

 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 27-MAR-2012 MAY 07 2012	Repository <input type="checkbox"/> Reference No. 10453242
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
CHURCHVILLE	MD		
<p>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).</p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GNFK16ZX4J		Make CHEVROLET	Model SUBURBAN 1500
Model Year 2004		Date Purchased 8/18/04	Dealer's Name and Telephone Number JBA Automotive (410) 766-6300
Engine: 5.3 ltr. No: Cylinders 8		Fuel Type: gasoline	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Glen Burnie	State MD	Zip Code 21061
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain all wheel drive	Multiple Failure: brake line rupture
Incident Date(s) 16-MAR-2012			
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC		Failure Mileage 84905	Failure Speed 58 40
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)	<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 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0
Reported to Police No			
<p>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).</p> <p>TL* THE CONTACT OWNS A 2004 CHEVROLET SUBURBAN 1500. THE CONTACT STATED THAT THE BRAKE LINES FRACTURED WHILE THE BRAKES WERE APPLIED ON THE HIGHWAY. THE MANUFACTURER WAS NOTIFIED, BUT DENIED ANY ASSISTANCE WITH REPAIRS OF THE FAILURE. THE DEALER WAS NOT NOTIFIED. THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 84,905 AND THE CURRENT MILEAGE WAS 85,049.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p>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.</p>			

RE: 2004 Suburban brake line failure

From: **Chris.Lash@dot.gov**

Sent: Sun 4/08/12 9:15 AM

To: [REDACTED]

Thank you for the additional information. We will continue to look into this matter along with GM.

Chris

From: [REDACTED]

Sent: Saturday, April 07, 2012 9:55 AM

To: Lash, Chris (NHTSA)

Subject: RE: 2004 Suburban brake line failure

Thank you for contacting me regarding my complaint.

My husband and I are the original owners of a 2004 Chevrolet Suburban that we purchased in August, 2004. On Friday, March 16, 2012, we left our home in Churchville, MD to travel to Ocean City, MD (a three hour drive) for a weekend vacation. Upon arrival in Ocean City at approximately 9:30 p.m., at 123rd Street, the traffic light turned red, and the Suburban proceeded right through it! We had virtually no braking power. We are very fortunate that our family (my husband, our three children, our family dog, and myself) were not killed or killed someone else during this journey. We had a guardian angel on our shoulders because our travel route entailed highway driving at 65 mph (on Route 1 through Delaware), and if we had this catastrophic brake failure at that rate of speed, someone could have died! In travelling to the beach in the past, we have encountered Route 1 traffic (on the 65mph leg in Delaware) at a standstill! We had no warning whatsoever of the imminent failure of the braking system. When my husband applied the brakes, we went through the red light. Thank goodness no one was in front of our vehicle because we would have plowed into them going 40 mph. It wasn't until after the brakes failed that the "Service Brake Stability" indicator light showed on the dash. My husband discovered after inspection of the undercarriage of the vehicle that our front brake line had ruptured. There was a hole in the brake line in the engine compartment near the driver's side front wheel and this brake line was severely corroded! The hole in the brake line was under several components of the brake system so it was very difficult to see.

We were so distressed over this incident, that I made a phone call to GM to report that our brake line suddenly ruptured. We felt that they should be made aware of the situation so that in the future someone would not get severely injured or killed. I also reported that this should not happen to a vehicle that is seven years old with the mileage that it has. The person I spoke with said it happened because of the age of the vehicle and the environment. I disagreed because we do not live in a harsh winter environment with lots of salt! I said that maybe this might happen in New England because of their harsh winters, but not in Maryland. The customer service representative asked if I took the vehicle to a GM dealer to be serviced and I said no. On Saturday, March 17th, my husband did call the closest GM dealership located in Berlin, MD and they were closed until Monday! We needed our vehicle serviced to return home for work and school, for my children, so we had the vehicle towed to a Good Year Service Center in Ocean Pines, MD. I also asked that we be reimbursed for this abnormal repair because of the age of the vehicle and the mileage on the vehicle. The customer service

representative then asked if we still had the brake line for a GM dealer to look at it to determine if it was a manufacturer's defect. She said that, in order to get reimbursed, a GM dealer would have to look at it and decide whether or not it was a manufacturer's defect. I told her that the Good Year Service Center no longer had the brake line; that it had been disposed of. I even called Good Year myself, as an afterthought, to save the brake line as evidence and they said their trash receptacle had been emptied and it was gone. I told her it was a defect because brake lines on a seven year old vehicle do not spontaneously rupture and I wanted to be reimbursed and GM really needs to investigate incidents of this nature before someone is killed. She insisted over and over that it ruptured because of the age of the vehicle and the environment. I then asked to speak to a supervisor and she transferred my call to a supervisor. I then explained to the supervisor the horrific experience we encountered, and that GM needed to investigate this occurrence. I also demanded to be reimbursed because I felt it was a manufacturer's defect. The supervisor said she would call me back the next day between 3 and 5 p.m. Of course, there was no return call the next day, so I called and spoke to her again. She advised me this is not a manufacturer's defect, and it was caused by the age of the vehicle and the environment. To me, it seemed as though GM could care less if someone was killed because of this brake line issue. I then got on line and saw that others were experiencing the same situation with Suburbans and Silverados.

I wanted to inform someone with authority who might investigate this possible catastrophic issue, so I contacted your office and reported it.

Anything that your agency can do to save a life would be greatly appreciated!

[REDACTED]
Churchville, MD [REDACTED]
[REDACTED]

> From: Chris.Lash@dot.gov

> To: [REDACTED]

> Subject: 2004 Suburban brake line failure

> Date: Thu, 29 Mar 2012 17:25:55 +0000

>

> Thank you for filing a complaint and the discussion. Any additional information you send me will be attached to your complaint and made available.

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> The image attached would represent the worst type of line corrosion we have seen.

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> Chris Lash

> Safety Defects Engineer

> National Highway Traffic Safety Administration

> Office of Defects Investigation

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> Direct 202-366-2370

> Fax 202-366-1767

> chris.lash@dot.gov

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> IMPORTANT WARNING: This email (and any attachments) is only intended for the use of the person or entity to which it is addressed, and may contain

information that is privileged and confidential. You, the recipient, are obligated to maintain it in a safe, secure and confidential manner. Unauthorized disclosure or failure to maintain confidentiality may subject you to federal and state penalties. If you are not the recipient, please immediately notify us by return email, and delete this message from your computer.

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Goodyear Tire And Service Network

NON SIG #187901

Invoice

Bill To [REDACTED]
 Ocean City Md [REDACTED]
 USA
 Phone [REDACTED]

Plate [REDACTED]
 Description Tan 2004
 Make Chevrolet Suburban 1500 LT
 Engine V8-323 5.3 USA
 Odometer 84,905
 VIN 1GNFK16ZX4J [REDACTED]

PO # N/A
 Work Order # 000008511
Invoice # 000008355
 Svc Advisor DYER, MATT
 Technician DIGIACOMO, FRANK

Invoice Date Mar 24 2012
 Appointment Mar 17 2012 10:44 am
 Promised Mar 17 2012 12:44 pm

Services Performed

Brake Line - Replace
 Remove and Replace components as required to access and install materials, and/or perform needed service. Additional fluids may be required to complete this service. Retest and verify repair as required. Perform final road test where applicable.

4 BRAKE LINES TL 30 FEET				
M4434 - Brake Fluid Rad M4434	2.00 Units	\$4.99 / Unit		\$9.98 S*
CNC425 - Brake Line	30.00 Units	\$3.99 / Unit		\$119.70 S*
121400 - Fittings	4.00 Units	\$1.99 / Unit		\$7.96 S*
Labor	6.00 hrs.	\$75.00 / hr.		\$450.00 *
			Sub	\$587.64

Disc Brake Job, Front - Complete
 Remove and Replace components as required to access and install materials, and/or perform needed service, adjustments as required. Additional fluids may be required to complete this service. Retest and verify repair as required. Perform final road test where applicable.

AXCD785 - Ceramic Pads / Front Brake Pads/shoes	1.00 Units	\$68.99 / Unit		\$68.99 S*
H620442 - Front Brake Hose	1.00 Units	\$50.79 / Unit		\$50.79 S*
H620441 - Ft Brake Hose	1.00 Units	\$50.79 / Unit		\$50.79 S*
AX55054 - Drum/rotor / Front Brake Rotor	2.00 Units	\$49.99 / Unit		\$99.98 S*
18-B4728 - Caliper W/brckt / Front Brake Caliper	1.00 Units	\$66.79 / Unit		\$66.79 S*
18-B4729 - Caliper W/brckt / Front Brake Caliper	1.00 Units	\$66.79 / Unit		\$66.79 S*
Labor	4.00 hrs.	\$75.00 / hr.		\$300.00 *
			Sub	\$704.13

Towing				
TOW - Towing	1.00 Units	\$100.00 / Unit		\$100.00
			Sub	\$100.00

40.00 Off Brake				
40.00 Off Brakes - Both Axles - V				
40.00 OFF BRAKE - 20.00 Off Brake Service Per Axle - V - One Axle	1.00 Units	(\$20.00) / Unit		(\$20.00) S*
			Sub	(\$20.00)

11070 Cathel Rd., Unit 27 Berlin, MD 21811
 Phone: (410) 641-7800 Fax: (410) 410-641-6608

Invoice Totals

Total Labor		\$750.00
Total Parts		<u>\$621.77</u>
Total Before Taxes & Miscellaneous Charges		\$1,371.77
(*) Shop Supplies		\$19.50 S
(S) Maryland State Tax	6 %	<u>\$32.48</u>
	Totals	\$1,423.75

Invoice Comments

We will not be responsible for loss or damage to vehicle or articles left in vehicle by theft, fire, etc..
Due to limited parking, vehicles must be picked up within 48 hours once notified- or subject to storage charge.

mclewee, Bob paid \$1,423.75 by Mastercard.

11070 Cathel Rd., Unit 27 Berlin, MD 21811
Phone: (410) 641-7800 Fax: (410) 410-641-6608

Invoice #0000008355