



U.S. Department  
of Transportation

**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue, SE  
Washington, DC 20590

November 29, 2012

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

[REDACTED]  
New Canaan, CT [REDACTED]

NVS-216 et  
Ref. No. 10475607

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2004 Chevrolet Suburban vehicle. The Connecticut Department of Consumer Protection referred your letter to the National Highway Traffic Safety Administration's (NHTSA)'s Office of Defects Investigation (ODI).

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 cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the brakes failed in your MY 2004 Chevrolet Suburban. You believe the brakes failed due to corrosion within the brake lines. In addition, the front calipers and rotors are rusted which caused the brake pads to crack and wear unevenly. You contacted General Motors (GM) regarding the problem and the repair costs but they only offered you a discount for a future GM vehicle purchase. Through research you also discovered other GM vehicles manufactured from MY 1999 through MY 2003 with similar brake line corrosion problems. You want to make NHTSA aware of this problem.

ODI is monitoring all available data concerning corroded brake lines that may rupture in MY 2004 through MY 2006 Chevrolet Suburban vehicles; however, no determinations have been reached at this time. For your information, the NHTSA investigation and recall process can be found on our web site at <http://www.wdi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>.

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](http://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.dot.gov/cars/problems](http://www.nhtsa.dot.gov/cars/problems).

Sincerely,

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

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