WAS PERFORMED THEY ARE NOT OBLIGATED TO REPAIR IT A SECOND TIME. THE FAILURE MILEAGE WAS 160,000.

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 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)

Recall repair made by dealership in 2005 without our consent. There were no problems with ABS system until 2011. ABS will engage and prevent stopping, and this happens multiply times everyday.

The initial recall has not fixed the ABS problem and needs to be reinstated before someone is killed.

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

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Penalty for Private Use \$300

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**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

