

INFORMATION Redacted PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

**From:** [Wells, Cynthia CTR \(NHTSA\)](#)  
**To:** [Fogle, Brenda CTR \(NHTSA\)](#)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10434208  
**Date:** Monday, November 14, 2011 12:41:46 PM  
**Attachments:** [10434208.pdf](#)  
[Additional Information from Vehicle Owner.docx](#)

EQ-10434208-4194



**Report Vehicle Safety Defects!**

[www.safercar.gov](http://www.safercar.gov)

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**From:** Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)  
**Sent:** Monday, November 14, 2011 10:41 AM  
**To:** Wells, Cynthia CTR (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10434208

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**From:** [REDACTED]  
**Sent:** Friday, November 11, 2011 9:55 PM  
**To:** DataQuality, DataQuality (NHTSA)  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10434208

Per the email below, attached please find a PDF copy of my recent complaint, along with a Word document with additional information.

[REDACTED]  
--- On **Thu, 11/10/11**, [EVOQ@dot.gov](mailto:EVOQ@dot.gov) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)> wrote:

**From:** [EVOQ@dot.gov](mailto:EVOQ@dot.gov) <[EVOQ@dot.gov](mailto:EVOQ@dot.gov)>  
**Subject:** FW: NHTSA: Follow up to ODI Complaint: 10434208  
**To:** [REDACTED]  
**Date:** Thursday, November 10, 2011, 2:33 PM

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

U.S. Department  
of TransportationNational 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

04-NOV-2011

Repository ☐Reference No.  
10434208**OWNER INFORMATION (Type or Print)**

Name [REDACTED]

Address [REDACTED]

City NEWTON

State NJ

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

1GCEK14W01Z [REDACTED]

Make

CHEVROLET

Model

SILVERADO 1500

Model Year

2001

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)

02-NOV-2011

☐ Cruise Control**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage  
53000

Failure 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: 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

0

Number of Deaths

0

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 2001 CHEVROLET SILVERADO 1500. THE CONTACT STATED THAT WHILE ATTEMPTING TO PARK, THE BRAKE PEDAL WENT ALL THE WAY TO THE FLOORBOARD AND SHE WAS UNABLE TO ENGAGE THE BRAKES. THE VEHICLE WOULD NOT STOP AND THE CONTACT CRASHED INTO A GUARD RAIL. A POLICE REPORT WAS NOT FILED AND NO INJURIES WERE REPORTED. THE VEHICLE WAS TOWED TO THE DEALER WHO DIAGNOSED THAT THE BRAKE LINES, ROTORS, AND BRAKE PADS NEEDED TO BE REPLACED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 53,000.

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 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.

Additional Information for Vehicle Owner's Questionnaire (Reference No. 10434208)

On November 4, 2011 I notified the central claims department of General Motors of the brake failure my Chevy Silverado suffered on November 2, 2011. Several days later they gave me this Product Allegation Claims Number: 735627.

My Silverado is currently parked in a lot at McGuire Chevrolet in Newton, NJ, with its back wheels removed. This dealership told me that because I had filed a product allegation claim, they couldn't repair my vehicle until it was resolved, which they said would take at least 90 days. I am concerned that my vehicle may suffer rust or other additional damage while being left in this condition during the winter months.