

 <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>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>Date Received NOV 13 2012 26-SEP-2012</p>	<p>Repository <input type="checkbox"/> Reference No. 10477121</p>
<p>OWNER INFORMATION (Type or Print)</p>			
<p>Name [REDACTED]</p>		<p>Daytime Telephone Number [REDACTED]</p>	<p>E-mail Address [REDACTED]</p>
<p>Address [REDACTED]</p>		<p>Evening Telephone Number SKME</p>	
<p>City TALLAHASSEE</p>	<p>State FL</p>	<p>Zip Code [REDACTED]</p>	
<p><i>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).</i></p>			
<p>VEHICLE INFORMATION</p>			
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 3GNFK16Z42G [REDACTED]</p>		<p>Make CHEVROLET</p>	<p>Model SUBURBAN 1500</p>
		<p>Model Year 2002</p>	
<p>Date Purchased 2002-03</p>	<p>Dealer's Name and Telephone Number TOM HESSER 570 343-1221</p>		<p>Engine: No: Cylinders GAS</p>
<p>Original Owner <input checked="" type="checkbox"/></p>	<p>Dealer's City SCANTON</p>	<p>State PA</p>	<p>Zip Code 1840</p>
<p>Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure: BRAKE LOSS DUE TO RUST</p>	<p>Incident Date(s) 11-MAY-2012</p>
<p>FAILED COMPONENT(S)/PART(S) INFORMATION</p>			
<p>Vehicle Component Code: BRAKES (PWS)</p>		<p>Failure Mileage 177000</p>	<p>Failure Speed 20</p>
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>			
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>	<p>Tire Size (Example P215/65R15)</p>	
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>	
<p>Tire Component Code</p>		<p>Tire Failure Type:</p>	
<p>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>			
<p>Make:</p>	<p>Date Manufactured:</p>	<p>Model No./Name:</p>	
<p>Seat Type:</p>	<p>Installation System:</p>		
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>	
<p>APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</p>			
<p>Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured 0</p>	<p>Number of Deaths 0</p>
		<p>Reported to Police N</p>	
<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 2002 CHEVROLET SUBURBAN 1500. THE CONTACT STATED THAT WHILE DRIVING 20 MPH SHE ATTEMPTED TO BRAKE AT AN INTERSECTION AND HEARD A CRANKING NOISE BEFORE THE BRAKES FAILED. THE VEHICLE WAS TOWED TO A DEALER WHO DIAGNOSE THAT THERE WAS RUST DAMAGE ON THE BRAKE LINES, AS A RESULT, FRONT BREAK LINES NEEDED TO BE REPLACED. THREE MONTHS LATER THE REAR BRAKES FAILED. THE VEHICLE WAS TAKEN BACK TO THE DEALER WHO STATED THAT THE RUST DAMAGE WAS EXTENSIVE. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 177,000 AND THE CURRENT MILEAGE WAS 179,000. @M SEE ADDITIONAL INFO ON BACK. PLEASE NOTE, I HAVE BEEN WORKING WITH THE DALE ERNHARDT DEALERSHIP IN TALLAHASSEE AS WELL AS DIRECTLY IN CONTACT WITH THE CHEVROLET CUSTOMER SERVICE DIVISION FOR APPROX. 2 MOS ON THIS ISSUE. THE STATUS HAS BEEN THAT CHEVROLET WILL NOT REPAIR OR TAKE RESPONSIBILITY FOR THIS ISSUE.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>		<p>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 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>			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

CHEVROLET CONSUMER RELATIONS CONTACTED TOM HESSER, SCRANTON TO DISCUSS RUST + BRAKE FAILURE. TOM HESSER DEALERSHIP WAS THE EXCLUSIVE / ONLY COMPANY TO SERVICE + MAINTAIN MY 2002 SUBURBAN FROM 2002-2011. NEVER WAS ANY INDICATION OF RUST TO UNDERCARRIAGE LEADING TO THIS MAGNITUDE OF DAMAGE TO THE VEHICLE. TOM HESSER REPORTED TO CHEVROLET THAT THE VEHICLE PASSED THE PA STATE INSPECTION SO THERE WOULD NOT HAVE BEEN ANY DAMAGE. I TRAVELED FROM PA TO FL IN 2011 TO RELOCATE. IN ONE YEAR LIVING IN FLORIDA NEVER KEEPING THE VEHICLE IN WATER, IT IS INCONCEIVABLE THAT RUST DAMAGE TO THIS EXTENT COULD OCCUR IN 1 YR. I AM EXTREMELY DISAPPOINTED ATTACH ADDITIONAL SHEETS IF NECESSARY THAT CHEVROLET + HESSER HAVE PROVIDED ME WITH A "NO RESOLUTION" TO THIS SERIOUS + DANGEROUS PROBLEM. IT IS TO MY UNDERSTANDING THAT CHEVROLET USED INFERIOR MANUFACTURING MATERIALS TO THESE PARTS WHEN ALUMINUM BRAKE LINES SHOULD HAVE BEEN USED INSTEAD

US Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300

TALLAHASSEE FL 323

NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?

If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
U.S. DEPARTMENT OF TRANSPORTATION
National Highway Traffic Safety Administration