

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

AGENCY USE ONLY 100148

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received

07-OCT-2016

Repository ☐

Reference No.
10914413

OWNER INFORMATION (Type or Print)

Name

Address

City

BUFFALO GROVE

State

IL

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

3GNEK18RXXG

Make

CHEVROLET

Model

TAHOE

Model Year

1999

Date Purchased

1998

Dealer's Name and Telephone Number

BILL STANLEY CHEVROLET

Engine:

No: Cylinders

8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

WHEELING

State

IL

Zip Code

60090

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

5.7L V-8

Multiple Failure:

YES

Incident Date(s)

01-DEC-2000

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS)

ABS SYSTEM - BRAKES

Failure Mileage

21000

Failure Speed

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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

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 1999 CHEVROLET TAHOE. THE CONTACT STATED THAT WHILE DRIVING AT A SLOW SPEEDS AND DEPRESSING THE BRAKE PEDAL, THE ABS WOULD ERRONEOUSLY ACTIVATE AND THE VEHICLE WOULD NOT IMMEDIATELY RESPOND CAUSING THE STOPPING DISTANCE TO BE INCREASED. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE ABS SENSORS FAILED. THE FAILURE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 21,000.

AT 21,000 THE ABS WOULD NOT ACTIVATE. IT WAS A FEW YEARS AGO THAT THE ABS SYSTEM STARTED TO PREMATURELY ACTIVATE AT VERY LOW SPEEDS. I CONTACTED GM 3 TIMES IN OCT. OF 2015 & WAS TOLD THE 2005 RECALL OF MY MAKE + MODEL FOR THIS PROBLEM DID NOT INCLUDE MY V.I.N.

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.

JAN 9 3 2017

Buffalo Grove, IL [REDACTED]
[REDACTED]

December 15, 2016

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N.H.T.S.A.

Ref# 10914413

RE: 1999 Chevy Tahoe/ ABS brakes

To Whom It May Concern:

I have had problems with my brakes since I first took ownership of my Chevy Tahoe in 1998. The original problems were for various reasons that the dealership did not attribute to the ABS brake system. Although, due to continuing and persistent brake problems, in 2000 my entire brake system was replaced in its entirety. On the record, they attributed it to contaminated brake fluid during its build. Off the record, it was insinuated that it possibly was union sabotage connected to the very contentious strike that had taken place.

The first signs that there were problems with the ABS system were also in 2000 at around 21,000 miles. Periodically the ABS system would not activate upon braking and the vehicle would skid to a stop. The dealership always claimed they could not duplicate the problem. Although it was an issue that continued intermittently for a long time.

A few years ago I started having periodic episodes of the ABS system prematurely activating at very low speeds making it hard to stop. The service guy at the dealership told me it was the ABS system malfunctioning and it was somewhat common in Tahoes. The cost to fix it was very expensive and it was still, at that time, an intermittent issue. So I decided to live with it.

However, the problem has continued to get progressively worse. It got to the point where stopping at a very slow speed before hitting something became a real challenge. I finally pulled out the fuse this year to disable the ABS system.

In October of this year I did some research on the matter and discovered that GM issued a product recall for my make and model back in 2005 for the ABS sensors. I then called GM 3 different times and asked each rep for GM to fix it. I told them I was experiencing the same problems that the recall was issued for. Unfortunately, they told me that my specific VIN was not included. The reps at GM could not give me a reason why I have been having the exact same problems for years, but my vehicle was omitted from the recall.

I was then told that I waited too long to say something about it. I told them that the dealer knew about my problems and, if I had known of the recall, I would have spoken up years ago. I was again told there was nothing GM would do about it. The reps told me it was dangerous and I

should quickly repair it at my own expense. I wonder if when my truck's brake system was replaced in 2000, parts were used that were part of the recall. Who knows?

Regardless of where my Tahoe was built and which parts were used, my truck is exhibiting the same problems that prompted the initial recall in the first place. And I feel GM should include and pay for my vehicle's repairs too.

If there is something you can do for me, I will greatly appreciate it. Thank you.

Sincerely,

[REDACTED]