

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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  
**SEP 16 2011**  
 22-JUL-2011

Repository   
 Reference No.  
 10414668

**OWNER INFORMATION (Type or Print)**

Name [Redacted]  
 Address [Redacted]  
 City **MCLEAN** State **VA** Zip Code [Redacted]

Daytime Telephone Number [Redacted] E-mail Address [Redacted]  
 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: **3GNKG26G62G [Redacted]**  
 Make: **CHEVROLET** Model: **SUBURBAN 2500** Model Year: **2002**  
 Date Purchased: **4/22/05** Dealer's Name and Telephone Number: **Criswell Chevrolet** Engine: **8, 1 L** Fuel Type: **Gasoline**  
 Original Owner: **2nd**  Dealer's City: **Gaithersburg** State: **MD** Zip Code: [Redacted] No. of Cylinders: **V8**  
 Transmission Type: **Allison Automatic**  Antilock Brakes  Cruise Control Powertrain: [Redacted] Multiple Failure: **Yes (8 times)** Incident Date(s): **28-APR-2011 - 8/27/11**

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: **060000 ENGINE AND ENGINE COOLING** Failure Mileage: ~~00000~~ **70000-72000** Failure Speed: **0-45 mph**

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example: P215/65R15): [Redacted]  
 DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment  Prior Repair Failure Location: [Redacted]  
 Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
 Seat Type: [Redacted] Installation System: [Redacted]  
 Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**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: [Redacted] Number of Deaths: [Redacted] 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 2500. THE CONTACT WAS DRIVING APPROXIMATELY 45 MPH WHEN THE ENGINE STALLED, FOLLOWED BY THE ENGINE WARNING LIGHT ILLUMINATION. THE FAILURE RECURRED ~~5~~ **8** TIMES. THE VEHICLE WAS TAKEN TO THE DEALER WHO WAS UNABLE TO LOCATE A PROBLEM. IN ADDITION, THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC FOR A DIAGNOSTIC TESTING WHICH DETECTED A TROUBLE CODE WITH THE CRANK POSITION SENSOR. THE VEHICLE WAS ~~NOT~~ REPAIRED. THERE WAS A RECALL RELATED TO THE DEFECT UNDER NHTSA CAMPAIGN ID NUMBER 07V521000 (ENGINE AND ENGINE COOLING). THE CONTACT ~~PLANNED TO NOTIFY THE DEALER CONCERNING THE RECALL. THE MANUFACTURER WAS NOT MADE AWARE OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 80,000.~~

**70**  
**Battery**  
**Koons Chevrolet, Tysons Corner, VA**  
**After waiting 15-30 seconds, engine would start immediately and run smoothly.**  
**(among others)**

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)**

All incidents involved sudden total shut-off of engine, as if the key were turned off, No prior hesitation, misfiring or illumination of any warning lights. Most occurred at speeds ranging from 20-45 mph, but one incident was when the vehicle was stopped. Most, if not all, incidents were at constant throttle (neither accelerating nor decelerating). All 8 times occurred within 15 minutes of starting the vehicle, but after the engine was warmed up. The vehicle has been driven about 2000 miles between incidents with no problems or rough running (including climbing Mt. Washington in NH). Symptoms appear to be identical to 07V521000, which involved 2001 Chev and GMC with 8.1L engines. This is the same engine, but MY 2002. Problem has not been solved. Most recent failure was August 27, 2011, after nearly 7 weeks in the shop. Battery and crank position sensor were both replaced,

ATTACH ADDITIONAL SHEETS IF NECESSARY

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1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Penalty for 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**



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U.S. Department of Transportation  
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