

C1-10477842-3830

September 19, 2012

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

SEP 26 2012

[REDACTED]
Malverne NY [REDACTED]

United States Department of Transportation

NHTSA

Office of Defect Investigation (NVS) 210

1200 New Jersey Ave South East

West Building Washington DC 2090

Dear Sir/Madam.

On September 18 I filed a complaint on line this is in regards to a defective brake line on my 2004 Cadillac escalade I'm not sure if the filing went through because I did not receive a complaint or confirmation number, please see enclosed copy of the filing information, this is causing my family and I severe hardship the vehicle cannot drive I was reading an article where a GM SUV owner had similar problem and to correct the problem the job was estimated to cost \$ 7,000.00 because the vehicle's body would have to be removed from the frame to get access to remove and replace the fuel line. Please your immediate attention to this matter will be greatly appreciated, thank you in advance.

[REDACTED]
MC
092712
TW



You are here: Home / Vehicle Owners / File a Complaint / File a Vehicle Complaint

- [File a Complaint](#)
- [Search Complaints](#)
- [Safety Recalls](#)
- [Defect Investigations](#)
- [Service Bulletins](#)
- [Resources](#)

Verify Your Vehicle Safety Complaint Entries

IMPORTANT After verifying your entries, you **MUST** select "Submit Complaint" at the bottom of this page to file your complaint.

Please check your entries below.

To make changes select "Edit Complaint" at the bottom.
If your entries are correct, select "Submit Complaint" to send your complaint for review.

An acknowledgement will be sent to the specified email address.

1. Vehicle Information

Vehicle Identification Number (VIN): 1GYEK63N74R-
Make / Model / Year: CADILLAC ESCALADE 2004

2. Incident Information

Approximate Incident Date: 09/06/2012
Vehicle mileage at time of incident: 74,328
Vehicle speed at time of incident: 20 (mph)
Affected Part(s): Brakes

Fire: No
Crash: No
Injury or Fatality: No

Tell us what happened:

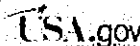
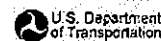
My wife had just left the the church parking lot approaching the teaffic light she stepped on the brake the pedal went all the way to the floor the vehicle would not stop she went through the red light and coasted until the vehicle stoped. Luckily she did not have an accident, after checking to see what was wrong, brake fluid was leaking under the the vehicle towards the rear differential, the brake lines were rusted coroded and leaking like a river every time the breke was applied, the entire under neath looked like a fifty year old vehicle I've never seen any thing like this in all my life, i thought brake lines were supose to out last the vehicle. I did some resurch and found out that there are a growing number of GM SUV owners with the same problem. I think this is a major safety issue, all i need is my vehicle to be repaired with genuine parts.

3. Personal Information

Name:
Email:
Daytime Phone:
Evening Phone:
Address1:
Address2:
City, State, Zip: Malverne, NY

NHTSA.GOV | STOPIIMPAIREDDRIVING.ORG | TRAFFICSAFETYMARKETING.GOV | EMS.GOV

Policies | Terms of Use | USA.gov | FOIA | Privacy Policy | Accessibility | Careers | Site Map | Contact NHTSA
1200 New Jersey Avenue,
SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



24) MEG says:

Have a 2002 ChevyAvalanche,boughtnew, taken care of, have a garage, maintainence etc. we've replaced the brakes due to rust (3x), then 3 1/2 years ago we had a near accident when the brakes gave. Told the lines were rusted/corroded and in fact the under body also.. Cost us 7000.00 to fix every thing. Tried contacting the company and got zilch.In fact despite taking care of the vehicle we were told that since it had low mileage, they would do nothing 😞 . we had no recourse at the time so repaired it. we are stuck with this vehicle and needless to say, I am worried about what next? Limited income does not give us much options.

Malverne NY

MID-ISLAND NY 117
23 SEP 2012 PM 7 L



United States Department of Transportation
NHTSA
Office of Defect Investigation (NVS) 210
1200 New Jersey Ave South East
West Building Washington DC 2090

205900001

