



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY 250

Date Received

10-NOV-1999

Ord. or
rt. dt _____
od. rt _____
up. ltr _____

Reference No.

852777

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

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
3GNEK18RXWG124040	CHEVROLET TRU	TAHOE	1998	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Par. Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 4	Date(s) of Failure(s) 15-JUN-1999 Mileage at Failure(s) 47000 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form.)

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	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHEN DRIVING AT ANY SPEED AND APPLYING THE BRAKES, THERE IS A DELAY WITHIN THE BRAKES, AND THERE IS SOME TYPE OF MOVEMENT WITHIN THE BRAKES. CONSUMER HAD VEHICLE IN REPAIR SHOP FOUR TIMES FOR SERVICE, AND THE DEALER CAN'T DETERMINE THE CAUSE. *AK

CONTINUED ON BACK (REVERSE)

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.

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Date Rec'd: 10 NOV 1999 09 JAN 21 PM 6:03
 OFFICE DEFECTS INVESTIGATION

Od_or _____
 od_rt _____
 up_ftr _____

Reference No. **852777**

Work Number _____
 Home Number _____

OWNER INFORMATION (Type or Print)

Signature of Owner _____
 Date 11/22/99

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
 In the absence of an authorized signature, your name and address to the vehicle manufacturer.

VEHICLE INFORMATION

Vehicle Ident. No. (VIN.) (located at bottom of windshield on driver's side) **3GNEK18RXWG124040**

Vehicle Make **CHEVROLET TRU** Vehicle Model **TAHOE** Vehicle Year **1998** Current Odometer Reading **48,176**

Purchase Date 7/99 Dealer's Name Buddy Hutchinson Chevrolet Engine Size (CID/CC/L) 350 Turbo
 New Used City Jacksonville State FL Zip Code 32217 No Cylinders 8 Diesel
 Fuel Injection

Transmission Type Manual Automatic

Antilock Brakes Yes No

Restraint System 3-Point Belt Motorbelt Driverside Airbag 2-Point Belt Passengerside Airbag

Cruise Control Yes No

Drive Train Front Rear 4-Wheel

Vehicle Type Car Sport UR Van Truck Minivan Motorcycle Other _____

Body Style 2-Door 4-Door Stationwagon Pick Up Truck Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component **03250000** Part Name(s) **BRAKES:HYDRAULIC:ANTI-SKID SYSTEM** Location Left Right Front Rear Failed Part(s) Original Replacement

No of Failures **4** Date(s) of Failure(s) 15-JUN-1998 Since Buying Mileage at Failure(s) 12000 Vehicle Speed at Failure(s) Above 5 mph Failed Part(s) Available? Yes No NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION
 (Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies) on the back of this form)

Crash Yes No Fire Yes No Number of Persons Injured _____ Number of Fatalities _____ Estimated Property Damage _____ Reported to Police Yes No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

W
AN
SH. Please see enclosed letter. Sorry for the Slowness! **RR**

Also, the problem is worse, when ~~braking~~ Just after releasing the accelerator. **Overs**

1, THERE IS A DELAY WITHIN THE BRAKES, YES. CONSUMER HAD VEHICLE IN REPAIR DETERMINE THE CAUSE. *AK

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.

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To Whom it may concern at the National Highway and Safety Administration,

This is to explain to you my findings as owner of a 1998 Chevrolet Tahoe. As an ex-policeman and a person who has driven many different cars, I have found this Tahoe to be alarmingly unsafe in the instance of a panic stop.

Since the first day of owning this vehicle I have complained to the selling dealer (Buddy Hutchinson Chevrolet – Jacksonville, FL) about it's delayed response time in panic situations. Their first attempt at fixing this was to replace the braking system's "master cylinder booster". Two days after that the vehicle's braking system degraded to the point of having no brakes at all and the same "gushy" (hydraulic – like) feel in the peddle, sank the peddle to the floor without any braking action.

After the repair of this, I have experienced the same (just like before the attempted ill-fated repair) gushy resistance in braking that results in a considerable delay in the brakes application.

In the scenario of ordinary driving, the brakes seem fine. The casual application of the brakes is sufficient but still must pass through a seemingly "gushy" area of the peddles travel. But, in cases of need of sudden stop and thus a need for an immediate braking response, the brakes are miserably dangerous, particularly if one has their foot on the accelerator then suddenly moves to a quick "jab" of the brakes.

The driver will at first experience the sensation that the vehicle is continuing to lunge into the object in front of them. Upon further investigation, it was indisputably noted that something is presenting a considerable resistance to the braking peddle action needed to apply the brakes resulting in a .5 to .7 second braking delay. I had other policemen drive the vehicle to confirm my observations.

Considering that this is one of the larger vehicles on the road, this delay is intolerable and has caused many "hair-raising" situations in what otherwise should have not been such. I am amazed that this defect has gone so long overlooked. Actually I am not completely convinced that it is, as I met a mechanic (independent mechanic) who had read of such and told me that it is even more pronounced when your foot just left the accelerator, later on I found that he was right! Anyway, I have taken this issue to GM and repeatedly informed both of the Chevrolet dealerships of my findings without resolution.

If you folks would like to investigate this further, I would be happy to volunteer my time and car to participate.

Thank you very much. 

