

CI-10641009-4091

Chevrolet Customer Assistance Center
P.O. Box 33136
Detroit, MI 48323-5136

September 8, 2014

SEP 17 2014

Dear Sir or Madam,

I am writing on behalf of my wife, [REDACTED] who is the registered owner of a 2004 Chevrolet Tahoe, serial number 1GNEK13Z44J [REDACTED]. On April 22, 2014 my [REDACTED] year-old daughter was on her way home from work at approximately 9:30 at night when I received a call from her that there was something wrong with the brakes and she was having difficulty stopping the car. I wrongly assumed that she was overreacting to a driving event that made her believe that there was something wrong with the brakes. I was wrong.

When she arrived home I took the car for a quick ride down the street and realized the brake pedal was going to the floor and barely slowing the car down. I checked the brake fluid reservoir and discovered that it was empty. Brake fluid is not something I check every day. It does get checked by me and my mechanic during routine maintenance and repairs. In all the years I owned this vehicle I never had to add any brake fluid. This day I had to add nearly 16 ounces. And during the process (because I could not in all 16 ounces at once) I realized Tahoe was leaving a line of brake fluid on the street every time I stopped.

I took the vehicle to my mechanic who informed me that my brake lines were all rusted and one line was leaking badly. The rusted lines also affected my front calipers and they had to be replaced also. This repair cost me \$1,346.62. He originally thought that my vehicle was covered under a recall by General Motors. But when he checked into it, he discovered that the recall ended with the 2003 model year.

The Tahoe's catastrophic brake failure did not start as a slow leak. Had it begun that way, my driveway would have contained stains from the brake fluid. They would have been very easy to spot as my driveway was repaved six months before the brakes failed.

This vehicle had 64,000 miles on it at the time of the breakdown. It was never used for heavy duty service such as plowing or towing. Its use on snow-covered roads is extremely limited as I own a three-quarter ton pickup truck which becomes my primary vehicle for use during snow.

I am aware that you have acknowledged brake line issues in the Tahoe up to the 2003 model year. I'm also aware that there are extensive problems with my model year (2004) along with others regarding rusting brake lines. Under no circumstances should

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my vehicle's brake lines have rusted out. In the past 30 years I have owned a 2001 Ford, 1993 Chrysler, 1995 Acura, 1992 Honda and a 1996 Tahoe. I owned the Ford for 10 years, the Chrysler for 16 years, the Acura and Honda for 19 years. None of these vehicles ever had their brake lines rust out. My 1996 Tahoe is 18 years old and has not had any problems with its brake lines. Clearly this is a manufacturing defect in the materials used to make these brake lines. I would like full reimbursement for my repairs. I have attached a copy of my repair bill.

I thank you in advance for your attention in this matter and I'm looking forward to hearing from you shortly.

Sincerely,

[REDACTED]
Berkeley Heights, NJ [REDACTED]
[REDACTED]

cc: National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE West Building
Washington, DC 20590

N.S.A. AUTOMOTIVE

391 SPRINGFIELD AVE

WESTFIELD, NJ. 07090

Phone - 908-233-8183 Fax - 908-654-6979

INVOICEERF [REDACTED]
TECH I.D. # 002465**INVOICE**

Print Date : 04/24/2014

Berkeley Heights, NJ

Home [REDACTED]

Cust ID [REDACTED]

2004 Chevrolet - Tahoe - 5.3L, V8 (325CI)

Lic # : [REDACTED]

Odometer In : 64279

Unit # :

Vin # : 4J [REDACTED]

Hat # :

Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
Brake Caliper (Caliper Only) - Left Front - Remfd N5280	1.00	77.34	77.34	BRAKE LINE SYSTEM (COMPLETE) AND FRONT CALIPERS - Remove & Replace - All Wheels - [Includes: Perform ABS Automated Bleed Procedure.] -	875.00
Brake Caliper (Caliper Only) - Right Front - Remfd N5279	1.00	77.34	77.34	Rear E Brake inspection Clean and adjust , CABLES ADJUSTED TO MAX	95.00
HYDRAULIC BRAKE LINE KIT - All Applicable Models - [Contact Dealer with VIN for proper application & price.]				Remove and reinstall rear wheels and rear brake drums to inspect brake condition.Clean and adjust shoes .Inspect entire system for leaks.Retorque rear wheel nuts to spec. Lining remaining is: Rear (OK)	
No Part Number	1.00	113.84	113.84	Hazardous Materials	20.00

Org. Estimate \$ 1,241.76 Revisions \$ 0.00 Current Estimate \$ 1,241.76

Labor:	990.00
Parts:	268.52
Sublet:	\$0.00
Sub:	1,258.52
Tax:	88.10
Total:	1,346.62
Bal Due:	\$1,346.62

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date _____ Time _____

Written By: DIPAOLO, NICK JR - Technicians : DIPAOLO, NICK JR; JAY, KARDEL

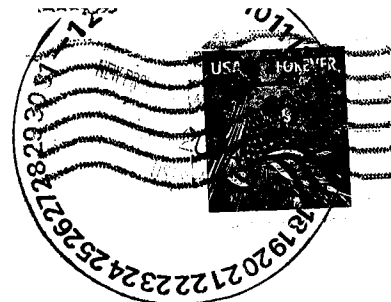
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[REDACTED]
Berkeley Heights NJ [REDACTED]

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National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE West Building
Washington, DC 20590

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