

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"/>
07-JAN-2013	Reference No.
<b>FEB 25 2013</b>	10491628

Daytime Telephone Number	E-mail Address
[REDACTED]	
Evening Telephone Number	
[REDACTED]	

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]

Address: [REDACTED]

City: PARK RIDGE State: NJ Zip Code: [REDACTED]

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 1GNFK16Z7J [REDACTED]	Make CHEVROLET	Model SUBURBAN 1500	Model Year 2002
Date Purchased 8/27/02	Dealer's Telephone Number CHEVROLET OF WESTWOOD	Engine: No: Cylinders 8	Fuel Type: E85
Original Owner <input checked="" type="checkbox"/>	Dealer's City WESTWOOD	State H.J	Zip Code 07075
Transmission Type AUTO 4/1TBW AOL MODE	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:
			Incident Date(s) 29-NOV-2012

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: BRAKES (PWS)	Failure Mileage 31000 31912	Failure Speed
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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 2002 CHEVROLET SUBURBAN 1500. THE CONTACT STATED THAT WHILE REVERSING, THE BRAKES FAILED TO RESPOND TO DECELERATION ATTEMPTS AND THE BRAKE PEDAL WAS ABLE TO BE FULLY DEPRESSED. UPON INSPECTION, IT WAS FOUND THERE WAS A BRAKE FLUID LEAK. THE VEHICLE WAS TOWED TO A PRIVATE MECHANIC WHERE IT WAS CONFIRMED THAT THE MASTER CYLINDER BRAKE LINES HAD CORRODED, WHICH CAUSED THE LEAK. THE MECHANIC REPAIRED THE VEHICLE BY REPLACING THE MASTER CYLINDER BRAKE LINES. THE MANUFACTURER WAS NOT CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 31,000 AND THE CURRENT MILEAGE WAS 32,000. 2/16/13 32160

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.

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

1) SEE 1 PAGE ANALYSIS ENCLOSED

2) WHICH CAR ON LEFT TO:

(A) ON FILTER LUBE

(B) ADJUST PARKING BRAKE THEY NEGLECTED TO DO ALL  
NOTICES: BOTTOMS OF REAR BRAKING PLATES PULLED  
AWAY. THE BRAKE CALIPERS AND PARKING BRAKE ASSEMBLY  
ARE BOLTED TO THESE PLATES. PROBLEM?

ATTACH ADDITIONAL SHEETS IF NECESSARY

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



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](http://www.safercar.gov)

or call:  
Vehicle Safety Hotline  
888-327-4236



Vehicle Owners' Questionnaire (V.O.Q.)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



REFERENCE NO. 10491628

PARK RIDGE N.J.

NARRATIVE I DON'T KNOW IF THE BRAKE SYSTEM WARNING LIGHTS ACTIVATED. I WAS BLEEDING OUT OF GARAGE THE GARAGE MAN MIKE HAIN SAID THEY WOULD FLARE FOUR (4) NEW LINES, FLUSH AND BLEED THE HYDRAULIC FLUID.

THE CAR WASN'T DEL'D TIL 12/1 PROBLEM BLEEDING 1/30. THE INVOICE WAS BROUGHT TO MY HOUSE WITH CAR. AFTER I HAD A CHANCE TO LOOK AT INVOICE AND CAR I FOUND THEY ONLY REPLACED ONE LINE REAR OF MASTER CYLINDER TO ABS AND USED BRASS COMPRESSION FITTINGS

YOU ADVISED 1/12 TO RILE WITH GM I DID CONFIRM NO. 10491628. I GOT TO SPEAK TO A NEAR BY (SMD) DEALER TECH PERSON. HE SAID THE PROBLEM WAS PREVALENT IN THIS AREA AND EXPENSIVE. HE SAID HE WOULD NEVER USE BRASS PRESSURE FITTINGS THE GARAGE USES "ALL DATA" AN ON LINE REPAIR MANUAL. I DOUBT THEY OR ANY MANUAL WOULD DOES YOUR ADMINISTRATION? HE SAID HE DOES MANY.

I AM AWARE OF A 2002 CHEV SILVERADO OVER 100,000 MI AND THE SAME PROBLEM. HE SHOWED ME UNDER THE HOOD + FENDER WELLS NEAR LINE CLIPS AN OTHER MAIL THERE WAS MORE RUST AND CORROSION. WHY??

MY CAR WAS TOTALLY OUTSIDE TIL 2008. SINCE IN GARAGE DURING ANY STORMS. I DON'T USUALLY DRIVE TIL ROADS ARE DRY

2/12/13