



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline
Vehicle Owner's Questionnaire**

COPIED

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

FOR AGENCY USE ONLY

Date Received

RECEIVED

QC'd

07 SEP 19 AM 11:10

Reference No.

OFFICE DEFECTS INVEST

554755

OWNER INFORMATION (Type or Print)

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of an address to the vehicle manufacturer.

Signature of Owner

Date 9/11/2000

PRODUCT INFORMATION

Vehicle Identification No. (VIN) (17 Digits) 3GKEC1LR4XG511472		Make GMC	Model Suburban	Year 1999
Purchased Date 8/1/98	Dealer's Name Sunset Pontiac / GMC		Engine Size (CID/CC/L)	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City Port Richey	State Fla.	Zip Code 34668	No. Cylinders <input type="checkbox"/> Fuel Injection
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Molrbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> 5-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel
		Vehicle Type <input type="checkbox"/> Car <input checked="" type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other	Body Style <input type="checkbox"/> 2 Door <input checked="" type="checkbox"/> 4 Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other	

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)	Location <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input checked="" type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
--------------	---	--	---

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand Michelin	Tire Name	Original Tire Size 235 75 P15
No. of Failures 8	Date(s) of Failure(s) 3/25/99 8/4/2000	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) 12,048 39,154	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), and Injury(ies). Attach photos if available.)

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input type="checkbox"/> Yes <input type="checkbox"/> No
--	---	---------------------------	----------------------	--

Narrative Description of Incident(s), Failure(s) Crash(es), and Injury(ies).
At 12048 Mile 3 tires were Ordered My GMC due to Separation. The tires were ordered and replaced at 18,000 Miles. Now at 39,154 Miles I have yet again replaced the tire due to Separation. Why at 39,154 should I be on My 3rd set of tires? Apparently these tires are not capable of the weight of this very large vehicle.

Continues on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If 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.

9/11/2000

Dot

I'm writing in reference to the tire situation, I don't feel that its just the Firestone tires that are separating I have a 1999 Suburban with Michelins at 12,018 Miles it was noted by GMC Truck that I had 3 tires separating they ordered me New tires and replaced the 3 tires at 18,000 Miles. Now im at 39,154 Miles and I had a tire come apart so I replaced all four tires at my cost. Should I already be on my 3rd set of tires at 39,154 Miles? I think Not! Apparentiv these tires are not Capible of the weight of these large Vehicles. I have looked at the 2000 Models and they have bigger tires on them. I wonder why.

My Michelins were P235 75 15

2000 Models have 265 70 R16

I believe that its the Auto Industry's fault for putting passenger vehicle tires on Trucks (SUVs) when they should be putting Truck tires on them. I feel the Auto Industry's putting people's lives in Jeopardy by putting what should be under rated tires on these large Vehicles. My first experience with my tires happend March 25th, 1999, so I dont

Know how long its been a problem but apparently the problem is widening and getting worse.

Thank You,



ADVISOR DONALD KOWALSKY		78	DATE 987	STOCK NO.
LABOR RATE	LICENSE NO.	12048	COLOR PENTER MET	STOCK NO. T7009
YEAR/MAKE/MODEL 99/GMC/SUBURBAN/SUBURBAN 4X2			DELIVERY DATE 07/31/98	DELIVERY MILES
VEHICLE ID. NO. 3/G K E 01 6 R 4 X G 5 1 1 4 7 2			SELLING DEALER NO.	PRODUCTION DATE 07/31/98
F.T.E. NO.	P.O. NO.	R.O. DATE 03/24/99		

LABOR & PARTS
 J# 1 02PNZ012K 12000 MILE SER/12K TECH(S):54 57.00
 12000 MILE MAINTENANCE
 REQUIRED MAINTENANCE
 COMPLETED 12000 MILE REQUIRED MAINTENANCE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25360561	FILTER AS 1.896	5.95	5.95
				JOB # 1 TOTAL PARTS	5.95
				JOB # 1 TOTAL LABOR & PARTS	72.00

J# 2 16PNZ BRAKES TECH(S):54 WARRANTY
 CUSTOMER REPORTS:WHEN BRAKING THERE IS A ROUGH SOUND FROM
 R/FRONT
 ALSO STEERING WHEEL WILL SHIMMY
 BRAKES PREMATURE WORN
 REPLACE FRONT BRAKE PADS, MACHINE ROTORS
 REPACK BRAINS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	18029967	CYLINDER 4.650		WARRANTY
JOB # 2	2	12377967	FLUID 8.800		WARRANTY
JOB # 2	1	18029805	PAD KIT 5.017		WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 12PNZ FRT/END/SUSPENSION TECH(S):54 WARRANTY
 CUSTOMER REPORTS:WHEN DRIVING AT HWY SPEEDS THERE IS A
 SHIMMY FELT IN STEERING WHEEL
 3 TIRES ORDERED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4+16PNZ08 BRAKES HYDRAULIC TECH(S):54 WARRANTY
 Added Operation (DNK @ 03/24/1999 16:45)
 ADDED OPERATION:TECH REPORTS MASTER CYLINDER IS LEAKING
 POOR SEAL IN CYLINDER
 REPLACE MASTER CYLINDER AND BLEED SYSTEM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00

J# 5+61PNZ COURTESY RENTAL TECH(S):26 WARRANTY
 Added Operation (DNK @ 03/25/1999 15:54)
 COURTESY RENTAL PROVIDED FOR CUSTOMER SATISFACTION
 CAR NEEDED FOR OVERNIGHT REPAIRS, SAFETY RELATED
 ENTERPRISE 1 DAY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 5 TOTAL PARTS	0.00
				JOB # 5 TOTAL LABOR & PARTS	0.00



10715 U.S. HIGHWAY 10
 PORT RICHEY, FLORIDA 34868
 PHONE: (727) 868-2277
 HEP-NANDO (800) 527-6201
 HILLSBOROUGH & PINELLAS 942-1379

4507

FORM 870 (8/97)

CUSTOMER NO. 30855	ADVISOR DONALD KOMALSKY 78	CARD NO. 570	INVOICE DATE 06/04/99	INVOICE NO. BCCS173374
	LABOR RATE	LICENSE NO. 18000	COLOR PENTER METAL	STOCK NO. T9009
	YEAR / MAKE / MODEL 99 / GMC / SUBURBAN / SUBURBAN 4X2	DELIVERY DATE 07/31/98	DELIVERY MILES 49	
	VEHICLE ID. NO. 316 ICE C11 6R 4X 0.5 1 4.7 2	SELLING DEALER NO.	PRODUCTION DATE 07/31/98	
	F.T.E. NO.	P.O. NO.	P.O. DATE 06/04/99	

MB1 18000

LABOR & PARTS-----
 JOB # 1 16PNZ BRAKES TECH(S):54 WARRANTY
 CUSTOMER REPORTS: THERE IS A WOOSH SOUND FROM FRONT
 POSSIBLE R./FRONT
 ROAD TEST AND INSPECT BRAKES, CK ROTORS AND DRUMS
 CLEANED AND ADJUSTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
			JOB # 1 TOTAL PARTS	0.00	
			JOB # 1 TOTAL LABOR & PARTS	0.00	

JOB # 2 27PNZ A/C DIAGNOSIS TECH(S):57 WARRANTY
 CUSTOMER REPORTS: AC ON LOW SPEED HAS A SMELL LIKE A CHEMICAL
 ODOR
 CK AND DEODORIZE AC SYSTEM TO PREVENT ODORS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	12377951	DEODORIZE	8.800	0.00
			JOB # 2 TOTAL PARTS	0.00	
			JOB # 2 TOTAL LABOR & PARTS	0.00	

JOB # 3 17PNZ TIRES TECH(S):54 WARRANTY
 CUSTOMER REPORTS: SHIMMY FELT WHEN DRIVING
 SOP TIRES IN
 TIRE SEPERATION
 MOUNT AND BALANCE 3 TIRES

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 3	3	EXCHANGE	UNIT TIRES		0.00
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

JOB # 4 54PNZ2 ALL BODY EXTERIOR TECH(S):57 WARRANTY
 CUSTOMER REPORTS: L/OUTSIDE MIRROR FALLS OUT
 SOP IN
 MIRROR LOOSE
 REPLACE L/OUTSIDE MIRROR
 POWER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 4	1	12371241	MIRROR	16.039	0.00
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

JOB # 5 02PH203R 3000 MILE SER/SK TECH(S):57 9.95
 3000 MILE MAINTENANCE
 REQUIRED MAINTENANCE
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 5	1	25160561	FILTER AS	1.895	5.95
			JOB # 5 TOTAL PARTS		5.95
			JOB # 5 TOTAL LABOR & PARTS		15.00

9.0.5. SUPPLIES
 JOB # 5 1.0 MULTI GRADE MOTOR OIL 6.950 /UNIT 6.95



10715 US HIGHWAY 78
 PORT RICHEY, FLORIDA 34668
 PHONE: (813) 865-2277
 HERNANDO (800) 527-6257
 HILLSBOROUGH & PINELLAS 812-1870

FORM FRA-2 (REV)

