



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

August 28, 2012

[REDACTED]
Highland, MI [REDACTED]

Dear [REDACTED]

NVS-216 mec
Ref. # 10471062

Thank you for your correspondence concerning your grandson's model year (MY) 2002 Chevrolet Silverado pickup truck. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

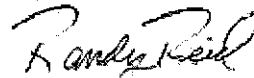
You indicate that the brakes failed in your grandson's MY 2002 Chevrolet Silverado pickup while he was turning into your driveway which caused him to crash into two parked vehicles. He indicated that the brake pedal remained firm but the antilock brake system (ABS) warning light did not illuminate on the instrument panel to warn him of the brake failure. You believe there should be an override system built into the ABS to prevent complete brake failure.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to failures of the ABS in MY 2002 Chevrolet Silverado pickup trucks. At this time there is insufficient evidence to indicate a defect trend that warrants opening a safety defect investigation. The agency has received a wide variety of complaints on ABS which fall under the very broad category of "poor brake performance." Typical of many brake complaints, the failure mode is difficult to quantify in that many problems are intermittent and cannot be readily duplicated, thus making it difficult to determine exactly what type of failure may be occurring. However, the benefits of enhanced vehicle control in emergency stopping and maneuvering that ABS provides far outweigh the problems some motorist may experience.

Respectfully, your request to have manufactures equip their vehicles with an ABS override will not be considered. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. For your information, the NHTSA investigation and recall process can be found on our web site at www.nhtsa.gov.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.dot.gov/ivoq or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at www.nhtsa.gov.

Sincerely yours,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement