



JS Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline Vehicle Owner's Questionnaire

TO REPORT VEHICLE SAFETY DEFECT

1-888-DASH-2-DOT

(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov

FOR AGENCY USE ONLY

Date Received

02 FEB 29 11 5: 15

OFFICE
DEFECTS INVESTIGATION

Reference No.

551128

OWNER INFORMATION (Type or Print)

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 2/22/2002

PRODUCT INFORMATION

Vehicle Identification No. (VIN)
(17 Digits)

(Located at bottom of
windshield on driver's side)

Make

Chevrolet

Model

Silverado
1500

Year

1997

Purchased Date

11/30/96

Dealer's Name

Westwood Chevrolet

Engine Size
(CID/CC)

8

☐ Turbo

☐ Diesel

☒ Gas

☐ Fuel Injection

☒ New ☐ Used

Dealer's City

Westwood

State

NJ

Zip Code

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual

☒ Automatic

Restraint System

☒ Air Bag

☐ Seat Belt

☐ Child Seat

☐ Motorbelt

☐ 2 Point Belt

Drive-train

☒ 4-Wheel

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

See Attached Letter

Location

☐ Left

☐ Front

☐ Right

☐ Rear

Failed Part(s)

☐ Original

☐ Replacement

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Tire Name

Complete Tire Size

No. of Failures

Date(s) of Failure(s):

Mileage at Failure(s):

Vehicle Speed at Failure(s):

Failed Part(s)

Available?

☐ Yes

☐ No

NHTSA Previously

Contacted?

☐ Yes

☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes

☐ No

Fine

☐ Yes

☐ No

Number Persons Injured

Number of Fatalities

Reported to Manufacturer

☐ Yes

☐ No

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

Please See Attached Letter

Continue on back.

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 administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.


Chevrolet
P.O. Box 33170
Detroit, Michigan 48232-5170
ATTN: Customer Service Manager

December 7, 1999

General Motors - Chevrolet
PO Box 7047
Troy, Michigan 48007-7047
ATTN: Customer Service Manager

Re: Chevrolet Suburban (1997) -- VIN 1GNFK16R8VJ315668

Dear Sir or Madam:

I am writing to express my extreme displeasure with the performance of our Chevrolet Suburban (1997) which we leased new through Westwood Chevrolet, Westwood, New Jersey on November 29, 1996 (38 month closed end lease).

On four separate occasions over the course of the past year, our Suburban would not start after it had been driven (and then parked) a short distance from our residence. On each of these occasions, the Suburban had to be towed to the dealer for repairs since it was inoperable causing great inconvenience to my wife who principally drives the truck to take my 4 young children to and from various school and athletic activities. (Copies of the repair invoices are enclosed.) The dealer was unable to fix the cause of this recurring problem. First they thought it was a defective alternator and car battery (both of which were replaced); the second time they thought it was a loose battery cable; the third time they thought it was the fuel pump (which was replaced); and the last time they had no idea what caused the problem. The final straw was the fifth occurrence - when the Truck died on the road this time while my wife was driving with our children in the car, nearly causing an accident when all power was lost. At that point, we had no choice but to surrender the truck to the dealer as an early lease termination given its recurring problems, its now extremely dangerous driving condition and the dealer's inability to solve the problem. The early lease termination cost me a lease termination payment of \$1,209 payable to First Union Leasing. I also had to immediately lease another car.

I understand from two families in my Town who also lease/own a Suburban of the same Model Year with approximately the same mileage that they have encountered similar problems while driving. We are concerned that this may be a wide-spread problem with this Model Year.

I believe that GM/Chevrolet should reimburse me for my actual, out-of-pocket costs of \$1,209 incurred in connection with the early lease termination. A supposedly reliable

Chevy Truck such as this should not have these sort of problems within the first 36 months of its life. I note that while the Lemon Law may not apply here, the Suburban was still under warranty from GM/Chevrolet at the time of the lease surrender and such warranties were breached given the dealer's inability to fix the problem on 5 separate occasions. If my actual, out-of-pocket costs are not reimbursed, then I will unfortunately have no choice but to consider pursuing what legal remedies I may have to recover same.

I look forward to hearing from you. If you have any questions or need anything further, please call me at 212-449-2916. Thank you.

Sincerely,

A large black rectangular redaction box covering the signature and name of the sender.