

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) 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 04-OCT-2016 DEC 13 2016		Repository ☐ Reference No. 10913610
OWNER INFORMATION (Type or Print)				
Name		Daytime Telephone Number		E-mail Address
Address		Evening Telephone Number		
City	NEW MARTINSVILLE	State	WV	Zip Code
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		Make	Model	Model Year
1GCEK19T11E		CHEVROLET	SILVERADO 1500	2001
Date Purchased	Dealer's Name and Telephone Number		Engine:	Fuel Type:
12-06-2000	304-233-8003 304 233 Bob Robinson Chev.-Olds. Cadillac 8004		5, 3 No: Cylinders Vortec	GAS
Original Owner	Dealer's City	State	Zip Code	
☒	wheeling	W.V.	26003	
Transmission Type	☒ Antilock Brakes	Powertrain	Multiple Failure:	
4-SPD Automatic	☒ Cruise Control	373 Gears	REAR END HOUSING HAS HOLES LOOSING OIL DRIVER SIDE	
			Incident Date(s)	
			03-OCT-2016	
FAILED COMPONENT(S)/PART(S) INFORMATION				
Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162000 STRUCTURE: BODY, 161100 STRUCTURE: FRAME AND MEMBERS: UNDERBODY SHIELDS			Failure Mileage	Failure Speed
			75000	
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)	☐ Original Equipment ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N
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 2001 CHEVROLET SILVERADO 1500. WHILE THE VEHICLE WAS STATIONARY, IT WAS DISCOVERED THAT THE FRAME WAS SEVERELY RUSTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 75,000.				
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.				

Brakes

First Time I had problems with Brake
Mileage 29097 Date 8-18-04

Took Truck to Bob Robinson said
they would NOT do Anything About it.
So I CALLED General Motors They TOLD
me it was bad steel Rotars were
breaking off in pieces also brake pads
were breaking off in pieces. General
Motors said they would pay HALF to
replace them, I would be responsible for
the other HALF. I did this I feel I
should NOT have done it because of the
defect. I have had nothing but bad luck
with the brake system since. I have \$2000
Tied up in brake parts. Have to change
Rotars and pads Every 2 years or less.
I had to replace ALL brake lines because
they were rusting into cost for this \$795.19
on 4-5-16. I have ALL Receipts.
I Feel This is A SAFETY HAZARD.

Frame

First of ALL Truck was undercoated
AT Bob Robinson Chev. Inc. when I
bought it new. I TOOK TRUCK back several
times to get undercoating checked.
There is A Little Rust proofing Left
but if you touch it FALLS off in pieces.
The Frame is Rusted away or paper thin.
The spring broke causing it to go ~~through~~
through the bed. I TOOK bed off to
fix the problem when I Found Everything
~~was~~ WAS Rusted into. Spring Hangers were
Rusted away and froze up causing springs
NOT to work. I changed Everything on
Rear of Truck From cab to bumper ~~and~~
including bumper. I had to plate frame.
I had to change Gas Filler Tube because
it had nothing Left was Rusted away.
The Rest of the under carriage is in bad shape
Going toward Front of the Truck. The cab
mount Rubbers are falling off and Rusted
away. The Rear End Housing HAS holes
and Rusted losing fluid. Cost for parts
APX. \$950.00 plus Labor charge. 10-6-16
Have OLD PARTS over
and Receipts

The body of my truck
is in excellent shape.

I Feel these are ALL SAFETY issues
And General Motors should be Responsible
To Fix. I have seen a lot of trucks
with the same problems some fixed
some not most are not safe to be
on road. what can be done.

would appreciate a call back
or a letter stating what can be done.

Thank you.

phone

Address

New Martinsville W.V.