

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

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	Repository <input type="checkbox"/>
17-SEP-2012 OCT 15 2012	Reference No. 10475607

OWNER INFORMATION (Type or Print)

Name	[Redacted]		
Address	[Redacted]		
City	NEW CANAAN	State	CT
Zip Code	[Redacted]	Daytime Telephone Number	[Redacted]
		Evening Telephone Number	same

Daytime Telephone Number	E-mail Address
[Redacted]	[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 3GNFK16T04G2 [Redacted]	Make CHEVROLET	Model SUBURBAN 1500	Model Year 2004
Date Purchased 10/22/04	Dealer's Name and Telephone Number Karl Chevrolet, 203 916 9508		Engine: No. Cylinders 8
Original Owner <input checked="" type="checkbox"/>	Dealer's City New Canaan, CT	State CT	Zip Code 06840
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 29-JUN-2012

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 39000	Failure Speed 0
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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 N
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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 2004 CHEVROLET SUBURBAN. WHILE PARKED, THE DRIVER DEPRESSED THE BRAKE PEDAL BUT THE BRAKES WOULD NOT RESPOND. THE PARKING BRAKE WAS APPLIED IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN ADVISED THE CONTACT THAT THE BRAKE LINES HAD CORRODED FROM THE INSIDE AND WOULD HAVE TO BE REPLACED ALONG WITH THE BRAKE PADS AND ROTORS. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 39,000. The car had just been driven several miles with no problems or warning lights. No warning lights ever came on when brakes failed. Complained to gm service line + they said they would offer a credit towards a new Chevrolet. Refused. Wrote to the Pres/CEO of gm - Their response was again to offer a \$4000 credit for a new car - NOT what we want. They said dealer said corrosion was

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.

due to weather, which is ridiculous at 39,000 miles. See attached invoice for repair and letter to gm - 6 pages attached



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261 Elm Street
 New Canaan, CT 06840
 Service: 203.966.0794
 Parts: 203.966.9771
 Sales: 203.966.9508



INVOICE ORIGINAL

Work Order

#57736

June 26, 2012

Svc. Adv Sanchez, Juan C

Cust. Ph. (203) 966-3085

Tag# 8991

Page 1 of 2

07/11/2012 15:25:09

To [Redacted] [Redacted] New Canaan CT [Redacted]	Year: 2004 Veh Id: 26293 Unit #: 40878 Make: Chevrolet License #: [Redacted] Model: 4wd Suburban Odo. In: 39,080 Color: Silver birch Odo. Out: V.I.N.#: 3GNFK16T04G [Redacted] Next Service: Date In: 06/26/2012 In Service Date: 09/30/2004 Out: 07/11/2012 Cases: 2 Ext. War: - - (mo/) - D: \$0.00 R/Lab. Rate 118.00 Promised Time: 00/00/0000 00:00:00 AM Call When Ready: No
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Case: 1 Driveability: no brakes, pedal goes all the way down, NO BRAKES

Quantity Description/Correction

Quantity	Description/Correction	Retail	Price	Total
1.00	CT1190-SS - Tube Kit	\$527.43	\$527.43	\$527.43
1.00	19141580 - Clpr rem	\$75.50	\$75.50	\$75.50
1.00	19141581 - Clpr rem	\$75.50	\$75.50	\$75.50
1.00	15882779 - Hose	\$50.73	\$50.73	\$50.73
1.00	15882780 - Hose	\$52.07	\$52.07	\$52.07
4.00	12377967 - Fluid	\$12.60	\$12.60	\$50.40
1.00	18048101 - Pad kit	\$201.56	\$201.56	\$201.56
2.00	19210603 - Rotor	\$119.68	\$119.68	\$239.36
			\$2,183.00	\$2,183.00

Driveability: no brakes, pedal goes all the way down, NO BRAKES *** - Tech Cause: Brake lines broken on rear of vehicle, all brake lines severely corroded at all junctions and fittings, will need all break lines, as they will crack when new pieces replaced specially at ABS pump assembly. Front calipers severely rusted, along with front brake caliper hoses, cannot loosen bleeder valves and hoses to bleed system, will need new front calipers. Also front rotors severely rusted flaking off on edges, causing brake pads to crack and wear unevenly, will need front brake pads and rotors replaced. *** - Tech Comments: Removed and replaced all brake lines with stainless steel kit, removed and replaced front brake calipers and hoses due to excessive rust, also replaced front brake pads and rotors due to excessive rust. refilled system with new brake fluid, test drive, OK
 Completed By: Naranjo, Rodrigo (0086)
 Core Charges - 19141580

\$24.00 \$24.00



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Page 2 of 2
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Case: 1 Driveability: no brakes, pedal goes all the way down, NO BRAKES

Quantity	Description/Correction	Price	Total
	Core Return - 19141580COR	(\$24.00)	(\$24.00)
	Core Charges - 19141581	\$24.00	\$24.00
	Core Return - 19141581COR	(\$24.00)	(\$24.00)
	Shop Charges - (Extra Item)	\$77.21	\$77.21
Misc	\$77.21	Labor	\$2,183.00
Parts	\$1,272.55	Prepaid Parts Amt:	\$0.00
			Case Total: \$3,532.76

Case: 2 Added Operation: NC: Hand Wash & Vacuum

Quantity	Description/Correction	Price	Total
	Added Operation: NC: Hand Wash & Vacuum - Internal	\$0.00	\$0.00
	Completed By: Naranjo, Rodrigo (0086)	\$0.00	\$0.00
Misc	\$0.00	Labor	\$0.00
Parts	\$0.00	Prepaid Parts Amt:	\$0.00
			Case Total: \$0.00

O U T	Indebtedness is hereby acknowledged for the "Total Charges" being all or the balance owing to repairs, parts & accessories described in this work order.	Currency:	Labor:	\$2,183.00
	LIMITED WARRANTY: Dealer installed GM parts are warranted for 12 months or 12,000 miles whichever occurs first, parts and labor, Karl Chevrolet - Hummer, Inc. warrants their service work on Chevrolet and Hummer brand vehicles for 90 days or 4,000 miles, whichever occurs first, if our repair or replacement fails in normal service within that period. Warranty does not cover conditions resulting from damage due to lack of maintenance, off road use, racing or other competition, abuse, alteration, accident, negligence, or use of wrong fuel or lubricants, or contaminated fuel. TERMS: STRICTLY CASH UNLESS OTHER ARRANGEMENTS MADE IN ADVANCE. DUE ON RECEIPT. A FINANCE CHARGE OF 1.5% MONTHLY WILL BE APPLIED TO DELINQUENT ACCOUNTS AND ADDED TO THE SUM DUE AND SHALL BE PAID AS A PART THEREOF. WHICH IS AN ANNUAL PERCENTAGE RATE OF 18%. ANY FEE FOR COST OF COLLECTION AND ATTORNEY'S FEE SHALL BE ADDED TO SUM DUE. AN EXPRESSED MECHANIC'S LIEN REMAINS IN EFFECT UNTIL PAYMENT FOR PARTS AND SERVICES HAS BEEN MADE IN FULL WHETHER VEHICLE IS IN CUSTOMERS POSSESSION OR NOT.	Payment Ref:	Parts:	\$1,272.55
		Expiry Date:	Misc:	\$77.21
		P/O#:	Sub Total:	\$3,532.76
		Payment Type	Tax:	\$224.33
			Total:	\$3,757.09

From: [REDACTED]

To: [REDACTED];

Date: Sat, August 4, 2012 6:41:47 PM

Cc:

Subject: Text of Suburban report to NHTSA and

<http://www.aboutautomobile.com/Complaint/2004/Chevrolet/Suburban+1500/Hydraulic+Brake>

<http://www.aboutautomobile.com/Complaint/2004/Chevrolet/Suburban+1500/Hydraulic+Brake> The brakes on my Suburban 1500 completely failed completely, luckily in the driveway as he was maneuvering to hitch it up to the horse trailer. He had just driven it several miles to get gas with no problems. NO warning light ever appeared, not prior to the failure, during or after. We live on a busy street, and it's horrifying to think what would have happened if I'd tried to brake as I pulled out of our driveway with the horse in the trailer. Same diagnosis, rust inside the brake lines. We were told that after 2003 GM started using stainless steel lines, but some 2004 models don't have those. Also needed to be "custom made"--two weeks. The front calipers were also "severely rusted" "along with front caliper hoses...and front rotors....causing brake pads to crack and wear unevenly, will need front brake pads and rotors replaced This cost me \$3,575.09 from the local Chevrolet dealer. The car has been meticulously maintained and serviced by this same dealer. AND it has only 39,000 miles on it. Outrageous!

[REDACTED]
New Canaan, CT [REDACTED]
September 17, 2012

Daniel F. Akerson
Chairman, Chief Executive Officer
General Motors
P.O. Box 33170
Detroit, MI 48232

Dear Mr. Ackerman,

I am very dissatisfied with recent response from GM re: brake failure/corrosion on my 2004 Suburban 1500.

I filed the original complaint by telephone with Chevrolet Customer Service. The service request number is 71-1094548938. There were calls back and forth (including several promises of return calls never fulfilled), re-explaining the problem each time. Finally in mid-August the case was forwarded to a "district specialist" who said nothing could be done about the \$3,575.09 bill I had paid or about notifying others that they might experience a potentially fatal accident. Instead, GM would offer me a discount when I bought my next GM car. I found this insulting. Why would any consumer buy another GM car after no effort was made to rectify a potentially fatal manufacturing and materials flaw?

My research has shown that potentially 6.2 million GM 1999-2003 were manufactured with brake lines that were not stainless steel and could rust from the inside. This corrosion is not visible on inspection since it's inside the lines. The result: Total brake failure. The unexplained issue is why there was no warning from the car's system before or during the brake failure, or from GM to those of us who purchased vehicles with faulty lines.

The brakes on our 2004 Suburban "luckily" failed in the driveway, with NO warning light ever appearing prior to the failure or after it. Within minutes I would have pulled out onto a busy CT state route, towing a horse trailer and an extremely valuable show horse. This car has been meticulously maintained by Karl Chevrolet in New Canaan, CT (bought new from them as well, the second Suburban we've bought from them) and had only 39,000 miles on it. We never received any notification that there might be brake issues, and Karl Chevrolet said they would never have been able to see the corrosion during regular service or brake checks.

Aside from the brake lines, quoting from the Karl Chevrolet's bill: "The front calipers were also severely rusted...along with front caliper hoses....and front rotors...causing brake pads to crack and wear unevenly, will need front brake pads and rotors replaced." As I said above, this repair cost me \$3575.09. I repeat: This corrosion was obviously due to faulty lines/parts, and I would think that even though my corrosion warranty expired the previous year, GM would have taken into consideration that it was not normal wear-and-tear (on a car with only 39,000 miles), would have taken care of the whole bill with apologies AND sent notification (since no deaths, no govt. recall I assume) to any others in the same dangerous situation.

I have learned that many others have reported this problem, and that there have been accidents but no fatalities—yet.

I was an investigative reporter and editor, and have already notified the National Highway Traffic Safety Administration. I will also send reports to the Better Business Bureau, the Attorney General, Department of Consumer Protection and

various car/safety blogs.

I am surprised and disappointed in GM; I always felt I was driving a safe and reliable vehicle.



Cc: Alan Batey, Vice President, U.S. Sales and Service