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25 themselves and all others similarly situated

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UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA, EASTERN DIVISION

SCOTT PECKERAR and SAMANTHA
PECKERAR, on behalf of themselves
and all others similarly situated,

Plaintiffs,

v.

GENERAL MOTORS LLC,

Defendant.

Case No.: 5:18-cv-02153

CLASS ACTION

**CLASS ACTION COMPLAINT
FOR:**

**(1) VIOLATIONS OF THE
CALIFORNIA CONSUMERS
LEGAL REMEDIES ACT (“CLRA”
(CAL. CIV. CODE §§ 1750, *et seq.*)**

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**(2) VIOLATION OF THE
CALIFORNIA UNFAIR
COMPETITION LAW (CAL. BUS.
& PROF. CODE §§ 17200, *et seq.*)**

**(3) VIOLATION OF THE SONG-
BEVERLY CONSUMER
WARRANTY ACT
BREACH OF IMPLIED
WARRANTY
(CAL. CIV. CODE §§ 1791, *et seq.*)**

DEMAND FOR JURY TRIAL

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1 Plaintiffs SCOTT PECKERAR and SAMANTHA PECKERAR, on behalf of
2 themselves and all others similarly situated allege as follows upon personal
3 knowledge as to Plaintiffs' own conduct and on information and belief as to all other
4 matters based on an investigation by counsel, such that each allegation has
5 evidentiary support or is likely to have evidentiary support upon further
6 investigation and discovery:

7 **I. NATURE OF THE ACTION**

8 1. Plaintiffs bring claims under the consumer protection laws of California
9 against Defendant GENERAL MOTORS LLC ("GM").

10 2. This action arises from the sale or lease of thousands of vehicles
11 throughout California manufactured by Defendant GM that are equipped with
12 defective braking systems. These defective braking systems were installed in all
13 model year 2015 to present Cadillac Escalades, 2014 to present Chevrolet
14 Silverados, 2015 to present Chevrolet Suburbans, 2015 to present Chevrolet Tahoes,
15 2014 to present GMC Sierras, and 2015 to present GMC Yukon/Yukon XLs (the
16 "Class Vehicles") and sold or leased to consumers in California, including Plaintiffs.

17 3. The irreparable and defective braking system supplied in all of the
18 Class Vehicles features a defective design that is prone to sudden and unexpected
19 loss of vacuum in the brake booster, requiring replacement of the brake booster
20 and/or the system's vacuum pump. When Class Vehicles suddenly and unexpectedly
21 lose vacuum, the resulting brake booster failure makes Class Vehicles difficult to
22 stop: the brake pedal becomes hard, much more force is required from the driver to
23 slow the vehicle, and stopping distance is severely and suddenly compromised. The
24 defective braking system common to all Class Vehicles is a clear safety hazard that
25 was never disclosed to any member of the class prior to purchase.

26 4. Reasonable efforts undertaken by the Class to remedy this defect with
27 or through GM have been unsuccessful.

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1 5. GM sold, leased, and continues to sell and lease the Class Vehicles
2 despite its awareness of the defect and the danger it poses to consumers and other
3 drivers. GM chose and continues to choose financial gain at the expense of
4 consumer safety by concealing and omitting a disclosure of this critical safety defect
5 to consumers who purchase or lease Class Vehicles.

6 6. GM has been aware of the safety hazard posed by its defective braking
7 system since at least 2014. GM should not have sold, leased, or marketed the Class
8 Vehicles without a full and complete disclosure of the Class Vehicles' safety defect,
9 and should have voluntarily recalled the Class Vehicles long ago.

10 7. Plaintiffs bring this action on behalf of themselves and all those
11 similarly situated ("Class," "Class Members," "Consumers," "Owners") for GM's
12 deceptive trade practices in violation of the consumer protection laws of California,
13 and for equitable relief. Plaintiffs seek damages, injunctive and declaratory relief,
14 restitution, disgorgement of profits, attorney's fees and costs, punitive damages, and
15 the repair of, replacement of, or refund of money paid to own or lease all Class
16 Vehicles in California, except that no monetary relief is presently sought for
17 violations of the Consumers Legal Remedies Act.

18 **II. JURISDICTION AND VENUE**

19 8. Pursuant to 28 U.S.C. § 1332, this Court has original jurisdiction over
20 the Plaintiffs' and the Class Members' claims in that diversity of citizenship exists
21 and Plaintiffs seek to represent a Class of persons in a matter in controversy that
22 exceeds the sum or value of \$5,000,000, exclusive of interest and costs.

23 9. This Court has general and specific jurisdiction over the Defendant
24 because Defendant GM has sufficient minimum contacts with California and within
25 the Central District of California to establish Defendant's presence in California,
26 and certain material acts upon which this suit is based occurred within the Central
27 District of California, to include but not be limited to the sale of the Defendant's
28 defective product to the Plaintiffs.

1 10. Venue is proper in this District pursuant to 28 U.S.C. § 1391(b)
2 because Defendant is subject to personal jurisdiction within the Central District of
3 California and a substantial part of the events or omissions giving rise to the claims
4 asserted herein occurred in this judicial district. GM does substantial business in the
5 State of California and within this Judicial District, is registered to and is doing
6 business within the State of California, and otherwise maintains requisite minimum
7 contacts with the State of California. Additionally, GM distributes Class Vehicles in
8 this District and receives substantial compensation and profits from the sale and
9 lease of Class Vehicles in this District, and has and continues to conceal and make
10 material omissions in this District so as to subject it to *in personam* jurisdiction in
11 this District. Furthermore, venue is proper in this District because, like many other
12 Class Members, significant and material aspects of the transactions relating to
13 Plaintiffs' purchase of their Class Vehicle occurred within and were otherwise
14 connected to this Judicial District.

15 **III. PARTIES**

16 11. Plaintiffs Scott Peckerar and Samantha Peckerar are adult citizens and
17 reside in this judicial district and division.

18 12. Defendant GENERAL MOTORS LLC is a Delaware limited liability
19 company whose principal place of business is in the State of Michigan. On
20 information and belief, none of General Motors LLC's members have citizenship in
21 the state of California. Defendant GM manufactured, distributed, sold, serviced
22 and/or warranted the Class Vehicles made the subject of this litigation. GM
23 distributed, sold, serviced and/or warranted, directly or indirectly, thousands of
24 Class Vehicles to Plaintiffs and the Class Members with the understanding and
25 expectation that those vehicles would be sold in, operate in, and be fit for their
26 intended purpose in California.

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1 **IV. FACTUAL BACKGROUND**

2 **A. Plaintiffs Purchased a Defective Class Vehicle.**

3 13. On or about January 18, 2017, Plaintiffs purchased a new 2017 model
4 year Chevrolet Suburban at a franchised General Motors dealership, Paradise
5 Chevrolet, located in Riverside County, California. Plaintiffs executed all sales
6 documents in Riverside County, California.

7 14. On April 11, 2017, Paradise Chevrolet was performing maintenance on
8 Plaintiffs' Suburban at 7,113 miles and found a leak of engine oil. Paradise
9 Chevrolet diagnosed the vehicle with a failed vacuum pump. The Repair Order
10 stated: "VERIFIED ENGINE OIL LEAK PRESENT AT ENGINE VACUUM
11 PUMP. LEAK CAUSED BY FAILING SHAFT SEAL ON VACUUM PUMP.
12 NECESSARY TO REPLACE VACUUM PUMP ASSEMBLY TO REPAIR.
13 REPLACED VACUUM PUMP ASSEMBLY AND ASSOCIATED GASKETS
14 AND HARDWARE."

15 15. On April 11, 2017, Plaintiffs' Suburban was still covered by GM's
16 express bumper-to-bumper limited warranty, and Plaintiffs had owned the vehicle
17 for less than one year. The original repair for the Suburban's vacuum pump was
18 replaced under warranty, but the fix failed to remedy the defect in the vehicle's
19 braking system.

20 16. On April 5, 2018, Plaintiff Samantha Peckerar was driving the
21 Suburban and experienced a startling issue with her brakes. She pressed her brake
22 pedal but the pedal became hard and prevented her from stopping her vehicle,
23 resulting in a collision with the vehicle in front of her.

24 17. Concerned for the safety of their family, Plaintiffs informed GM about
25 the braking problem with their Suburban.

26 18. General Motors sent an investigator to visit the Plaintiffs home and
27 inspect the Plaintiffs' Suburban. GM's representatives told Plaintiffs that no
28 electronic data retrieved from the vehicle evidenced a defect. GM's representatives

1 also told Plaintiff Samantha Peckerar that she should consult her manual to
2 understand the operation of her Suburban's brakes. Despite Plaintiffs' insistence,
3 GM refused to do any kind of field testing of the vehicle or otherwise evaluate it for
4 safety under driving conditions. Instead, GM attempted to induce Plaintiffs into
5 signing a release for any claims of liability against GM or its franchised dealerships,
6 including a promise of confidentiality, in exchange for the cost of repair to the
7 Suburban's front bumper.

8 19. Plaintiffs were unsatisfied by GM's refusal to diagnose the brake
9 failure that caused the collision and brought the vehicle to Paradise Chevrolet for
10 further inspection. Unlike GM's corporate representatives, the GM dealership drove
11 the vehicle to confirm what Plaintiffs already knew—there was a problem with the
12 Suburban's brakes.

13 20. Paradise Chevrolet test drove the Suburban and discovered that the
14 Suburban failed to maintain vacuum boost. The Repair Order stated: "BODY SHOP
15 ADVISED THAT AFTER APPLYING AND RELEASING THE BRAKE PEDAL
16 AND THEN RE-APPLYING IMMEDIATELY AFTER FOR PANIC STOP THAT
17 BRAKE PEDAL FELT HARD AND VEHICLE DID NOT STOP AS DESIGNED.
18 ... DROVE VEHICLE VERIFIED AFTER SECOND OR THIRD BRAKE
19 APPLICATION THAT THE PEDAL GETS HARD AND THE BRAKE ASSIST
20 FAILS TO PROVIDE ASSIST."

21 21. The cause of the collision was confirmed to be a *second failure* of the
22 vacuum pump, demonstrating that GM's supposed fix for the Class Defect is
23 ineffective and dangerous. The Repair Order states: "SLOW TO BUILD VACUUM
24 BACK UP, REC VACUUM PUMP REPLACEMENT AND RETEST. ... ALSO
25 SCAN TEST FOUND Code C025E brake booster sensor circuit/not plausible stored
26 in the EBCM. ... Verified with GM technical assistance code C025E 5A is related
27 to low vacuum. ... REPLACED VACUUM PUMP ASSEMBLY. CLEARED
28 CODE."

B. Defendant GM Knowingly Sold Dangerously Defective Vehicles to Consumers.

22. In fact, Plaintiffs’ dealership had been familiar with the Class Defect for at least three years when it repaired and replaced the vacuum pump in Plaintiffs’ Suburban for the second time. In February of 2015, Defendant GM had issued a service bulletin #PIT5361B to all of its franchised dealerships. This bulletin affected the Class Vehicles produced to date at the time: 2015 Cadillac Escalade; 2014-2015 Chevrolet Silverado 1500; 2015 Chevrolet Suburban; 2015 Chevrolet Tahoe; 2014-2015 GMC Sierra 1500; and 2015 Yukon. (Exhibit A.)

23. In the bulletin, GM expressly acknowledged that “a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal” (hereinafter the “Class Defect”). As evidence of the Class Defect, Defendant GM notified its dealers, “While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.” The service bulletin was “intended for use by professional technicians ... written to inform these technicians of conditions that may occur on some vehicles.” The service bulletin was not, however, written or intended for the consuming public, including Plaintiffs and any Class Members.

24. Since the release of the Class Vehicles (the earliest of which was Spring 2013), Defendant GM has received numerous warranty returns, customer complaints, and National Highway Traffic Safety Administration “Vehicle Owner Questionnaires” (“NHTSA VOQs”) relating to the defect.

25. As a result, GM investigated the defect, developed a countermeasure (attempted fix), and then cascaded the countermeasure into the field through their dealerships in the form of a service bulletin effective February 2015. The service bulletin requires extensive repair to include the replacement of the Vacuum Pump, Vacuum Line Between the booster and the pump, Brake Booster, and Master Cylinder. The service campaign process does not happen overnight, especially for a

1 repair as extensive as the February 2015 service campaign; it takes many months to
2 identify the problem, attempt to fix it, and implement the fix in the field. GM knew
3 their Class Vehicles suffered from the Class Defect well before Plaintiffs purchased
4 their 2017 Chevrolet Suburban, but GM concealed the defect from unwitting
5 consumers who unknowingly purchased Class Vehicles with a hidden defect.

6 26. Ultimately, Defendant GM would issue a series of service bulletins
7 only to its dealers regarding the brake defect, including bulletins for the following
8 Class Vehicles and year models: 2015-2016 Cadillac Escalade; 2014-2016
9 Chevrolet Silverado 1500; 2015-2016 Chevrolet Suburban; 2015-2016 Chevrolet
10 Tahoe; 2014-2016 GMC Sierra 1500; and 2015-2016 Yukon. (*See Exhibit A.*) As
11 part of GM's overall strategy to engage in material omission and deception upon
12 Plaintiffs and the Class Members, these bulletins contain false, misleading, or
13 deceptive information about the potential for curing the defects because the
14 purported repairs do not fix the defect and the statements are designed to mislead
15 dealers and technicians who repair Class Vehicles.

16 27. Defendant GM had knowledge of the Class Defect prior to the sale of
17 the Class Vehicle to Plaintiffs. Further, Defendant GM took no action to alert
18 Plaintiffs or the Class Members of the defect in the Class Vehicles prior to their
19 purchase or after their purchase.

20 28. As of February 10, 2016, GM had verified at least some 19 affected
21 vehicle models where the "CUSTOMER WILL NEED INCREASED EFFORT TO
22 DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE
23 BRAKE BOOSTER AND/OR THE BOOSTER LINE. TECHNICIAN WILL
24 NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER
25 CYLINDER, VACUUM PUMP BELT AND VACUUM LINE BETWEEN THE
26 BOOSTER AND THE PUMP." (*See Exhibit B.*) The 19 affected vehicle models are
27 the Class Vehicles which GM continued to sell without disclosure to the Class
28 Members even after this admission.

1 29. Disturbingly, the number of customer complaints echoed what GM
2 already knew about its defective brake system: the need for increased effort to
3 depress brake pedal, high occurrences in stop and go traffic, high occurrences of
4 failure at lower speeds, brake booster issue, replacement of brake booster,
5 replacement of master cylinder, safety issue, etc. (*See Exhibit C.*)

6 30. Further, Defendant GM knowingly sold thousands of Class Vehicles to
7 unsuspecting Class Members to whom GM said nothing about the braking defect
8 after its knowledge of the Class Defect.

9 **C. Consumers Have Extensively Reported the Safety Hazard to GM.**

10 31. The National Highway Traffic Safety Administration (“NHTSA”)
11 provides a system for motor vehicle owners to report complaints relating to safety
12 defects that pose a risk of accidents in vehicles manufactured or imported in the
13 United States, including safety defects relating to brake malfunctions. The safety
14 defect complaints are entered into the NHTSA consumer complaint automated
15 database, which is accessible to manufacturers and are routinely reviewed by GM
16 soon after the submission of each complaint. NHTSA also provides these consumer
17 complaints to the vehicle manufacturers directly, including GM. Given the vast
18 majority of owners of Class Vehicles are not aware of NHTSA and/or its reporting
19 system, complaints received by NHTSA form an extremely small minority of the
20 overall number of complaints which have been made to GM directly and/or through
21 their authorized dealerships, including through the form of warranty repairs.

22 32. Since at least 2014, GM has received complaints of braking defects and
23 safety concerns related to the loss of vacuum boost in the Class Vehicles through
24 NHTSA, the Better Business Bureau, internet forums, GM’s franchised dealerships,
25 and directly by owners of Class Vehicles.

26 33. Despite Defendant GM’s wealth of knowledge relating to the Class
27 Defect in the Class Vehicle’s defective braking system and its clear safety
28 implications, GM has and continues to suppress and conceal this knowledge and has

1 failed to disclose that its Class Vehicles' braking systems are defective and
2 dangerous. Consumers continue to operate Class Vehicles and continue to
3 experience dangerous failures of the defective braking system, and are at increased
4 risk for crashes.

5 34. Consumers have submitted individual NHTSA complaints regarding
6 Class Vehicles consistent with a loss of brake boost as described in GM's TSBs.
7 These consumer complaints filed with the NHTSA, and delivered to GM, often
8 highlight the safety risk caused by the defect, including *reports of collisions and*
9 *near-misses*, as well as expressions of concern for drivers' families—without
10 concern and resolution by GM. GM received and were aware of these consumer
11 complaints. Many of these complaints are reprinted in the paragraphs below.

12 35. A consumer complaint dated 10/9/2014 and submitted to NHTSA
13 states the following regarding a Class Vehicle: THE ABS ENGAGES AT SLOW
14 SPEEDS INCLUDING DRY CONDITIONS, LEADING TO TOTAL LOSS OF
15 BRAKING AND INCREASED STOPPING DISTANCES. *TR.

16 36. A consumer complaint dated 1/15/2015 and submitted to NHTSA
17 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
18 2015 CHEVROLET TAHOE. WHILE DRIVING AT 45 MPH, THE SERVICE
19 BRAKE ASSIST WAS DISPLAYED ACROSS THE MESSAGE BOARD. IN
20 ADDITION, THE CONTACT STATED THAT THE BRAKE PEDAL WAS
21 DEPRESSED AND IT TOOK A GREATER AMOUNT OF TIME FOR THE
22 VEHICLE TO COME TO A COMPLETE STOP. THE FAILURE RECURRED
23 ON NUMEROUS OCCASIONS. THE VEHICLE WAS TAKEN TO A DEALER
24 BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS
25 NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 16,562.
26 UPDATED 6/18/15*CN UPDATED 10/12/2017*CN.

27 37. A consumer complaint dated 11/13/2015 and submitted to NHTSA
28 states the following regarding a Class Vehicle: THE VEHICLE HAD VIRTUALLY

1 NO BRAKES TO STOP IT AND 11,215 MILES. GENERAL MOTORS
2 ALREADY HAD SERVICE WARNINGS OUT TO DEALERS DATED
3 7/17/2015, GM DOCUMENT ID #4242788. THEY SAY THEY REPLACED
4 PADS AND ROTORS. AT 23,589 MILES THE VEHICLE NEEDED BRAKES
5 AGAIN. SERVICE MANAGER TELLS US THAT THIS IS A KNOWN
6 PROBLEM AT GENERAL MOTORS. THEY HAVE EVEN ISSUED A NEW
7 WARNING FOR 2016 MODELS. I CONSIDER THE VEHICLE TO BE UNSAFE
8 TO DRIVE IN THAT THE BRAKES CAN GO OUT WITHOUT ANY
9 WARNING.

10 38. A consumer complaint dated 1/4/2016 and submitted to NHTSA states
11 the following regarding a Class Vehicle: THE VEHICLE HAD VIRTUALLY NO
12 BRAKES TO STOP IT AND 11,215 MILES. GENERAL MOTORS ALREADY
13 HAD SERVICE WARNINGS OUT TO DEALERS DATED 7/17/2015, GM
14 DOCUMENT ID #4242788. THEY SAY THEY REPLACED PADS AND
15 ROTORS. AT 23,589 MILES THE VEHICLE NEEDED BRAKES AGAIN.
16 SERVICE MANAGER TELLS US THAT THIS IS A KNOWN PROBLEM AT
17 GENERAL MOTORS. THEY HAVE EVEN ISSUED A NEW WARNING FOR
18 2016 MODELS. I CONSIDER THE VEHICLE TO BE UNSAFE TO DRIVE IN
19 THAT THE BRAKES CAN GO OUT WITHOUT ANY WARNING.

20 39. A consumer complaint dated 2/10/2016 and submitted to NHTSA
21 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
22 2015 GMC YUKON. WHILE DRIVING VARIOUS SPEEDS, THE BRAKE
23 PEDAL WAS APPLIED AND THE VEHICLE FAILED TO STOP. THE BRAKE
24 PEDAL HAD TO BE PUMPED SEVERAL TIMES TO STOP THE VEHICLE.
25 THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED
26 THAT THE BRAKE BOOSTER NEEDED TO BE ADJUSTED. THE VEHICLE
27 WAS REPAIRED, BUT THE FAILURE RECURRED. THE VEHICLE WAS
28 TAKEN BACK TO THE DEALER WHERE THE BRAKE FAILURE WAS

1 DUPLICATED AND DIAGNOSED THAT THE BRAKE BOOSTERS NEEDED
2 TO BE REPLACED. THE MANUFACTURER WAS NOTIFIED OF THE
3 FAILURE. THE FAILURE MILEAGE WAS 35,000.

4 40. A consumer complaint dated 7/4/2016 and submitted to NHTSA states
5 the following regarding a Class Vehicle: TRAILER BRAKE ASSIST
6 MALFUNCTION DURING TRIP WHILE DRIVING WITH TRAILER
7 CONNECTED ON HIGHWAY NO PROBLEM AFTER ENDING TRIP AND
8 DISCONNECTING TRAILER BRAKE ASSIST WARNING LIGHT APPEARED
9 AND 1ST GLANCE BRAKES SEEMED FINE BUT FINAL PEDAL PRESSURE
10 IS VERY STIFF ALMOST CAN'T STOP SUV

11 41. A consumer complaint dated 8/2/2016 and submitted to NHTSA states
12 the following regarding a Class Vehicle: BRAKES COMPLETELY FAILED. I
13 PULLED INTO TRAIN PARKING SPOT AND THE CARS WOULD NOT STOP.
14 I HAD TO KEEP PUMPING THE BRAKES AND EVENTUALLY IT JUST
15 STOPPED. I TRIED IT GAIN AND THE BRAKES WERE HARD AND
16 COULDN'T PUSH THEM DOWN. I AM SO LUCKY THAT I WAS NOT ON A
17 HIGHWAY GOING FAST WITH MY KIDS IN THE CAR. CADILLAC SAID I
18 NEEDED THE HYDRO BOOST REPLACED.

19 42. A consumer complaint dated 9/7/2016 and submitted to NHTSA states
20 the following regarding a Class Vehicle: I AM WRITING ABOUT MY 2015
21 CHEVY SUBURBAN. I OWN A LIMOUSINE SERVICE AND USE THE
22 SUBURBAN IN MY FLEET. YESTERDAY A DRIVER, WITH PASSENGERS,
23 HAD A TOTAL FAILURE OF THE POWER BRAKING SYSTEM. IT IS AT A
24 LOCAL REPAIR SHOP NOW, AND I AM BEING TOLD THE AIR PUMP HAD
25 BROKEN APART, INSIDE, SNAPPED THE FAN BELT RESULTING IN NO
26 VACUUM GETTING TO THE POWER BRAKE SYSTEM. MY DRIVER WAS
27 BARELY ABLE TO STOP THE VEHICLE BEFORE REAR ENDING
28 ANOTHER CAR ON THE HIGHWAY. THE VEHICLE HAS 54,000 MILES

1 AND I AM BEING TOLD IS OUT OF THE BUMPER TO BUMPER
2 WARRANTY. THERE ARE ALSO NO OPEN RECALLS. I AM REPORTING
3 THIS ISSUE TO THE NHTSA AND THE MASSACHUSETTS ATTORNEY
4 GENERAL'S OFFICE, AS I BELIEVE THIS IS AN IMMEDIATE DANGER TO
5 THE GENERAL MOTORING PUBLIC. I JUST CONTACTED CHEVROLET BY
6 PHONE AND EMAIL. THE REPRESENTATIVE ON THE PHONE SAID ALL
7 SHE COULD TELL ME IS THAT IT'S OUT OF WARRANTY, THERE WERE
8 NO RECALLS, AND I AM BASICALLY ON MY OWN TO REPAIR. I HOPE
9 YOU ARE ABLE TO INVESTIGATE THIS SITUATION, IDENTIFY THE
10 CAUSE OF THIS FAILURE, AND COME UP WITH A REMEDY FOR THE
11 SAFETY OF EVERYONE.

12 43. A consumer complaint dated 10/14/2016 and submitted to NHTSA
13 states the following regarding a Class Vehicle: BRAKES STOPPED WORKING .
14 FIRST TIME IT HAPPENED I THOUGHT IT WAS MY IMAGINATION AS I
15 WAS IN A PARKING LOT GOING EXTREMELY SLOW. NEXT DAY IT
16 HAPPENED WHEN BACKING OUT OF MY DRIVEWAY. HAD TO PRESS
17 BRAKES EXTREMELY HARD AND IT ROLLED TO A STOP AS IT HIT
18 CURB ON OTHER SIDE OF ROAD. TOOK IT TO DEALER AND THEY
19 REPLACE THE VACUUM BOOSTER WHICH HAD FAILED AT APROX.
20 50,000 MILES. NOT COVERED UNDER WARRANTY. EVERY OTHER PART
21 OF BRAKES BESIDES NORMAL WEAR AND TEAR IS COVERED. I WAS
22 LUCKY IT HAPPENED IN MY DRIVEWAY AND NOT WHILE DRIVING AT
23 HIGHER SPEEDS IN TRAFFIC. I HAVE ADDITIONAL COMPLAINTS
24 ABOUT THIS VEHICLHLE. THE CLIPS HOLDING DRIVERS SEAT HAD TO
25 BE REPLACED AT 40,000 MILES BECAUSE SEAT WAS SLIDING FROM
26 SIDE TO SIDE. THEY ARE ALL READY LOOSE AGAIN AT 60,000 MILES
27 ALTHOUGH NOT AS BAD AS FIRST TIME. MY AC CONDENSER WENT
28 OUT AT 62,000 MILES. IT HAS BEEN ON NATIONAL BACKORDER FOR 7

1 WEEKS AND I AM STILL WAITING. THE CAR SHAKES ON THE
2 INTERSTATE AT APROX 70 -75 MILES PER HOUR. THE DEALERSHIP HAS
3 BALANCED THE TIRES AND THIS HAS NOT FIXED PROBLEM. AFTER
4 DRIVING ON INTERSTATE AT HIGH SPEEDS FOR EXTENDED PERIOD OF
5 TIME, WHEN STOPPING THE CAR IDLES VERY ROUGH AND HAS EVEN
6 CUT OFF. THE DEALERSHIP RAN A FUEL INDUCTION SERVICE. WILL
7 SEE IF IT WORKS WHEN I GET IT BACK AFTER THEY REPLACE AC
8 CONDENSER. THE CAR SHIFTS HORRIBLY, ESPECIALLY WHEN GOING
9 SLOW. WAS TOLD THAT IS A PROBLEM WITH THE FUEL EFFICIENT
10 SHIFTING AND THERE IS NO REPAIR...JUST TO MANUALLY SHIFT.
11 ALSO, THE HOOD OF THE CAR HAS TINY RUST SPOTS COMING
12 THROUGH THE PAINT ALL OVER IT.

13 44. A consumer complaint dated 11/28/16 and submitted to NHTSA states
14 the following regarding a Class Vehicle: I HAVE A 2015 CHEVY. SUBURBAN
15 LT THE BRAKE PEDAL IS HARD TO PRESS AND THE CAR CONTINUE TO
16 ROLL EVEN AFTER I APPLY THE BRAKE DESPITE THE ROTOR AND ALL
17 THE PADS HAVE BEEN REPLACED.....THIS IS VERY DANGEROUS.

18 45. A consumer complaint dated 12/1/2016 and submitted to NHTSA
19 states the following regarding a Class Vehicle: THE BRAKES POWER ASSIST
20 FAILS AFTER APPLICATION OF BRAKES IN TRAFFIC OR WHEN
21 REVERSING. WHEN IN HEAVY TRAFFIC SITUATION AND WHEN
22 APPLYING LIGHT PRESSURE NUMEROUS TIMES, THE BRAKES POWER
23 ASSIST FAILS AND YOU HAVE TO APPLY VERY HEAVY PRESSURE TO
24 THE PEDAL TO STOP. REVERSING, THE BRAKES POWER ASSIST FAILS
25 ALMOST IMMEDIATELY AFTER INITIAL BRAKE APPLICATION.

26 46. A consumer complaint dated 1/15/17 and submitted to NHTSA states
27 the following regarding a Class Vehicle: SOME TIME WHEN I BRAKE, THE
28 CAR DO NOT STOP IMMEDIATELY IS SLIGHTING BEFORE STOPPING BY

1 BRAKE, AND BACKWARD DRIVING THE CAR DO NOT WANT TO STOP
2 AND AFTER, DRIVING AGAIN REGULARLY IS FINE I HAD THE CAR IN
3 SERVICE THEY SAY THE CAR IS FINE.....I TOUGH MAYBE I HAVE TO
4 RENEW THE BRAKE BUT NO BRAKE ARE FINE. THIS PROBLEM BEGAN
5 ON JANUARY 1017 UNTIL NOW, BUT IN PERIOD OF COMING AND GO. I
6 ASK THE SERVICE IS ANY RECALLS? THEY TOLD ME" SUBURBAN DO
7 NOT HAVE ANY "RECALLS"

8 47. A consumer complaint dated 2/28/2017 and submitted to NHTSA
9 states the following regarding a Class Vehicle: WHILE DRIVING HER VEHICLE
10 TODAY MY WIFE DEPRESSED HER BRAKE TO STOP AND SHE SAID THE
11 BRAKE FELT LIKE PUSHING ON A RUBBER TIRE. THE CAR WOULD NOT
12 STOP CAUSING HER TO RUN A STOP SIGN AND HIT ANOTHER VEHICLE.
13 WE HAD THE SAME PROBLEM LAST MONTH AND THE VEHICLE WAS
14 TAKEN TO THE CHEVROLET DEALERSHIP AND "REPAIRED"
15 ACCORDING TO THE CURRENT SAFETY BULLETIN ISSUED BY
16 CHEVROLET. THIS COLLISION CAUSED THE OTHER PERSON TO GO TO
17 THE HOSPITAL VIA EMS AND MY WIFE WAS TAKEN BY POV TO ER FOR
18 EVALUATION. OBVIOUSLY WHATEVER "FIX" WAS DONE BY THE
19 DEALERSHIP WAS NOT THE CAUSE OF THE PROBLEM. I WAS TOLD THE
20 VACUUM ASSIST PUMP AND HOSES WERE REPLACED, BUT THE
21 VEHICLE STILL HAD THE SAME ISSUE.

22 48. A consumer complaint dated 4/8/2017 and submitted to NHTSA states
23 the following regarding a Class Vehicle: I WAS ON SLOPE HILL. MY BRAKES
24 ARE NOT RESPONDING. I PUT IN NEW BRAKES 2 MONTHS AGO AND
25 BRAKES NOT RESPONDING? MY CAR ALMOST WENT DOWN THE HILL. I
26 CALLED ROADSIDE ASSISTANCE AND HAD THEM TOWED MY CAR TO
27 DEALERSHIP. THEY FOUND THE ISSUE VACUUM PUMP BROKE. ALSO
28 MY TRANSMISSION HAVING ISSUE SINCE 2 MONTHS. THEY STILL

1 HAVEN'T FOUND ISSUES. I CAN'T CONTROL MY SPEED AND ENGINE
2 GIVES A KICK WHEN ENTERING HIGHWAY. THEY WON'T REPAIR THIS
3 ISSUE BECAUSE THEIR "MECHANICS" CANNOT FIND THE ISSUE. THIS IS
4 THIS WORST VEHICLE TO DRIVE AND UNSAFE FOR DRIVERS AND
5 PASSENGERS.

6 49. A consumer complaint dated 6/17/2017 and submitted to NHTSA
7 states the following regarding a Class Vehicle: BRAKE BOOSTER WENT OUT
8 WHILE DRIVING WITH MY CHILDREN IN THE CAR!

9 50. A consumer complaint dated 6/28/2017 and submitted to NHTSA
10 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
11 2016 CHEVROLET SILVERADO 1500. WHEN THE BRAKE PEDAL WAS
12 DEPRESSED, THE VEHICLE LOST BRAKE FUNCTIONALITY. THE
13 FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TAKEN
14 TO HILLTOP CHEVROLET WHERE IT WAS DIAGNOSED THAT THE
15 VACUUM PUMP WAS FAULTY. THE VEHICLE WAS REPAIRED. THE
16 MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE
17 MILEAGE WAS APPROXIMATELY 23,367.

18 51. A consumer complaint dated 6/29/2017 and submitted to NHTSA
19 states the following regarding a Class Vehicle: WHILE DRIVING ON I90 IN STOP
20 AND GO TRAFFIC, THE CAR IN FRONT OF ME STOPPED. I APPLIED MY
21 BRAKES AND THE PEDAL WAS HARD AND WOULD NOT DEPRESS. AS A
22 RESULT MY CAR WOULD NOT STOP AND I HIT THE CAR IN FRONT OF
23 ME IN THE REAR END. MY AIR BAGS WENT OFF. I RECEIVED AN AIR
24 BAG BURN. THE CAR IN FRONT OF ME STRUCK THE CAR IN FRONT OF
25 HIM. BOTH OTHER DRIVERS CLAIM THEY WERE INJURED. MY CAR
26 COST \$15,300 TO REPAIR. CHEVROLET IS AWARE OF THIS PROBLEM,
27 ISSUING PRELIMINARY SERVICE BULLETIN PIT5361 IN 2015,
28 ADDENDUM B IN 2016 AND ADDENDUM B IN 2017. THE PROBLEM IS A

1 FAULTY VACUUM PUMP, MASTER CYLINDER, BRAKE BOOSTER,
2 VACUUM LINE, AND VACUUM PUMP BELT. I WAS NEVER INFORMED
3 OF THIS PROBLEM. I HAVE BEEN DRIVING 50 YEARS AND THIS IS MY
4 FIRST CHARGEABLE ACCIDENT.

5 52. A consumer complaint dated 7/16/2017 and submitted to NHTSA
6 states the following regarding a Class Vehicle: WHILE EXITING THE OHIO
7 TURNPIKE, MY BRAKE PEDAL BEGAN TO STOP DEPRESSING
8 COMPLETELY- TO THE POINT WHERE I COULDN'T PUSH DOWN AT ALL.
9 IT FELT LIKE AN OVER-PUMPED KEG. AS I CONTINUED MY EXIT
10 TOWARD THE TOLL BOOTH, IT SEEMED THAT THE ABS WERE
11 ENGAGING, BUT I WASN'T IN AN EMERGENCY BRAKING SITUATION.
12 THE REST OF MY JOURNEY HOME WAS UNEVENTFUL, UNTIL I
13 ARRIVED HOME. I PULLED INTO MY GARAGE, AND ATTEMPTED TO
14 BACK OUT SO I CHECK UNDER THE VEHICLE TO MAKE SURE THERE
15 WASN'T ANYTHING LEAKING. AS I BACKED OUT, MY BRAKES WOULD
16 NOT ENGAGE PROPERLY AGAIN AND MY CAR ROLLED BACK DOWN
17 MY DRIVE WAY. THE CAR STOPPED AND I PARKED IT WHERE IT WAS.
18 LATER IN THE DAY, I WAS ABLE TO PULL THE CAR INTO MY GARAGE
19 WITHOUT INCIDENT. I TOOK THE CAR TO CHESROWN GMC (THE
20 DEALERSHIP WHERE I PURCHASED THE VEHICLE). THEY ADVISED
21 THEY HAD NEVER HEARD OF SUCH A SITUATION AND HAD ME BEING
22 VEHICLE TO THEM. I COULDN'T REPLICATE THE ISSUE WITH THEM,
23 BUT LEFT THE CAR WITH THEM SO THEY COULD CHECK IT OUT FOR
24 ISSUES. THEY REPLACED THE THE BRAKE VACUUM PUMP. TODAY
25 (7/31/17), THE BRAKES STARTED TO BEHAVE IN THE SAME MANNER AS
26 WHEN THEY FAILED ON 7/16/17.

27 53. A consumer complaint dated 8/11/2017 and submitted to NHTSA
28 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A

1 2016 CHEVROLET SILVERADO 1500. WHILE OPERATING ON AN INCLINE,
2 THE BRAKE PEDAL WAS DEPRESSED BUT FAILED TO RESPOND. THE
3 FAILURE OCCURRED WITHOUT WARNING. KENNY ROSS CHEVROLET
4 BUICK GMC (LOCATED AT 11250 US-30, NORTH HUNTINGTON, PA) WAS
5 CONTACTED AND UPDATED THE SOFTWARE AND TRANSMISSION. THE
6 MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE
7 MILEAGE WAS APPROXIMATELY 18,025.

8 54. A consumer complaint dated 8/13/2017 and submitted to NHTSA
9 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
10 2015 CHEVROLET TAHOE. THE CONTACT STATED THAT WHILE
11 DRIVING AT 5 MPH, THE BRAKE PEDAL WAS APPLIED BUT FAILED TO
12 RESPOND WITHOUT WARNING. THE VEHICLE WAS TOWED TO A
13 LOCAL DEALER: COUGHLIN FORD OF CIRCLEVILLE LOCATED AT 24001
14 US HIGHWAY 23 S CIRCLEVILLE OH 49113 WHERE IT WAS DIAGNOSED
15 THAT THE BRAKE SENSOR NEEDED TO BE REPLACED. THE VEHICLE
16 WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS
17 THEN TOWED TO HARE CHEVROLET LOCATED AT 2001 STONY CREED
18 RD NOBLESVILLE IN 46060 WHERE IT WAS DIAGNOSED THAT THE
19 VACUUM PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS
20 REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND
21 OPENED CASE # 8-31775454 BUT DID NOT OFFER ANY FURTHER
22 ASSISTANCE. THE FAILURE MILEAGE WAS 31,000.

23 55. A consumer complaint dated 8/18/2017 and submitted to NHTSA
24 states the following regarding a Class Vehicle: THE BRAKES ON MY 2015
25 CHEVY SUBURBAN ARE LOCKING WHEN DRIVING A LOW SPEED. THE
26 PROBLEM STARTED ALL OF THE SUDDEN WHILE DRIVING UNDER DRY
27 ROAD CONDITIONS ON A CITY STREET. IF YOU PRESS ON THE BRAKE
28 PEDAL , IT DOES NOT MOVE AND THE CAR DOES NOT STOPPED. I

1 ALMOST HIT A FAMILY OF 4 THAT WAS CROSSING IN FRONT OF ME.
2 THE CAR HAS BEEN AT DICK BEARD CHEVROLET IN HYANNIS, MA
3 AND THEY ARE SAYING THAT THERE IS NO ISSUE WITH THE BRAKES
4 AND AVOIDING SOLVING THE PROBLEM. I'VE CALLED CHEVROLET 4
5 TIMES AND THEY ARE NOT CALLING ME BACK. THE CAR IS NOT SAFE
6 TO DRIVE AT ALL.

7 56. A consumer complaint dated 9/4/2017 and submitted to NHTSA states
8 the following regarding a Class Vehicle: WHILE DRIVING ON THE ROAD IN
9 TRAFFIC I WENT TO PRESS ON THE BRAKES AND NOTICED THEY HAD
10 BECOME STIFF AND HAD TO PRESS THEM AS HARD AS POSSIBLE TO
11 SLOWLY STOP WHILE TRYING TO AVOID HITTING ANOTHER VEHICLE
12 IN TRAFFIC. NO WARNING LIGHTS WERE ON IN THE DASH UNTIL I
13 PULLED OVER AND RESTARTED VEHICLE A COUPLE OF TIMES. THEN I
14 GOT THE ACTIVE BRAKE ASSIST SERVICE LIGHT ON. I HAD THE
15 VEHICLE TOWED TO THE NEAREST CHEVROLET SERVICE CENTER DUE
16 TO THE VEHICLE NOT SAFE TO DRIVE.

17 57. A consumer complaint dated 9/10/2017 and submitted to NHTSA
18 states the following regarding a Class Vehicle: WHEN APPLYING THE BRAKES
19 MY CAR DOESN'T STOP 100% OF THE TIME. 1 TIME DURING HIGHWAY
20 SLOW MOVING TRAFFIC, 3 TIMES BACKING OUT OF MY DRIVEWAY
21 (FLAT SURFACE), 4 TIMES WHEN ON INCLINE/DECLINE OF ROAD.
22 WHEN APPLYING BRAKES, HORRIBLE CHATTERING VIBRATION
23 COMES FROM LEFT FRONT TIRE AREA, CHATTER VIBRATION IS FELT
24 IN BRAKE PEDAL. NO MATTER HOW HARD I APPLY THE BRAKE THE
25 CAR KEEPS GOING - IT WILL FINALLY STOP, BUT I ALMOST HIT THE
26 CAR IN FRONT OF ME AT THE ONE HIGHWAY OCCURRENCE, 2 TIMES
27 CAR FINALLY STOPPED JUST BEFORE GOING OVER EDGE OF
28 PROPERTY WHEN PULLING FORWARD & BACKWARD TO TURN

1 AROUND IN TIGHT AREA. IN EACH INSTANCE I AM MOVING AT A VERY
2 SLOW SPEED. I CONTACTED DEALERSHIP, THEY TOLD ME I WASN'T
3 THE ONLY ONE CALLING ABOUT THIS HAPPENING BUT SINCE I'M
4 OVER 36,000 WARRANTY THEY WILL CHARGE ME TO CK IT OUT,

5 58. A consumer complaint dated 9/22/2017 and submitted to NHTSA
6 states the following regarding a Class Vehicle: AS I WAS SITTING IN THE
7 VEHICLE IN PARK, I PLACED MY FOOT ON THE BRAKE AND NOTICED
8 THAT THE BRAKE ASSIST HAD ACTIVATED WHILE IN PARK. I WAS
9 UNABLE TO PUSH THE PETAL DOWN. I WAS ABLE TO MOVE THE
10 SHIFTER INTO DRIVE WITH MY FOOT ON THE BRAKE, BUT THE
11 VEHICLE IMMEDIATELY PLUNGED FORWARD. AS I CONTINUED TO
12 TRY AND DEPRESS THE BRAKE PETAL, THE VEHICLE FINALLY
13 SLOWED TO A STOP. BEFORE I COULD GET OFF THE ROAD AND OUT OF
14 TRAFFIC, THE BRAKE ASSIST CONTINUED TO BE LOCKED UP AND
15 THERE WAS NO BRAKES IF I SHIFTED INTO REVERSE. I WAS
16 EXTREMELY CONCERNED FOR MINE AND MY CHILDREN'S SAFETY AS
17 THIS COULD HAVE CAUSED A VERY SERIOUS ACCIDENT. THE BRAKES
18 DID NOT STOP THE VEHICLE AND WERE DEFECTIVE DUE TO THE
19 VACUUM PUMP "GOING OUT". THE VEHICLE IS ONLY 2 YEARS OLD
20 AND HAS 49K MILES.

21 59. A consumer complaint dated 9/26/2017 and submitted to NHTSA
22 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
23 2015 CHEVROLET SUBURBAN. WHILE EXITING THE PARKING LOT AT 5
24 MPH, THE BRAKES FAILED TO WORK WITHOUT WARNING. THE
25 CONTACT HAD TO CHANGE THE GEAR TO PARK IN ORDER TO STOP
26 THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER (BOB PRICE
27 CHEVROLET BUICK GMC, 1225 S STATE HWY 16, FREDERICKSBURG, TX
28 78624) WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER AND

1 THE BRAKE PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT
2 REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE
3 APPROXIMATE FAILURE MILEAGE WAS 51,800.

4 60. A consumer complaint dated 10/4/2017 and submitted to NHTSA
5 states the following regarding a Class Vehicle: HARD BRAKE PEDAL,
6 INCREASED EFFORT IS NEEDED TO DEPRESS BRAKE PEDAL. MOST
7 COMMONLY AT SPEEDS <35 MPH. OFTEN VEHICLE DOES NOT WANT TO
8 STOP. VEHICLE WAS IN MODERATE MORNING RUSH HOUR TRAFFIC.
9 VEHICLE IN FRONT STOPPED QUICKLY FROM 40 MPH. TRIED PRESSING
10 BRAKE PEDAL ON 2015 TAHOE TO STOP, PEDAL WAS EXTREMELY
11 HARD AND VEHICLE WOULD NOT STOP.

12 61. A consumer complaint dated 10/9/2017 and submitted to NHTSA
13 states the following regarding a Class Vehicle: MY 2015 SUBURBAN WITH
14 APPROX 80K MILES, STARTED HAVING BRAKE PROBLEMS WHEN I
15 WOULD DRIVE IN REVERSE. THE BRAKES HAD A GRINDING NOISE AND
16 WAS GETTING HARD TO PRESS. THE BRAKE PADS WERE REPLACED
17 AROUND 46K MILES AS I BOUGHT THE VEHICLE USED FROM
18 ENTERPRISE SALES. THE BRAKES EVENTUALLY GOT WORSE AND HAD
19 THE BRAKE ASSIST MESSAGE ON DASH COME UP. IF I HAD TO USE THE
20 BRAKES TOO MANY TIMES AT ONE TIME LIKE IF I HAD TO GO OVER
21 SPEED BUMPS IN MY NEIGHBORHOOD, THEN THE BRAKES WOULD BE
22 EXTREMELY HARD AND WOULD LOSE ALL POWER BRAKES. IF I KEPT
23 THE VACUUM UP WITH A LITTLE RPM'S- ONE FOOT ON THE BRAKE
24 AND ONE ON THE GAS, THEN I COULD GET THE POWER BRAKES TO
25 WORK. NOW IT'S JUST TOTALLY GONE. NO POWER BRAKES AT ALL
26 NOW AND ORDERED THE VACUUM BOOSTER AND WILL REPLACE IT
27 MYSELF. I CALLED THE MAIN CHEVROLET HOTLINE AND THEY WERE
28 TOTALLY WORTHLESS. I TOLD THEM ABOUT ALL THE NUMEROUS

1 COMPLAINTS POPPING UP ON THE INTERNET AND WITH SUBURBANS
2 WITH MUCH LESS MILES THAN MINE AND TRIED TO SEE IF THEY HAD
3 ANY RECALLS REGARDING THE BRAKES. THEY SAID NO. I SAID THEY
4 SHOULD BE CONCERNED BEFORE IT ENDS UP KILLING SOMEONE.

5 62. A consumer complaint dated 10/26/2017 and submitted to NHTSA
6 states the following regarding a Class Vehicle: WHILE DRIVING, THE DASH
7 MESSAGE ALERTED ME THAT I NEEDED TO "SERVICE BRAKE ASSIST." I
8 WAS NOT USING THE BRAKES, SO I STARTED TO SLOW DOWN AND
9 THE BRAKES WORKED, BUT WHEN I CAME TO THE LIGHT, IT WAS LIKE
10 PRESSING A ROCK AND THE PEDAL WOULD NOT PUSH DOWN. I HAD
11 COMPLETE BRAKE FAILURE, BUT THANKFULLY HAD SLOWED
12 ENOUGH BEFORE COMING TO THE LIGHT, THAT I COULD THROW THE
13 CAR INTO PARK. I PULLED INTO A PARKING LOT AND TAPPED THE
14 BRAKES SEVERAL TIMES, TURNED MY CAR OFF, TURNED IT BACK ON,
15 PUT THE PARKING BRAKE ON AND OFF. THE BRAKES WORKED SO I
16 BEGAN DRIVING VERY CAUTIOUSLY AND STUCK TO BACK ROADS
17 AND STAYED UNDER 35 MPH. THE BRAKES FAILED TWICE MORE AT A
18 STOP SIGN AND A RED LIGHT, WHILE I WAS DRIVING AT LOW SPEEDS.
19 I DROVE THE CAR ONE MORE TIME A FEW HOURS LATER AND HAD
20 COMPLETE BRAKE FAILURE EVERY TIME I TRIED TO STOP. I HAD TO
21 EITHER THROW THE CAR INTO PARK, OR DRIVE INTO A PARKING LOT
22 TO SLOW DOWN. I HAD IT TOWED TO A SERVICE CENTER AT THE
23 CHEVY DEALERSHIP. THE VEHICLE IS UNDER 3 YEARS OLD, HAS
24 ABOUT 60,000 MILES ON IT, HAS BEEN KEPT IN GREAT CONDITION, HAS
25 ON TIME OIL CHANGES, NEVER BEEN IN AN ACCIDENT, AND HAS NEW
26 TIRES. THE CAR HAD NO SQUEALING OR GRINDING TO SHOW WEAR
27 AND TEAR, OR ANY OTHER INDICATOR THE BRAKES WOULD FAIL. THE
28 DEALERSHIP MAINTAINS THAT THIS IS NOT COVERED BECAUSE WE

1 ARE OUT OF WARRANTY, HOWEVER, WE HAVE AN EXTENDED
2 WARRANTY THAT WE ARE USING TO FIX THIS ISSUE. IT IS UNKOWN
3 THE EXACT CAUSE, BECAUSE IT IS AT THE SHOP AWAITING
4 DIAGNOSTICS.

5 63. A consumer complaint dated 10/31/2017 and submitted to NHTSA
6 states the following regarding a Class Vehicle: WHILE REVERSING IN SLOW
7 SPEEDS INTERMITTENTLY IN FORWARD MOTION, THE BRAKE PEDAL
8 BECOMES VERY HARD AND WILL NOT STOP THE VEHICLE. THE BRAKE
9 PEDAL HAS TO BE DEPRESSED VERY HARD AND THERE IS A
10 VIBRATING MOTION. THE MASTER CYLINDER HAS ALREADY BEEN
11 REPLACED BY THE DEALERSHIP AT AN EXPENSE OF NEARLY \$600, BUT
12 THE ISSUE PERSISTS.

13 64. A consumer complaint dated 11/2/2017 and submitted to NHTSA
14 states the following regarding a Class Vehicle: I WAS DRIVING IN TRAFFIC
15 GOING ABOUT 5MPH AND WHEN I APPLIED MY BRAKES THEY WERE
16 NOT WORKING 100% I HAD TO PUSH THE PEDAL TO THE FLOOR AND
17 THE TRUCK KEPT ROLLING. I HAD TO HAD TO FIGURE OUT A WAY TO
18 SAFELY MOVE TO THE SHOULDER OF THE FREEWAY TO AVOID
19 ACCIDENTS. I WAITED ON THE SHOULDER OF THE FREEWAY FOR
20 ABOUT A HOUR FOR TRAFFIC TO STOP. I WAS FINALLY ABLE TO GET
21 OFF THE FREEWAY SO I COULD CHECK THE BRAKE FLUID IT WAS
22 FULL. I KNEW THERE WASN'T A PROBLEM WITH THE BRAKES
23 BECAUSE THEY HAD JUST BEEN REPLACED THE PRIOR MONTH. I
24 KNEW THE VEHLCE WAS NOT SAFE TO DRIVE HOME SO I LEFT THE
25 TRUCK AT DAVIS CHEVROLET AT THEIR NIGHT DROP. I TALKED TO A
26 SERVICE TECHNICIAN AND HE INFORMED ME THAT HE HAS SEEN THIS
27 ISSUE A LOT WITH 2015 TAHOE'S, AND INFAC 3 2015 TAHOE'S WERE
28 BROUGHT IN THE SAME DAY NOVEMBER 3,2017. BEFORE LOOKING AT

1 MY VEHICLE THE TECHNICIAN TOLD ME IT WAS THE VACUME PUMP
2 BUT HE WOULD CALL ME BACK TO LET ME KNOW FOR CERTAIN.
3 ONCE THEY LOOKED AT MY TRUCK HE SAID IT WAS THE VACUUM
4 PUMP THAT NEEDED TO BE REPLACED AND IT WAS NOT UNDER
5 WARRANTY. I DON'T UNDERSTAND HOW GM KNOWS ABOUT THIS
6 ISSUE AND STILL DOES NOT RECALL IT, THIS CAN CAUSE MAJOR
7 ACCIDENTS AND POTENTIALLY CAUSE A LIFE. IT'S OBVIOUS THERE IS
8 A ISSUE WITH TJE VACUUME PUMPS IN TJE 2015 TAHOE'S AND GM
9 NEEDS TO TAKE RESPONSIBILITY AND DO A RECALL BEFORE
10 SOMEONE DIES BECAUSE THEIR BRAKES FAIL DUE TO A VACUUM
11 PUMP NOT WORKING

12 65. A consumer complaint dated 11/4/2017 and submitted to NHTSA
13 states the following regarding a Class Vehicle: UPON DRIVING IN LOW SPEED,
14 DRY CONDITIONS, BUMPER TO BUMPER TRAFFIC (LESS THAN 10MPH),
15 MY 2015 CHEVROLET TAHOE LTZ'S BRAKES BECAME UNRESPONSIVE.
16 AT THAT POINT, I PUT ALL MY WEIGHT ON THE BRAKES AND THE CAR
17 CAME TO AN UNCALCULATED STOP. THIS PROBLEM PERSISTED AND
18 DID NOT REMEDY ITSELF. THE DEALERSHIP NOTIFIED ME THAT THERE
19 WAS A FAULTY BRAKE VACUUM PUMP, AND BRAKE BOOSTER, AND
20 THAT IT FAILED BECAUSE OF MOISTURE PENETRATION. FURTHER,
21 GENERAL MOTORS HAS ISSUED TECHNICAL BULLETIN PIT 5361A/B/C
22 TO ADDRESS THIS KNOWN ISSUE. MY TAHOE HAS 59,000 MILES ON IT.
23 AFTER FURTHER RESEARCH, THIS IS A KNOWN ISSUE BY GM AT THE
24 TIME OF MY VEHICLE PURCHASE IN DECEMBER 2014 AND FURTHER,
25 HAS BEEN ACKNOWLEDGED THROUGH TECHNICAL BULLETINS TO
26 THE GM DEALERS. FURTHER, THERE ARE DOCUMENTED CASES
27 WHERE INJURIES/WRECKS HAVE OCCURRED DUE TO THIS SPECIFIC
28 ISSUE. THE GENERAL MOTORS COMPANY HAS BEEN NEGLIGENT IN ITS

1 HANDLING OF THIS IMPORTANT SAFETY (NOT COSMETIC) ISSUE.

2 66. A consumer complaint dated 11/11/2017 and submitted to NHTSA
3 states the following regarding a Class Vehicle: WHILE DRIVING AT SLOW
4 SPEED IN SCHOOL PARKING LOT BRAKE PEDAL FAILED TO STOP
5 VEHICLE WHEN USING NORMAL BRAKE PRESSURE. PEDESTRIAN IN
6 FRONT OF VEHICLE JUMPED OUT OF THE WAY TO AVOID BEING
7 STRUCK.

8 67. A consumer complaint dated 11/16/2017 and submitted to NHTSA
9 states the following regarding a Class Vehicle: PROBLEM STARTED AS
10 BRAKES EXTREMELY DIFFICULT TO ACTIVATE WHEN TRAVELING IN
11 REVERSE AT LOW SPEED (I AM APPROX 200 LBS AND HAD TO STAND
12 ON BRAKES WITH EFFORT TO GET VEHICLE TO STOP). PROBLEM ALSO
13 APPEARED IN LOW SPEED STOP AND GO OPERATION AS WELL AS
14 WHEN BACKING AT A MODERATE SPEED OF APPROXIMATELY 10
15 MILES PER HOUR. WE HAVE HAD AT LEAST ONE OTHER VEHICLE IN
16 OUR FLEET EXPERIENCE THIS ISSUE. IT WAS DETERMINED TO BE A
17 FAILED VACUUM PUMP ON THAT VEHICLE. THIS VEHICLE WAS TAKEN
18 TO DEALER AND THEY WERE UNABLE TO REPLICATE ISSUE. I
19 UNDERSTAND THERE IS A GM TECHNICAL BULLETIN INVOLVING THIS
20 ISSUE BUT NO OIL WAS FOUND IN VACUUM LINES. THE VEHICLE IS
21 OUTSIDE OF WARRANTY SO THERE IS CHARGES EACH TIME WE BRING
22 VEHICLE BACK. I WAS TOLD TO BRING VEHICLE BACK IF PROBLEM
23 BECOMES WORSE. I FEEL A FAILURE OF BRAKES IS AN EXTEREME
24 SAFETY CONCERN IN NORMAL OPERATION AND ESPECIALLY IN HIGH
25 SPEED EMERGENCY OPERATION OF THE VEHICLE. A SEARCH OF THE
26 NHTSA SITE AS WELL AS INTERNET HAS REVELED NUMEROUS
27 COMPLAINTS REGARDING THIS EXACT ISSUE. IT APPEARS THE
28 COMMON REPLACEMENT IS THE BRAKE ASSIST AND VACUUM PUMP.

1 68. A consumer complaint dated 11/19/2017 and submitted to NHTSA
2 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
3 2015 CHEVROLET TAHOE. WHILE DRIVING APPROXIMATELY 25 MPH,
4 THE STEERING WHEEL INADVERTENTLY PULLED TO THE RIGHT.
5 WHILE ATTEMPTING TO DEPRESS THE BRAKE PEDAL, THE BRAKES
6 FAILED TO STOP THE VEHICLE. AS A RESULT, THE CONTACT LOST
7 CONTROL OF THE VEHICLE AND CRASHED INTO A PARKED VEHICLE.
8 WHILE THE GEAR SHIFTER WAS IN REVERSE OR DRIVE, THE VEHICLE
9 FAILED TO OPERATE. THE AIR BAGS DID NOT DEPLOY. THE TIRE
10 PRESSURE AND EPS ASSIST WARNING INDICATORS ILLUMINATED. THE
11 CONTACT SUSTAINED AN INJURY TO THE LOWER BACK, BUT NO
12 MEDICAL ATTENTION WAS REQUIRED. A POLICE REPORT WAS NOT
13 FILED. THE VEHICLE WAS TOWED TO NISSANI BROS. CHEVROLET (6101
14 W SLAUSON AVE, CULVER CITY, CA 90230 (424) 216-7400), BUT IT HAD
15 NOT BEEN DIAGNOSED. THE VEHICLE WAS NOT REPAIRED. THE
16 CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 16V256000
17 (SUSPENSION). THE MANUFACTURER WAS NOTIFIED OF THE FAILURE
18 AND THE CONTACT WAS PROVIDED CASE NUMBER: 8-3571350184. THE
19 CONTACT WAS ADVISED TO CALL NHTSA. THE APPROXIMATE
20 FAILURE MILEAGE WAS 25,400.

21 69. A consumer complaint dated 12/8/2017 and submitted to NHTSA
22 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
23 2015 GMC YUKON. WHILE AT A DRIVE THRU WITH THE BRAKE PEDAL
24 DEPRESSED TO THE FLOORBOARD, THE BRAKES FAILED. THE
25 CONTACT HAD TO APPLY EXCESSIVE FORCE IN ORDER FOR THE
26 VEHICLE TO STOP. THERE WERE NO WARNING INDICATORS
27 ILLUMINATED. THE VEHICLE WAS TAKEN TO STARLING CHEVROLET
28 BUICK GMC (1001 E IRLO BRONSON MEMORIAL HWY, ST CLOUD, FL

1 34769, PHONE: (407) 892-5144), BUT THE CAUSE OF THE FAILURE COULD
2 NOT BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE
3 MANUFACTURER WAS NOTIFIED AND STATED THAT THE FAILURE
4 HAD TO BE DUPLICATED. THE APPROXIMATE FAILURE MILEAGE WAS
5 42,000. THE VIN WAS NOT AVAILABLE.

6 70. A consumer complaint dated 12/12/2017 and submitted to NHTSA
7 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
8 2015 CHEVROLET SUBURBAN. WHILE DRIVING APPROXIMATELY 40
9 MPH, THE CONTACT ATTEMPTED TO APPLY THE BRAKES AND THE
10 BRAKE PEDAL WOULD NOT DEPRESS. THE CONTACT HAD TO APPLY
11 THE EMERGENCY BRAKE TO GET THE VEHICLE TO STOP. THE VEHICLE
12 WAS NOT TAKEN TO THE DEALER. THE VEHICLE WAS DRIVEN TO AN
13 INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE
14 MASTER BRAKE CYLINDER AND BRAKE BOOSTER FAILED. THE
15 MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VIN WAS
16 UNKNOWN. THE FAILURE MILEAGE WAS 100,000.

17 71. A consumer complaint dated 12/16/2017 and submitted to NHTSA
18 states the following regarding a Class Vehicle: BRAKES BECAME EXTREMELY
19 STIFF, AND POWER ASSIST WAS LOST. VEHICLE IS VERY HARD TO
20 STOP, NEARLY CAUSING AN ACCIDENT SEVERAL TIMES. TOOK
21 VEHICLE TO A SERVICE SHOP, AND FOUND OUT THAT THE VACUUM
22 PUMP WAS DEFECTIVE AND CAUSED OIL TO ENTER MY BRAKE
23 VACUUM AND BRAKE LINES. HAD TO ALL BE REPLACED.

24 72. A consumer complaint dated 12/23/2017 and submitted to NHTSA
25 states the following regarding a Class Vehicle: WHILE TRAVELING STRAIGHT
26 AT 70 MPH ON THE HIGHWAY IN MY 2015 CHEVY SUBURBAN (62K
27 MILES) THE VEHICLE EXPERIENCED A SUDDEN AND UNDETECTED
28 COMPLETE BRAKE SYSTEM FAILURE. AS I APPROACHED SLOWING

1 TRAFFIC WITH THE CRUISE CONTROL ON, I TAPPED THE BRAKES TO
2 DISENGAGE THE CRUISE CONTROL, ONLY TO FIND THAT THE BRAKE
3 PEDAL WAS RIGID AND COULD NOT BE DEPRESSED. TO AVOID A
4 COLLISION AT A HIGH RATE OF SPEED I SWERVED ONTO THE RIGHT
5 SHOULDER WHILE USING TWO LEGS TO AGGRESSIVELY PUSH THE
6 BRAKE PEDAL DOWN - ALL THE WHILE FEELING VERY LITTLE
7 BRAKING ACTION. THE CAR CAME TO A STOP AFTER ABOUT 75
8 METERS. AT NO TIME BEFORE OR DURING THE EVENT DID THE CAR
9 SIGNAL A BRAKING SYSTEM PROBLEM. IN FACT IT STILL SHOWED NO
10 SYSTEM INDICATOR OF A BRAKE PROBLEM 3 DAYS LATER WHEN IT
11 WAS DELIVERED TO THE DEALER FOR DIAGNOSIS. THE CAR HAS BEEN
12 WELL MAINTAINED, HAVING JUST UNDERGONE A 60K MILE SERVICE
13 AT THE DEALERSHIP. THE LACK OF THE VEHICLE'S RECOGNITION
14 THAT A CRITICAL FAILURE IN THE BRAKING SYSTEM HAD OCCURRED
15 POSED A SERIOUS AND IMMEDIATE THREAT TO PASSENGERS AND
16 SURROUNDING TRAFFIC. AS A PHYSICIAN I CAN ATTEST THAT A
17 COLLISION AT THAT SPEED WOULD HAVE SEVERELY INJURED OR
18 EVEN KILLED THOSE INVOLVED. THIS PROBLEM WITH THE 2015
19 CHEVY SUB HAS REPORTED TO NHTSA BEFORE - THIS IS NOT AN
20 ISOLATED EVENT. THE SERVICE CENTER REPORTED TO ME THAT A
21 VACUUM PUMP FAILURE WAS TO BLAME - I BELIEVE THIS IS A MORE
22 COMPLEX ENGINEERING PROBLEM IN THAT THE VEHICLE DID NOT
23 DETECT A PROBLEM DESPITE THE FAILURE CREATING A LIFE
24 THREATENING SCENARIO. ALTHOUGH I PLAN TO IMMEDIATELY
25 DISPOSE OF THIS CAR, FAILURE TO ADDRESS THIS PROBLEM BY THE
26 MANUFACTURER WILL PUT OTHERS AT RISK IN THE FUTURE. GM
27 APPEARS TO HAVE ISSUED A SERVICE BULLETIN THAT REFERS TO
28 THIS PROBLEM (ATTACHED). I SINCERELY BELIEVE THIS DEFECT WILL

1 RESULT IN LIVES LOST IF LEFT UNADDRESSED. INFORMATION
2 REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT
3 (FOIA), 5 U.S.C. 552(B)(6).

4 73. A consumer complaint dated 12/28/2017 and submitted to NHTSA
5 states the following regarding a Class Vehicle: I'M HAVING BRAKE BOOSTER
6 FAILURE AT SLOW SPEEDS, THE BRAKE PETAL IS SUPER HARD TO
7 PUSH DOWN AND IT ALMOST ISN'T ENOUGH TO MAKE THE TRUCK
8 STOP ROLLING AT SLOW SPEEDS. TRUCK HAS RIGHT AT 43,XXX MILES
9 ON IT AND IS NOT UNDER WARRANTY.

10 74. A consumer complaint dated 1/5/2018 and submitted to NHTSA states
11 the following regarding a Class Vehicle: AS WE WERE DRIVING FROM
12 ATLANTA TO MIAMI, WHEN WE WERE GETTING OFF THE HIGHWAY
13 THE BRAKES ON OUR 2015 CHEVROLET SUBURBAN FAILED TO STOP
14 AT 60 MILES PER HOUR, WE ALMOST REARED-ENDED AN EIGHTEEN-
15 WHEELER; WITH OUR FAMILY OF FIVE AND OUR TWO DOGS ON
16 BOARD! ALL FLUIDS HAD BEEN CHECKED ON THE CAR AND THE
17 BRAKE PADS WERE RECENTLY CHANGED. WE JUST CALLED AND
18 NOTIFIED CHEVROLET ABOUT THIS SAFETY ISSUE. WE ASKED IF
19 THERE WERE ANY ISSUES AND/OR RECALLS ON OUR VEHICLE AND
20 THE AGENT SAID THAT THERE WERE NO ISSUES OR RECALLS
21 REGARDING THIS TYPE OF VEHICLE. WE MADE AN APPOINTMENT TO
22 HAVE OUR CAR DIAGNOSED AS SOON AS POSSIBLE. AFTER
23 RESEARCHING ONLINE WE FOUND NUMEROUS POSTS ON SEVERAL
24 SITES FROM OTHER SUBURBAN OWNERS REPORTING THE SAME ISSUE
25 WITH THEIR BRAKING SYSTEM NOT RESPONDING. WHAT WILL IT
26 TAKE FOR CHEVROLET TO ACKNOWLEDGE THIS BRAKE FAILURE
27 SYSTEM ISSUE?!?! SOMEONE TO GET KILLED?!?! PLEASE LOOK INTO
28 THIS BRAKE FAILURE ISSUE AND ADDRESS IT PROMPTLY!!!

1 75. A consumer complaint dated 1/12/2018 and submitted to NHTSA
2 states the following regarding a Class Vehicle: TL* THE CONTACT OWNS A
3 2015 GMC YUKON. WHILE DRIVING APPROXIMATELY 5 MPH, THE
4 BRAKE PEDAL STIFFENED AND THE VEHICLE DID NOT STOP WHEN
5 THE PEDAL WAS DEPRESSED. THERE WERE NO WARNING INDICATORS
6 ILLUMINATED. THE CONTACT USED THE EMERGENCY BRAKE TO STOP
7 THE VEHICLE. THE VEHICLE WAS TAKEN TO KEYES WOODLAND HILLS
8 BUICK GMC (6133 TOPANGA CANYON BLVD, WOODLAND HILLS, CA
9 91367) WHERE IT WAS DIAGNOSED THAT THE VACUUM PUMP FAILED
10 AND DAMAGED THE ENTIRE BRAKING SYSTEM. THE TECHNICIAN
11 REPLACED THE VACUUM PUMP AND THE ENTIRE BRAKING SYSTEM.
12 THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND
13 STATED THAT THERE WAS NO RECALL. THE FAILURE MILEAGE WAS
14 40,500.

15 76. A consumer complaint dated 2/2/2018 and submitted to NHTSA states
16 the following regarding a Class Vehicle: ISSUE REGARDING BRAKING
17 SYSTEM AND INTERNAL FAILURE. COST TO REPAIR IS \$1500 ON A 3
18 YEAR OLD CAR. GM HAS BEEN AWARE OF THIS ISSUE SINCE 2015.
19 THEY ARE ALSO DEFENDANTS IN A CLASS ACTION LAWSUIT
20 REGARDING THE BRAKES AND THE CATASTROPHIC FAILURE THAT
21 WILL EVENTUALLY RESULT IN DEATH.

22 77. A consumer complaint dated 2/6/2018 and submitted to NHTSA states
23 the following regarding a Class Vehicle: MY 2015 CHEVROLET TAHOE LT
24 WOULD NOT STOP APPROACHING A MAJOR INTERSECTION. BRAKE
25 PEDAL BECAME HARD AND WOULD NOT COME TO A COMPLETE STOP
26 AT A MAJOR CITY INTERSECTION, NEARLY CAUSING AN ACCIDENT. I
27 WAS TOLD BY THE DEALERSHIP THAT THE VACUUM PUMP WILL NEED
28 TO BE REPLACED AT MY EXPENSE AND IT IS A COMMON OCCURRENCE

1 ON THIS YEAR AND MODEL . NOT ONLY IS THIS A SAFETY ISSUE, ITS A
2 COMMON PROBLEM AND A TECHNICAL BULLETIN HAS BEEN
3 RELEASED FOR THE REPAIR. THIS VEHICLE IS OUT OF THE BUMPER TO
4 BUMPER WARRANTY BUT IS STILL HOWEVER UNDER THE 1000,000
5 DRIVE TRAIN WARRANTY. GM NEEDS TO ADDRESS THIS PROBLEM
6 BEFORE SOMEONE GETS INJURED.

7 78. A consumer complaint dated 3/5/2018 and submitted to NHTSA states
8 the following regarding a Class Vehicle: PLACING CAR IN REVERSE OR
9 DRIVE AT SLOW SPEEDS AND PRESSING BRAKES ALL THE WAY TO
10 THE FLOOR WITH THE VEHICLE NOT STOPPING. BRAKE SYSTEM
11 WARNING LIGHT WOULD COME ON. ISSUE COMES AND GOES WHEN IT
12 PLEASES. TAKING THE SUBURBAN TO DEALERSHIP TODAY. STARTED
13 HAPPENING AROUND 59000 MILES

14 79. A consumer complaint dated 3/10/2018 and submitted to NHTSA
15 states the following regarding a Class Vehicle: BRAKES GOT HARD WHEN
16 DRIVING ONTO EXPRESSWAY TAHOE HAS ONLY 42000 MILES AND
17 HEARD THERES BEEN ALOT OF ISSUES WITH THE VACUUM PUMP
18 WHAT I HAVE READ.THERE NEEDS TO BE A RECALL

19 80. A consumer complaint dated 3/13/2018 and submitted to NHTSA
20 states the following regarding a Class Vehicle: I BEEN HAVING MY TRUCK
21 FOR 2 YEARS AND BRAKES KEEP GOING OUT AND THE AIR CONDITION
22 KEEPS GOING OUT. I HAVE TWO FRIENDS THE SAME VEHICLE WITH
23 THE SAME PROBLEMS. THIS IS RIDICULOUS I SEE NO RECALLS ON
24 THAT. AND I'VE SEEN ON THE REVIEWS OF THIS VEHICLE AND ITS NOT
25 JUST ME THERE'S PEOPLE OUT THERE WITH THE SAME PROBLEM THAT
26 I AM HAVING. THIS COULD CAUSE A REALLY BAD ACCIDENT THE
27 BRAKES KEEP GOING OUT I AM NOT THE ONLY ONE WITH THIS
28 PROBLEM. PLEASE TAKE IN CONSIDERATION THAT EVERYONE HAS

1 FAMILIES. AND ACCIDENTS COULD CAUSE US TO LOSE OUR FAMILY
2 JUST FOR A SIMPLE BRAKES THAT HAVE NOT BEEN RECALLED. AND
3 ALSO, WE JUST CANNOT KEEP AFFORDING TO FIX THE AIR
4 CONDITIONING THIS TRUCK IS NOT EVEN OLD ENOUGH TO BE GIVING
5 US THESE PROBLEM. THANK YOU

6 81. A consumer complaint dated 3/23/2018 and submitted to NHTSA
7 states the following regarding a Class Vehicle: IN OCTOBER 2017 WE
8 EXPERIENCED BRIEF PERIODS WHERE BRAKE PEDAL BECAME RIGID
9 AND IMPOSSIBLE TO DEPRESS. THE VEHICLE WAS TAKEN TO OUR
10 LOCAL CHEVROLET DEALER. WE DESCRIBED IN DETAIL THE RIGID
11 BRAKE PEDAL. THE DEALER WANTED TO DO PUT NEW BRAKE PADS
12 AND TURN THE ROTORS. I THOUGHT IT WAS STRANGE THAT A
13 VEHICLE WITH JUST OVER 40 THOUSAND MILES WOULD NEED NEW
14 BRAKES, BUT WE HAD THE WORK DONE. THE DEALER ALSO WANTED
15 TO REPLACE THE VACUUM HOSE WHICH POWERS THE BRAKE
16 SYSTEM. THIS WORK WAS ALSO DONE. NEXT, ON FRIDAY MARCH 23,
17 2018 WE WERE TRAVELING ON AN INTERSTATE AT A HIGH SPEED
18 WHEN THE BRAKE PEDAL BECAME IMPOSSIBLE TO DEPRESS. WE
19 WERE VERY FORTUNATE NOT TO CAUSE A SERIOUS ACCIDENT. I HAD
20 TO HAVE IT TOWED TO A DEALER AND RENT A CAR. THE FOLLOWING
21 WEEK WE WERE CONTACTED BY THE DEALER DOING THE REPAIRS.
22 OUR SUBURBAN HAD A VACUUM PUMP FAILURE. THIS CAUSED TOTAL
23 BRAKE FAILURE. AFTER SOME RESEARCH I DISCOVERED THAT THIS
24 VEHICLE'S ENGINE DOES NOT PRODUCE ENOUGH VACUUM TO POWER
25 THE BRAKES (UNLIKE EVERY OTHER VEHICLE ON THE ROAD). IN ANY
26 OTHER CAR THE ONLY WAY YOU LOSE SUCTION FOR YOUR BRAKES IS
27 IF THE ENGINE STOPS. IN OUR SUBURBAN THE ENGINE CAN BE
28 RUNNING FINE AND YOU MAY OR MAY NOT HAVE BRAKES. THE

1 WARNING SYSTEM IS TOTALLY USELESS AS IT ISN'T TRIGGERED
2 UNTIL YOU EXPERIENCE TOTAL BRAKE FAILURE WITHOUT ANY
3 WARNING. WHILE THE VEHICLE WAS IN THE SERVICE DEPARTMENT
4 HAVING VACUUM PUMP REPLACED THE DEALER ALSO EXPLAINED
5 THAT ALL FOUR MAGNETIC RIDE SHOCKS/STRUTS WERE LOCKED IN
6 PLACE AND NOT FUNCTIONING AT ALL. THIS IS ANOTHER SERIOUS
7 SAFETY ISSUE. I HAVE NEVER HEARD OF SHOCKS "LOCKING UP" .
8 AFTER SOME MORE RESEARCH, I FOUND THIS IS A HUGE PROBLEM
9 FOR GM VEHICLES. A PROBLEM THAT GM HAS FAILED TO ADDRESS. I
10 HAVE ALSO HAD 3 MAJOR REPAIRS ON AC. INCLUDING NE AC LINES
11 AND NEW COMPRESSOR.

12 82. A consumer complaint dated 4/11/2018 and submitted to NHTSA
13 states the following regarding a Class Vehicle: MY VEHICLE HAS EXHIBITED A
14 KNOCKING NOISE ON THE LEFT DRIVER SIDE TIRE, PROBLEMS WITH
15 VIBRATION AT HIGH SPEEDS, ENGINE LIGHT COMING ON IF DRIVING
16 HIGHWAY SPEEDS, BRAKE ISSUES, BRAKES BECOME STIFF AND WILL
17 NOT STOP VEHICLE WHATSOEVER! AT BOTH THIS HAPPENED TWICE
18 WHILE MY CAR WAS IN MOTION NEARLY KILLING ME AND MY KIDS!!!
19 AIR CONDITIONING ISSUES AS WELL. BLOWS HOT AIR UNTIL YOU
20 PLAY WITH BOTTOMS.

21 83. A consumer complaint dated 5/13/2018 and submitted to NHTSA
22 states the following regarding a Class Vehicle: WHEN DRIVING IN LOW
23 SPEEDS - SUCH AS PARKING OR STOP/GO TRAFFIC MY BRAKES FAIL TO
24 WORK. I TRY TO PUSH PEDAL DOWN AS HARD AS I CAN BUT BARELY
25 SEEMS TO STOP. I HAVE HAD TO PUSH MY EMERGENCY BRAKE PEDAL
26 MORE THAN ONCE TO STOP AN ACCIDENT FROM HAPPENING I ALSO
27 HAVE A SMALL CHILD THAT I FEAR WILL BE HURT IF THE PROBLEM IS
28 NOT FIXED. I HAVE TAKEN IT TO DEALERSHIP AND THEY SAY THEY

1 CAN'T REPLICATE THE ISSUE THERE FORE CAN NOT FIX.

2 **V. CLASS ALLEGATIONS**

3 84. Pursuant to Fed. R. Civ. P. 23(b)(2) and (b)(3), Plaintiffs will seek
4 certification of a Class consisting of:

5 All consumers who purchased or leased in California a 2015 or newer
6 Cadillac Escalade, 2014 or newer Chevrolet Silverado, 2015 or newer
7 Chevrolet Suburban, 2015 or newer Chevrolet Tahoe, 2014 or newer
8 GMC Sierra, or 2015 or newer GMC Yukon/Yukon XL.

8 85. This action has been brought and may be properly maintained and
9 certified as a Class Action because:

10 (a) The questions and issues of law or fact are of a common or
11 general interest, affecting the Class of individuals and the public at
12 large;

13 (b) The Class consists of a sufficiently large group of
14 individuals, believed to exceed thousands of members, and is so large
15 that it is impractical to join all members of the Class before the Court
16 as individual plaintiffs. The identity of Class members is readily
17 ascertainable from various sources including GM's ownership records,
18 GM's repair records, government ownership records, and/or via simple
19 notice by publication;

18 (c) The questions of law or fact common to the Class are
19 substantially similar and predominate over those questions affecting
20 only specific members of the Class;

21 (d) The Class is united by a community of interests in
22 obtaining appropriate equitable relief including injunctive relief, recall
23 of Class Vehicles, restitution, damages, and other available relief
24 designed to redress the wrongful conduct of Defendant GM;

23 (e) Plaintiffs are members of the Class and their claims are
24 typical of the Class;

25 (f) Plaintiffs will fairly and adequately represent the claims of
26 the Class, and protect the interests of each member of the Class without
27 exercising personal interest or otherwise acting in a manner
28 inconsistent with the best interests of the Class generally;

1 (g) Plaintiffs retained attorneys experienced in the litigation of
2 class and representative claims and in the area of consumer protection
3 litigation who have agreed to and will responsibly and vigorously
4 advocate on behalf of the Class as a whole;

5 (h) Without class certification, the prosecution of separate
6 consumer actions by individual members of the Class would be
7 impracticable and financially difficult, and create a risk of repetitive,
8 inconsistent and varying adjudications. This would have the effect of
9 establishing incompatible standards of conduct for GM, discouraging
10 the prosecution of meritorious but small claims, and/or result in
11 adjudications which would be dispositive of the interests of other Class
12 Members not parties to the adjudication, or otherwise substantially
13 impair the ability of Class Members to protect their rights and interests;

14 (i) Defendant GM acted or refused to act on grounds
15 generally applicable to the Class, thereby making the award of
16 equitable relief and/or restitution appropriate to the Class as a whole;

17 (j) The class action procedure is superior to other methods of
18 adjudication, and specifically designed to result in the fair, uniform and
19 efficient adjudication of the claims presented by this complaint. This
20 class action will facilitate judicial economy and preclude the undue
21 financial, administrative and procedural burdens which would
22 necessarily result from a multiplicity of individual actions.

23 86. Because the damages suffered by each Class Member is relatively
24 small compared to the expense and burden of prosecuting this compelling case
25 against a well-financed, multibillion dollar corporation, this class action is the only
26 way each Class Member can redress the harm that Defendant GM caused.

27 87. Should individual Class Members be required to bring separate actions,
28 California's courts would face a multitude of lawsuits that would burden the court
system and create a risk of inconsistent rulings and contradictory judgments. In
contrast to proceeding on a case-by-case basis, in which inconsistent results will
magnify the delay and expense to all parties and the court system, this class action
presents far fewer management difficulties while providing unitary adjudication,
economies of scale, and comprehensive supervision by a single court.

1 88. The nature of notice to the proposed Class is contemplated to be by
 2 direct mail or, if such notice is not practicable, by the best notice practicable under
 3 the circumstance including email, publication in major newspapers and/or on the
 4 Internet.

5 **VI. TOLLING AND ESTOPPEL**

6 89. Any applicable statutes of limitations that might otherwise bar any of
 7 Plaintiffs' claims and those of the Class are tolled by Defendant's knowing and
 8 active concealment of the defect in the Class Vehicles, and the safety risks resulting
 9 therefrom.

10 90. Defendant, as the manufacturer of the Class Vehicles and therefore in a
 11 superior position to know of the material issues, was under a continuous duty to
 12 disclose to Plaintiffs and members of the Class the true standard and quality of the
 13 Class Vehicles and to disclose the defect and the associated safety hazards.
 14 Defendant kept Plaintiffs in the dark as to necessary information essential to the
 15 pursuit of their claims. Because of Defendant's cover-up, Plaintiffs and Class
 16 Members could not have reasonably discovered the defect in their Class Vehicle.
 17 Defendant is therefore estopped from relying on any statutes of limitations in
 18 defense of this action.

19 **FIRST CAUSE OF ACTION**

20 **(Violation of the Consumers Legal Remedies Act)**

21 91. Plaintiffs adopt and incorporate all preceding paragraphs as if stated
 22 fully herein.

23 92. California Civil Code Sections 1750, *et seq.*, ("Consumers Legal
 24 Remedies Act" or "CLRA") precludes Defendant from representing that goods have
 25 uses, characteristics and benefits, standards, qualities or grades that they do not
 26 have. Through omission and concealment, Defendant has misrepresented that Class
 27 Vehicles: (a) have characteristics, uses or benefits that they do not have (Section
 28 1770(a)(5)); and, (b) are of a particular standard, quality, or grade when they are of

1 another (Section 1770(a)(7)). Plaintiffs incorporate herein paragraphs 1-6 and 13-82
2 as particularized evidence of the pattern of misrepresentation by omission
3 perpetrated by Defendant against Plaintiffs and the Class.

4 93. Defendant has designed, manufactured, marketed, sold, and placed into
5 the stream of commerce the Class Vehicles sold across California. Defendant has
6 failed to disclose and concealed the serious safety hazard posed by the design of
7 Class Vehicles' braking system, which as a result of known design defects causes
8 the Class Vehicles to lose brake boost without warning, severely and suddenly
9 compromising both pedal feedback (controllability) and actual stopping distances.

10 94. Defendant had a duty to disclose this material safety hazard because
11 reasonable consumers expect braking systems to perform their only intended and
12 reasonably expected function and purpose of slowing their vehicles with consistent
13 brake pedal feedback and consistently safe stopping distances. In failing to
14 adequately disclose this critical safety hazard, known to Defendant but not to
15 reasonable consumers like Plaintiffs and Class Members, Defendant has violated the
16 CLRA, including Civil Code §1770(a)(5) and (7).

17 95. None of the information provided by Defendant to consumers discloses
18 the hazard.

19 96. Were it not for Defendant's wrongful conduct in violation of the
20 CLRA, reasonable consumers including Plaintiffs and the Class would not have
21 purchased Class Vehicles. Instead, they would have purchased safe and reliable
22 vehicles with braking systems that are fit and safe for their only intended purpose.

23 97. The members of the Class have suffered injury in fact and lost money
24 as a direct result of Defendant's wrongful conduct. Each has expended money to
25 purchase a Class Vehicle, and would not have done so had they been aware of the
26 material safety omission alleged in this Complaint. Each will need to expend money
27 to repair or replace their Class Vehicle with safe braking systems adequately
28 designed to perform their only intended and expected function of consistently and

1 safely slowing their vehicle.

2 98. In light of the defectively designed braking system common to each
3 Class Vehicle, Defendant knew and has known of the hazard and dangerous
4 condition caused by consumers' use of and reliance upon the Class Vehicles.
5 Defendant knew and has known that if it disclosed the true facts about the danger
6 posed by their braking systems, consumers would not purchase Class Vehicles, and
7 Defendant would not be able to market and sell them. Defendant continues to
8 produce and sell Class Vehicles despite their known defective condition that risks
9 the lives of consumers and the public at large. Defendant has and continues to
10 recklessly and intentionally ignore public hazard caused by its omission and
11 concealment of the hazard posed by the defective braking systems present in Class
12 Vehicles.

13 99. The information referred to in Paragraphs 1-6 and 13-82, *supra*, as well
14 as Defendant's awareness from its prior experience in lawsuits alleging the same
15 defect, have all placed Defendant on notice of the danger posed by its Class
16 Vehicles. Yet, Defendant has ignored the hazards known to it and continues to make
17 profit-directed decisions in conscious disregard of the safety and well-being of
18 California residents as well as the non-residents who bought or leased Class
19 Vehicles in California.

20 100. As a result of Defendant's violations of the Consumers Legal Remedies
21 Act, Plaintiffs and the Class are entitled to equitable relief and a declaration that
22 Defendant's conduct violates the Consumers Legal Remedies Act.

23 101. Plaintiffs disclaim any request for monetary relief including, but not
24 limited to, attorney's fees, costs or punitive damages, under the Consumers Legal
25 Remedies Act at this time but reserve the right to seek such relief after providing
26 Defendant with the notice required by the Act.

27 ///

28 ///

SECOND CAUSE OF ACTION

(Violation of the California Unfair Competition Law)

102. Plaintiffs adopt and incorporate all preceding paragraphs as if stated fully herein.

103. California Business & Professions Code Section 17200 (hereinafter “Unfair Competition Law” or “UCL”) precludes unfair competition, *i.e.*, the employment of any unlawful, unfair or fraudulent business acts or practices; and any unfair, deceptive, untrue or misleading advertising violative of Cal. Bus. & Prof. Code Section 17500. This prohibition extends to any act, omission or conduct, or pattern of activity, engaged in within California which affects the rights of consumers within the State of California and elsewhere.

104. In marketing and selling the Class Vehicles, and in otherwise causing the Class Vehicles to be placed into the stream of commerce for use by consumers in the United States with defective braking systems, and in continuing to conceal this critical safety information regarding the dangers associated with the use of the Class Vehicles, Defendant made available for consumer use a dangerous and patently unsafe product which is not safely useable for its intended purpose. Defendant was and remains obligated to disclose the hazard associated with the Class Vehicles because of the public’s reasonable expectation that the Class Vehicles would not under normal and expected use suddenly and unexpectedly lose effective braking power. In failing to disclose this critical safety issue which was known and readily apparent to Defendant but not to reasonable consumers, including Plaintiffs and the Class, Defendant engaged in fraudulent conduct under Cal. Bus. & Prof. Code §17200. Plaintiffs incorporate herein as though fully set forth herein Paragraphs 1-6 and 13-82, *supra*, as particularized evidence of the pattern of concealment perpetrated by Defendant against Plaintiffs and the Class.

105. The aforementioned conduct is unlawful within the meaning of the UCL in that, among other things, it violates the CLRA to the extent that Defendant

1 represented, by the omission and concealment of critical safety information well-
2 known to Defendant, that the Class Vehicles: (a) had characteristics, uses or benefits
3 that they did not have in violation of Section 1770(a)(5) of the CLRA; and, (b) was
4 of a particular standard, quality or grade when it was of another in violation of
5 1770(a)(7) of the CLRA.

6 106. Defendant's conduct is unfair within the meaning of the UCL in that
7 the alleged consumer injury is substantial, creating an unreasonable risk of
8 catastrophic physical injury or death to any persons coming into contact with Class
9 Vehicles. There is no countervailing benefit to having or continuing to conduct itself
10 in the wrongful manner averred to herein.

11 107. Were it not for the unfair competition of Defendant, the Class would
12 not have purchased Class Vehicles.

13 108. Plaintiffs have suffered an injury in fact, including the loss of money
14 and/or property, as a result of Defendant's unfair, unlawful and/or deceptive
15 practices. In purchasing or leasing their vehicles, Plaintiffs relied on Defendant's
16 misrepresentations and/or omissions with respect to the safety, reliability and
17 dependability of the vehicles.

18 109. The members of the Class have and will continue to suffer injury in fact
19 and lose money as a direct result of Defendant's unfair competition in that each has
20 expended money to purchase Class Vehicles, and have or will be caused to expend
21 money to repair or replace their Class Vehicle with safe braking systems adequately
22 designed to perform their only intended and expected function of consistently and
23 safely slowing their vehicle.

24 110. The wrongful conduct alleged herein occurred, and continues to occur,
25 in the conduct of Defendant's business. Defendant's wrongful conduct is part of a
26 pattern or generalized course of conduct that is still perpetuated and repeated, both
27 in the State of California and nationwide.

28 ///

1 111. Plaintiffs request that this Court enjoin Defendant from continuing its
2 unfair, unlawful, and/or deceptive practices and to restore to Plaintiffs any money
3 Defendant acquired through unfair competition including, but not limited to,
4 restitution and disgorgement.

5 112. As a result of Defendant's unfair competition, Plaintiffs and the Class
6 are entitled to appropriate equitable relief, including injunctive relief, and monetary
7 relief in the form of restitution (including fluid recovery if certified as a class
8 action).

9 **THIRD CAUSE OF ACTION**

10 **(Violation of the Song-Beverly Consumer Warranty Act**

11 **Breach of Implied Warranty)**

12 113. Plaintiffs adopt and incorporate all preceding paragraphs as if stated
13 fully herein.

14 114. The Class Vehicles are "consumer goods" within the meaning of Cal.
15 Civ. Code § 1791(a).

16 115. Defendant GM is a "manufacturer" within the meaning of Cal. Civ.
17 Code § 1791(j).

18 116. Defendant impliedly warranted to Plaintiffs that Class Vehicles were
19 "merchantable" within the meaning of Cal. Civ. Code §§ 1791.1(a) & 1792.

20 117. Cal. Civ. Code § 1791.1(a) states: "Implied warranty of
21 merchantability" or "implied warranty that goods are merchantable" means that the
22 consumer goods meet each of the following:

- 23 (1) Pass without objection in the trade under the contract description.
24 (2) Are fit for the ordinary purposes for which such goods are used.
25 (3) Are adequately contained, packaged, and labeled.
26 (4) Conform to the promises or affirmations of fact made on the container
27 or label.

28 ///

1 118. The Class Vehicles would not pass without objection in the automotive
2 trade because the Class Vehicles do not conform with federal and California
3 standards, and were sold with known and dangerous braking defect, as described
4 above.

5 119. The Class Vehicles are not fit for ordinary purposes for which they are
6 used.

7 120. The Class Vehicles are not adequately labeled because the labeling
8 misrepresents that the vehicles are compliant with federal and California standards
9 or fails to disclose such noncompliance.

10 121. The Class Vehicles do not conform to the promises or affirmations of
11 fact made on their label because their label misrepresents their fuel efficiency.

12 122. Defendant's conduct deprived Plaintiffs of the benefit of their bargain
13 and have caused the Class Vehicles to be worth less than what Plaintiffs paid.

14 123. As a direct and proximate result of Defendant's conduct, Plaintiffs
15 received goods whose condition substantially impairs their value. Plaintiffs have
16 been damaged by the diminished value of the vehicles, the vehicles' malfunctioning,
17 and actual and potential increased maintenance and repair costs.

18 124. Plaintiffs have complied with all obligations under the warranty, or
19 otherwise have been excused from performance of said obligations as a result of
20 Defendant's conduct.

21 125. Under Cal. Civ. Code §§ 1791.1(d) & 1794, Plaintiffs are entitled to
22 damages and other legal and equitable relief including, but not limited to the
23 purchase price of the Class Vehicles or the overpayment or diminution in value of
24 the Class Vehicles, and attorney's fees and costs.

25 ///

26 ///

27 ///

28 ///

1 **VII. RELIEF REQUESTED**

2 WHEREFORE, Plaintiffs and the Class pray judgment against Defendant GM
3 as follows:

4 a. For an order certifying this action as a class action pursuant to Rule 23
5 of the Federal Rules of Civil Procedure and appointing Plaintiffs as the
6 representatives of the Class and their counsel as Class Counsel;

7 b. On the First Cause of Action, Plaintiffs seek only equitable relief and
8 disclaim any other relief until after providing Defendant with the notice required by
9 the Act;

10 c. For an order requiring Defendant General Motors LLC to buy back
11 Class Vehicles, refund the purchase price of Class Vehicles, or otherwise, free of
12 charge, replace the defective braking systems of Class Vehicles with defect-free
13 components and ensure that Class Vehicles comply with applicable safety standards;

14 d. For an order awarding Plaintiffs actual, statutory or any other form of
15 damages provided by statute or required by law;

16 e. For an order awarding Plaintiffs punitive damages in an amount
17 sufficient to serve as an appropriate punishment in light of all the facts and
18 circumstances, including Defendant's financial condition;

19 f. For an order awarding Plaintiffs restitution, disgorgement or any other
20 equitable relief provided by statute or as the Court deems proper;

21 g. For an order awarding Plaintiffs pre-judgment and post-judgment
22 interest;

23 h. For an order awarding Plaintiffs reasonable attorney fees and costs of
24 suit, including expert witness fees; and

25 ///

26 ///

27 ///

28 ///

1 i. For an order awarding such other and further relief as this Court may
2 deem just and proper.

3 DATED: October 9, 2018

Respectfully submitted,

4 **KIESEL LAW LLP**

5
6
7 By: /s/ Nicole Ramirez

8 Paul R. Kiesel

9 Jeffrey A. Koncius

Nicole Ramirez

10
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1 **VIII. DEMAND FOR JURY**

2 Plaintiffs Scott Peckerar and Samantha Peckerar, individually and on behalf
3 of the Class, demand a trial by jury.

4 DATED: October 9, 2018

Respectfully submitted,

5 **KIESEL LAW LLP**

6
7
8 By: /s/ Nicole Ramirez

9 Paul R. Kiesel
10 Jeffrey A. Koncius
11 Nicole Ramirez

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EXHIBIT “A”

SB-10057667-3895



Service Bulletin

File in Section: -

Bulletin No.: PIT5361

Date: February, 2015

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Models: 2015 Cadillac Escalade Models
 2014 Chevrolet Silverado 1500
 2015 Chevrolet Silverado 1500, Suburban, Tahoe
 2014 GMC Sierra 1500
 2015 GMC Sierra 1500, Yukon Models

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12662552	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/ o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

excel sheet

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Models: 2015-2016 Cadillac Escalade Models
 2014 Chevrolet Silverado 1500
 2015-2016 Chevrolet Silverado 1500, Suburban, Tahoe
 2014 GMC Sierra 1500
 2015-2016 GMC Sierra 1500, Yukon Models

This PI was superseded to update the condition and parts list. Please discard PIT5361A.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder
5. Vacuum Pump Belt

Parts Information

Part Number	Description	Qty
12889486	PUMP ASM.VAC	1
23144638 (VYU) or 23136228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23136220	BOOSTER ASM-P/B	1
20826766	CYLINDER-BRK MAS	1

12658179

BELT - VAC PUMP

1

12658178

BELT - A/C COMPRESSOR

1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, belts, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr

* This is a unique labor operation for bulletin use only.

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

C0289

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WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

2015 Chevrolet Suburban - 2WD [1GNSCKKC8FR500471] |
 Escalade, Escalade ESV, Suburban, Tahoe, Yukon, Yukon XL Service Manual 7527571 | View All Buileetins |

Document ID: 4748532

#PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017)

Subject: Diagnostic Tip - Additional Brake Pedal Effort



Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2015-2016		All	All	All	All
Chevrolet	Silverado 1500	2014-2016		All	All	All	All
Chevrolet	Suburban	2015-2016		All	All	All	All
Chevrolet	Tahoe	2015-2016		All	All	All	All
GMC	Sierra 1500	2014-2016		All	All	All	All
GMC	Yukon	2015-2016		All	All	All	All

Supersession Statement

This PI was superseded to update the parts list. Please discard PIT5361B.

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Condition/Concern

Cancel

Warning

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

Recommendation/Instructions

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

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1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

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EXHIBIT “B”

United States Department of Transportation



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2015 CHEVROLET SUBURBAN 1500 SUV RWD



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MANUFACTURER COMMUNICATIONS

914 Manufacturer Communications for 2015 CHEVROLET SUBURBAN 1500

FILTER MANUFACTURER COMMUNICATIONS BY AFFECTED COMPONENTS

All (914) AIR BAGS (2) BACK OVER PREVENTION (4) ELECTRICAL SYSTEM (271) ELECTRONIC STABILITY CONTROL (2) ENGINE (96)
ENGINE AND ENGINE COOLING (48) EQUIPMENT (346) EQUIPMENT ADAPTIVE (64) EXTERIOR LIGHTING (4)
FORWARD COLLISION AVOIDANCE (1) FUEL SYSTEM, DIESEL (1) FUEL SYSTEM, GASOLINE (26) FUEL SYSTEM, OTHER (16)
FUEL/PROPULSION SYSTEM (1) INTERIOR LIGHTING (1) LANE DEPARTURE (3) LATCHES/LOCKS/LINKAGES (5) PARKING BRAKE (4)
POWER TRAIN (56) SEAT BELTS (3) SEATS (23) **SERVICE BRAKES (10)** SERVICE BRAKES, AIR (4) SERVICE BRAKES, ELECTRIC (2)
SERVICE BRAKES, HYDRAULIC (10) STEERING (24) STRUCTURE (44) SUSPENSION (31) TIRES (15) TRACTION CONTROL SYSTEM (1)
TRAILER HITCHES (2) VEHICLE SPEED CONTROL (3) VISIBILITY (26) WHEELS (14)

March 14, 2017 MANUFACTURER COMMUNICATION NUMBER: PIT5509B



Components: ELECTRICAL SYSTEM, SERVICE BRAKES

June 27, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5361B



Components: SERVICE BRAKES

NHTSA ID Number: 10081053

Manufacturer Communication Number: PIT5361B

Summary

THIS PRELIMINARY INFORMATION COMMUNICATION PROVIDES INFORMATION TO THE TECHNICIAN ON THE STEPS TO DIAGNOSE AND REPAIR VEHICLES THAT MAY HAVE ISSUES WERE THE CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER VACUUM LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND THE VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP.

14 Affected Products ▲

Vehicles

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015-2016

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014-2016
CHEVROLET	SUBURBAN	2015-2016
CHEVROLET	TAHOE	2015-2016
GMC	SIERRA 1500	2014-2016
GMC	YUKON	2015-2016

1 Associated Document ▾

Service Bulletin Document

[↓ SB-10081053-2280.pdf](#) 95.829KB☐ **Request Research** (Services fees apply)

February 15, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5377D

Components: SERVICE BRAKES 

February 10, 2016 MANUFACTURER COMMUNICATION NUMBER: PIT5361A

Components: SERVICE BRAKES **NHTSA ID Number:** 10096208**Manufacturer Communication Number:** PIT5361A**Summary**

THIS PRELIMINARY INFORMATION COMMUNICATION PROVIDES INFORMATION TO THE TECHNICIAN ON THE STEPS TO DIAGNOSE AND REPAIR VEHICLES THAT MAY HAVE ISSUES WHERE THE CUSTOMER WILL NEED INCREASED EFFORT TO DEPRESS THE BRAKE PEDAL. TECHNICIAN MAY FIND FLUID IN THE BRAKE BOOSTER AND/OR THE BOOSTER VACUUM LINE. TECHNICIAN WILL NEED TO REPLACE VACUUM PUMP, BRAKE BOOSTER, MASTER CYLINDER, VACUUM PUMP BELT AND THE VACUUM LINE BETWEEN THE BOOSTER AND THE PUMP.

19 Affected Products ▾**Vehicles**

MAKE	MODEL	YEAR
------	-------	------

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015-2016
CADILLAC	ESCALADE ESV	2015-2016
CHEVROLET	SILVERADO 1500	2014-2016
CHEVROLET	SUBURBAN	2014-2016
CHEVROLET	TAHOE	2015-2016
GMC	SIERRA 1500	2014-2016
GMC	YUKON	2015-2016
GMC	YUKON XL	2015-2016

☒ **Request Research** (Services fees apply)

November 10, 2015 MANUFACTURER COMMUNICATION NUMBER: PIT5241C

Components: SERVICE BRAKES, ELECTRICAL SYSTEM



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2015 CADILLAC ESCALADE ESV SUV AWD



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16 Complaints

for 2015 CADILLAC ESCALADE ESV

FILTER COMPLAINTS BY AFFECTED COMPONENTS

ALL (16) ELECTRICAL SYSTEM (1) ENGINE (1) ENGINE AND ENGINE COOLING (1) EXTERIOR LIGHTING (1) FUEL/PROPULSION SYSTEM (1)
POWER TRAIN (2) **SERVICE BRAKES (4)** STRUCTURE (1) SUSPENSION (1) UNKNOWN OR OTHER (6) VEHICLE SPEED CONTROL (2)
VISIBILITY/WIPER (1)

August 18, 2016 NHTSA ID NUMBER: 10896962

Components: SERVICE BRAKES

NHTSA ID Number: 10896962

Incident Date August 2, 2016

Consumer Location HARRIMAN, NY

Vehicle Identification Number 1GYS4SKJ4FR****

Summary of Complaint

CRASH No
FIRE No
INJURIES 0
DEATHS 0

BRAKES COMPLETELY FAILED. I PULLED INTO TRAIN PARKING SPOT AND THE CARS WOULD NOT STOP. I HAD TO KEEP PUMPING THE BRAKES AND EVENTUALLY IT JUST STOPPED. I TRIED IT GAIN AND THE BRAKES WERE HARD AND COULDN'T PUSH THEM DOWN. I AM SO LUCKY THAT I WAS NOT ON A HIGHWAY GOING FAST WITH MY KIDS IN THE CAR.

ADILLAC SAID I NEEDED THE HYDRO BOOST REPLACED.

1 Affected Product**Vehicle**

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)

July 29, 2016 NHTSA ID NUMBER: 10891627

Components: SERVICE BRAKES**NHTSA ID Number:** 10891627**Incident Date** June 18, 2016**Consumer Location** PHOENIX, AZ**Vehicle Identification Number** 1GYS4PKJ8FR******Summary of Complaint**

CRASH No
FIRE No
INJURIES 0
DEATHS 0

AT 15000 MILES AND ORIGINAL OWNER WHILE TOWING OUR BRAKES COMPLETELY GAVE OUT. NO WARNING SIGN, NO LEAKAGE, ONLY 1 SYMPTOM A FEW MONTHS PRIOR WHERE THE BRAKE PEDDLE WAS MUSHY. DEALERSHIP SAID IT WAS FINE. EVERYTHING WORKED FINE DRIVING IT THROUGHOUT DAY. STOPPED FOR DINNER JUST BEFORE WE ENTERED MOUNTAIN PASS. GOT IN SUV TO LEAVE FOR HOME AND HAD NO BRAKES AT ALL. EMERGENCY BRAKE WON'T EVEN KICK IN TO BE USED FOR EMERGENCIES. THE VEHICLE GAVE NO WARNING SIGNS, ENGINE OR BRAKE LIGHT WARNINGS. NO CHANGES IN BRAKE PRESSURE, NO LEAKS UNDER VEHICLE OR ON ENGINE. IT WAS AN INSTANT GIVE OUT OF BRAKES AND COULD HAVE HAPPENED WHILE DRIVING. FORTUNATELY THEY DID NOT GIVE OUT WHILE MOVING MORE THAN 3 MPH SO WE ARE STILL ALIVE. DEALERSHIP AND GM BOTH SAID IT WAS NORMAL FOR BRAKES TO GIVE OUT AND NOT HAVE ANY BRAKES WHEN THE BRAKE MASTER CYLINDER GIVES OUT. THIS IS NOT NORMAL! THEY REPLACED THE MASTER CYLINDER AND ALL WORKS FINE NOW. HOWEVER I FEEL THIS IS A MAJOR VEHICLE SAFETY ISSUE IN THAT FOR A VEHICLE TO COMPLETELY LOSE ALL OF IT'S BRAKING ABILITY BUT NOT BE PREWARNED THAT THERE IS A PROBLEM IS EXTREMELY DANGEROUS. IF WE DIDN'T STOP FOR DINNER THE BRAKES WOULD HAVE GIVEN OUT IN THE MOUNTAIN PASS AND ME AND MY FAMILY WOULD MORE THAN LIKELY BE DEAD AT THE BOTTOM OF A MOUNTAIN CLIFF! WE ARE EXTREMELY AFRAID TO DRIVE THIS VEHICLE NOW AND GM HAS NO INTEREST IN BUYING IT BACK OR HELPING US GET OUT OF IT. THEY JUST SAID "JUST WAIT TO SEE IF IT HAPPENS AGAIN" WHICH TO ME, MEANS, WAIT UNTIL YOU CAUSE A FATALITY. THEY ALSO SAID THIS ISN'T HAPPENING TO OTHER GM VEHICLES.

1 Affected Product ▲**Vehicle**

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)March 31, 2016 **NHTSA ID NUMBER:** 10852756**Components: SERVICE BRAKES****NHTSA ID Number:** 10852756**Incident Date** November 13, 2015

Consumer Location ANAHEIM, CA**Vehicle Identification Number** 1GYS4NKJ7FR******Summary of Complaint****CRASH** No**FIRE** No**INJURIES** 0**DEATHS** 0

THE VEHICLE HAD VIRTUALLY NO BRAKES TO STOP IT AND 11,215 MILES. GENERAL MOTORS ALREADY HAD SERVICE WARNINGS OUT TO DEALERS DATED 7/17/2015, GM DOCUMENT ID #4242788. THEY SAY THEY REPLACED PADS AND ROTORS. AT 23,589 MILES THE VEHICLE NEEDED BRAKES AGAIN. SERVICE MANAGER TELLS US THAT THIS IS A KNOWN PROBLEM AT GENERAL MOTORS. THEY HAVE EVEN ISSUED A NEW WARNING FOR 2016 MODELS. I CONSIDER THE VEHICLE TO BE UNSAFE TO DRIVE IN THAT THE BRAKES CAN GO OUT WITHOUT ANY WARNING.

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CADILLAC	ESCALADE	2015

☐ **Request Research** (Services fees apply)

November 23, 2015 NHTSA ID NUMBER: 10795343

Components: SERVICE BRAKES, SUSPENSION, POWER TRAIN**Recently Searched**

2015
CADILLAC ESCALADE ESV
SUV AWD

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OVERALL SAFETY RATING



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2015 CHEVROLET SUBURBAN 1500 SUV RWD



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RECALLS

INVESTIGATIONS 0

COMPLAINTS 96



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COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

96 Complaints

for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (96)
- AIR BAGS (5)
- ELECTRICAL SYSTEM (12)
- ELECTRONIC STABILITY CONTROL (3)
- ENGINE (10)
- EQUIPMENT (1)
- EQUIPMENT ADAPTIVE (2)
- EXTERIOR LIGHTING (4)
- FUEL/PROPULSION SYSTEM (6)
- POWER TRAIN (11)
- SEAT BELTS (1)
- SEATS (4)
- SERVICE BRAKES (18)
- STEERING (12)
- STRUCTURE (13)
- SUSPENSION (6)
- TIRES (1)
- UNKNOWN OR OTHER (20)
- VEHICLE SPEED CONTROL (1)
- VISIBILITY (2)
- VISIBILITY/WIPER (2)
- WHEELS (3)

October 1, 2017 NHTSA ID NUMBER: 11030722

Components: SERVICE BRAKES

NHTSA ID Number: 11030722

Incident Date June 29, 2017

Consumer Location LAC DU FLAMBEAU, WI

Vehicle Identification Number 1GNSKKKC7FR****

Summary of Complaint

CRASH	Yes
FIRE	No
INJURIES	3
DEATHS	0

WHILE DRIVING ON I90 IN STOP AND GO TRAFFIC, THE CAR IN FRONT OF ME STOPPED. I APPLIED MY BRAKES AND THE PEDAL WAS HARD AND WOULD NOT DEPRESS. AS A RESULT MY CAR WOULD NOT STOP AND I HIT THE CAR IN FRONT OF ME IN THE REAR END. MY AIR BAGS WENT OFF. I RECEIVED AN AIR BAG BURN. THE CAR IN FRONT OF ME STRUCK THE CAR IN FRONT OF HIM. BOTH OTHER DRIVERS CLAIM THEY WERE INJURED. MY CAR COST \$15,300 TO REPAIR. CHEVROLET IS AWARE OF THIS PROBLEM, ISSUING PRELIMINARY SERVICE BULLETIN PIT5361 IN 2015, ADDENDUM B IN 2016 AND ADDENDUM B IN 2017. THE PROBLEM IS A FAULTY VACUUM PUMP, MASTER CYLINDER, BRAKE BOOSTER, VACUUM LINE, AND VACUUM PUMP BELT. I WAS NEVER INFORMED OF THIS PROBLEM. I HAVE BEEN DRIVING 50 YEARS AND THIS IS MY FIRST CHARGEABLE ACCIDENT.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☒ Request Research (Services fees apply)

September 26, 2017 NHTSA ID NUMBER: 11030016

Components: **SERVICE BRAKES**



NHTSA ID Number: 11030016

Incident Date September 26, 2017

Consumer Location LLANO, TX

Vehicle Identification Number 1GNSCKKC7FR****

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. WHILE EXITING THE PARKING LOT AT 5 MPH, THE BRAKES FAILED TO WORK WITHOUT WARNING. THE CONTACT HAD TO CHANGE THE GEAR TO PARK IN ORDER TO STOP THE VEHICLE. THE VEHICLE WAS TOWED TO THE DEALER (BOB PRICE CHEVROLET BUICK GMC, 1225 S STATE HWY 16, FREDERICKSBURG, TX 78624) WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER AND THE BRAKE PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 51,800.

1 Affected Product ^

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☒ Request Research (Services fees apply)

August 28, 2017 NHTSA ID NUMBER: 11020065

Components: **SERVICE BRAKES**



NHTSA ID Number: 11020065

Incident Date August 18, 2017

Consumer Location CENTERVILLE, MA

Vehicle Identification Number 1GNSKKKC0FR****

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

THE BRAKES ON MY 2015 CHEVY SUBURBAN ARE LOCKING WHEN DRIVING A LOW SPEED. THE PROBLEM STARTED ALL OF THE SUDDEN WHILE DRIVING UNDER DRY ROAD CONDITIONS ON A CITY STREET. IF YOU PRESS ON THE BRAKE PEDAL, IT DOES NOT MOVE AND THE CAR DOES NOT STOPPED. I ALMOST HIT A FAMILY OF 4 THAT WAS

DEATHS

0

CROSSING IN FRONT OF ME. THE CAR HAS BEEN AT DICK BEARD CHEVROLET IN HYANNIS, MA AND THEY ARE SAYING THAT THERE IS NO ISSUE WITH THE BRAKES AND AVOIDING SOLVING THE PROBLEM. I'VE CALLED CHEVROLET 4 TIMES AND THEY ARE NOT CALLING ME BACK. THE CAR IS NOT SAFE TO DRIVE AT ALL.

1 Affected Product ▲**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

June 17, 2017 NHTSA ID NUMBER: 10995718

Components: SERVICE BRAKES

NHTSA ID Number: 10995718

Incident Date June 17, 2017

Consumer Location MCQUEENEY, TX

Vehicle Identification Number 1GNSCJJC3FR****

Summary of Complaint

CRASH	No	BRAKE BOOSTER WENT OUT WHILE DRIVING WITH MY CHILDREN IN THE CAR!
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▲**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

June 14, 2017 NHTSA ID NUMBER: 10995134

Components: SERVICE BRAKES

NHTSA ID Number: 10995134**Incident Date** October 14, 2016**Consumer Location** GAINESVILLE, FL**Vehicle Identification Number** 1GNSCJJC4FR******Summary of Complaint****CRASH** No**FIRE** No**INJURIES** 0**DEATHS** 0

BRAKES STOPPED WORKING . FIRST TIME IT HAPPENED I THOUGHT IT WAS MY IMAGINATION AS I WAS IN A PARKING LOT GOING EXTREMELY SLOW. NEXT DAY IT HAPPENED WHEN BACKING OUT OF MY DRIVEWAY. HAD TO PRESS BRAKES EXTREMELY HARD AND IT ROLLED TO A STOP AS IT HIT CURB ON OTHER SIDE OF ROAD. TOOK IT TO DEALER AND THEY REPLACE THE VACUUM BOOSTER WHICH HAD FAILED AT APROX. 50,000 MILES. NOT COVERED UNDER WARRANTY. EVERY OTHER PART OF BRAKES BESIDES NORMAL WEAR AND TEAR IS COVERED. I WAS LUCKY IT HAPPENED IN MY DRIVEWAY AND NOT WHILE DRIVING AT HIGHER SPEEDS IN TRAFFIC.

I HAVE ADDITIONAL COMPLAINTS ABOUT THIS VEHICLHE. THE CLIPS HOLDING DRIVERS SEAT HAD TO BE REPLACED AT 40,000 MILES BECAUSE SEAT WAS SLIDING FROM SIDE TO SIDE. THEY ARE ALL READY LOOSE AGAIN AT 60,000 MILES ALTHOUGH NOT AS BAD AS FIRST TIME. MY AC CONDENSER WENT OUT AT 62,000 MILES. IT HAS BEEN ON NATIONAL BACKORDER FOR 7 WEEKS AND I AM STILL WAITING. THE CAR SHAKES ON THE INTERSTATE AT APROX 70 -75 MILES PER HOUR. THE DEALERSHIP HAS BALANCED THE TIRES AND THIS HAS NOT FIXED PROBLEM. AFTER DRIVING ON INTERSTATE AT HIGH SPEEDS FOR EXTENDED PERIOD OF TIME, WHEN STOPPING THE CAR IDLES VERY ROUGH AND HAS EVEN CUT OFF. THE DEALERSHIP RAN A FUEL INDUCTION SERVICE. WILL SEE IF IT WORKS WHEN I GET IT BACK AFTER THEY REPLACE AC CONDENSER. THE CAR SHIFTS HORRIBLY, ESPECIALLY WHEN GOING SLOW. WAS TOLD THAT IS A PROBLEM WITH THE FUEL EFFICIENT SHIFTING AND THERE IS NO REPAIR....JUST TO MANUALLY SHIFT. ALSO, THE HOOD OF THE CAR HAS TINY RUST SPOTS COMING THROUGH THE PAINT ALL OVER IT.

1 Affected Product ^**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)[← prev](#)

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COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

96 Complaints

for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (96)
- AIR BAGS (5)
- ELECTRICAL SYSTEM (12)
- ELECTRONIC STABILITY CONTROL (3)
- ENGINE (10)
- EQUIPMENT (1)
- EQUIPMENT ADAPTIVE (2)
- EXTERIOR LIGHTING (4)
- FUEL/PROPULSION SYSTEM (6)
- POWER TRAIN (11)
- SEAT BELTS (1)
- SEATS (4)
- SERVICE BRAKES (18)**
- STEERING (12)
- STRUCTURE (13)
- SUSPENSION (6)
- TIRES (1)
- UNKNOWN OR OTHER (20)
- VEHICLE SPEED CONTROL (1)
- VISIBILITY (2)
- VISIBILITY/WIPER (2)
- WHEELS (3)

April 10, 2017 NHTSA ID NUMBER: 10971549

Components: SERVICE BRAKES, ENGINE, VEHICLE SPEED CONTROL

NHTSA ID Number: 10971549

Incident Date April 8, 2017

Consumer Location LORTON, VA

Vehicle Identification Number 1GNSKJKCXFR****

Summary of Complaint

CRASH

No

FIRE

No

INJURIES

0

DEATHS

0

I WAS ON SLOPE HILL. MY BRAKES ARE NOT RESPONDING. I PUT IN NEW BRAKES 2 MONTHS AGO AND BRAKES NOT RESPONDING? MY CAR ALMOST WENT DOWN THE HILL. I CALLED ROADSIDE ASSISTANCE AND HAD THEM TOWED MY CAR TO DEALERSHIP. THEY FOUND THE ISSUE VACUUM PUMP BROKE. ALSO MY TRANSMISSION HAVING ISSUE SINCE 2 MONTHS. THEY STILL HAVEN'T FOUND ISSUES. I CAN'T CONTROL MY SPEED AND ENGINE GIVES A KICK WHEN ENTERING HIGHWAY. THEY WON'T REPAIR THIS ISSUE BECAUSE THEIR "MECHANICS" CANNOT FIND THE ISSUE. THIS IS THIS WORST VEHICLE TO DRIVE AND UNSAFE FOR DRIVERS AND PASSENGERS.

1 Affected Product

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ Request Research (Services fees apply)

February 28, 2017 NHTSA ID NUMBER: 10957711

**Components: SERVICE BRAKES****NHTSA ID Number:** 10957711**Incident Date** February 28, 2017**Consumer Location** TEXARKANA, TX**Vehicle Identification Number** 1GNSCKKC8FR******Summary of Complaint**

CRASH Yes
FIRE No
INJURIES 2
DEATHS 0

WHILE DRIVING HER VEHICLE TODAY MY WIFE DEPRESSED HER BRAKE TO STOP AND SHE SAID THE BRAKE FELT LIKE PUSHING ON A RUBBER TIRE. THE CAR WOULD NOT STOP CAUSING HER TO RUN A STOP SIGN AND HIT ANOTHER VEHICLE. WE HAD THE SAME PROBLEM LAST MONTH AND THE VEHICLE WAS TAKEN TO THE CHEVROLET DEALERSHIP AND "REPAIRED" ACCORDING TO THE CURRENT SAFETY BULLETIN ISSUED BY CHEVROLET. THIS COLLISION CAUSED THE OTHER PERSON TO GO TO THE HOSPITAL VIA EMS AND MY WIFE WAS TAKEN BY POV TO ER FOR EVALUATION. OBVIOUSLY WHATEVER "FIX" WAS DONE BY THE DEALERSHIP WAS NOT THE CAUSE OF THE PROBLEM. I WAS TOLD THE VACUUM ASSIST PUMP AND HOSES WERE REPLACED, BUT THE VEHICLE STILL HAD THE SAME ISSUE.

1 Affected Product ^**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

February 23, 2017 NHTSA ID NUMBER: 10956664

**Components: SERVICE BRAKES, ELECTRONIC STABILITY CONTROL, SUSPENSION****NHTSA ID Number:** 10956664**Incident Date** January 15, 2016**Consumer Location** COVINA, CA**Vehicle Identification Number** 1GNSCKKC4FR******Summary of Complaint**

CRASH No
FIRE No
INJURIES 0
DEATHS 0

CAR ONLY HAS 60,000 MILES BRAKE BOOSTER IS GOING OUT AND CHEVY KNOWS THERE IS A PROBLEM BUT HAVE NOT RECALLED. ALSO FRONT SHOCKS ARE GOING OUT DUE TO MAGNETIC RIDE SYSTEM LOTS OF PEOPLE HAVE THE SAME PROBLEM CHEVY ONCE AGAIN HAS NOT RECALLED!

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

November 28, 2016 NHTSA ID NUMBER: 10928435

**Components: SERVICE BRAKES****NHTSA ID Number:** 10928435**Incident Date** November 28, 2016**Consumer Location** HARVEY, LA**Vehicle Identification Number** IGNSCIKC6FR******Summary of Complaint****CRASH** No**FIRE** No**INJURIES** 0**DEATHS** 0

I HAVE A 2015 CHEVY. SUBURBAN LI THE BRAKE PEDAL IS HARD TO PRESS AND THE CAR CONTINUE TO ROLL EVEN AFTER I APPLY THE BRAKE DESPITE THE ROTOR AND ALL THE PADS HAVE BEEN REPLACED.....THIS IS VERY DANGEROUS.

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)

October 3, 2016 NHTSA ID NUMBER: 10911185

**Components: SERVICE BRAKES****NHTSA ID Number:** 10911185**Incident Date** October 1, 2016**Consumer Location** BOCA RATON, FL

Vehicle Identification Number 1GNSCJJC8FR******Summary of Complaint**

CRASH No
FIRE No
INJURIES 0
DEATHS 0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. THE CONTACT STATED THAT WHILE DRIVING AT 60 MPH, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE HESITATED TO REDUCE IN SPEED. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKE BOOSTER FAILED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 67,000.

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2015

☐ **Request Research** (Services fees apply)[← prev](#)

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2015
CHEVROLET SUBURBAN 1500
SUV RWD

**OVERALL SAFETY RATING**

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COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

96 Complaints for 2015 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (96) AIR BAGS (5) ELECTRICAL SYSTEM (12) ELECTRONIC STABILITY CONTROL (3) ENGINE (10) EQUIPMENT (1)
EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (4) FUEL/PROPULSION SYSTEM (6) POWER TRAIN (11) SEAT BELTS (1) SEATS (4)
SERVICE BRAKES (18) STEERING (12) STRUCTURE (13) SUSPENSION (6) TIRES (1) UNKNOWN OR OTHER (20)
VEHICLE SPEED CONTROL (1) VISIBILITY (2) VISIBILITY/WIPER (2) WHEELS (3)

September 8, 2016 NHTSA ID NUMBER: 10904757

Components: **SERVICE BRAKES**

NHTSA ID Number: 10904757

Incident Date September 7, 2016

Consumer Location BROCKTON, MA

Vehicle Identification Number 1GNSKHKC7FR****

Summary of Complaint

CRASH No
FIRE No
INJURIES 0
DEATHS 0

I AM WRITING ABOUT MY 2015 CHEVY SUBURBAN. I OWN A LIMOUSINE SERVICE AND USE THE SUBURBAN IN MY FLEET. YESTERDAY A DRIVER, WITH PASSENGERS, HAD A TOTAL FAILURE OF THE POWER BRAKING SYSTEM. IT IS AT A LOCAL REPAIR SHOP NOW, AND I AM BEING TOLD THE AIR PUMP HAD BROKEN APART, INSIDE, SNAPPED THE FAN BELT RESULTING IN NO VACUUM GETTING TO THE POWER BRAKE SYSTEM. MY DRIVER WAS BARELY ABLE TO STOP THE VEHICLE BEFORE REAR ENDING ANOTHER CAR ON THE HIGHWAY. THE VEHICLE HAS 54,000 MILES AND I AM BEING TOLD IS OUT OF THE BUMPER TO BUMPER WARRANTY. THERE ARE ALSO NO OPEN RECALLS. I AM REPORTING THIS ISSUE TO THE NHTSA AND THE MASSACHUSETTS ATTORNEY GENERAL'S OFFICE, AS I BELIEVE THIS IS AN IMMEDIATE DANGER TO THE GENERAL MOTORING PUBLIC. I JUST CONTACTED CHEVROLET BY PHONE AND EMAIL. THE REPRESENTATIVE ON THE PHONE SAID ALL SHE COULD TELL ME IS THAT IT'S OUT OF WARRANTY, THERE WERE NO RECALLS, AND I AM BASICALLY ON MY OWN TO REPAIR. I HOPE YOU ARE ABLE TO INVESTIGATE THIS SITUATION, IDENTIFY THE CAUSE OF THIS FAILURE, AND COME UP WITH A REMEDY FOR THE SAFETY OF EVERYONE.

1 Affected Product ▾

☐ Request Research (Services fees apply)

September 8, 2016 NHTSA ID NUMBER: 10904602

Components: EXTERIOR LIGHTING, AIR BAGS, SERVICE BRAKES

July 24, 2016 NHTSA ID NUMBER: 10888039

Components: ELECTRICAL SYSTEM, ENGINE, SERVICE BRAKES

March 15, 2016 NHTSA ID NUMBER: 10849844

Components: POWER TRAIN, SERVICE BRAKES, ELECTRICAL SYSTEM, STRUCTURE

NHTSA ID Number: 10849844

Incident Date July 18, 2015

Consumer Location Unknown

Vehicle Identification Number 1GNSCJJC9FR****

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. WHILE ATTEMPTING TO BRAKE THE VEHICLE, THE BRAKES MADE AN ABNORMAL LOUD NOISE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BRAKES AND ROTORS NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE CONTACT STATED THAT THE BRAKES AND ROTORS HAD BEEN REPLACED A TOTAL OF THREE TIMES SINCE THE PURCHASE OF THE VEHICLE. ALSO, WHILE ATTEMPTING TO ACCELERATE, THE VEHICLE HESITATED AND SLOWED DOWN. THE VEHICLE WAS TAKEN TO THE DEALER. THE CONTACT WAS INFORMED THAT THE VEHICLE HAD NOT FAILED AND THAT WAS HOW IT WAS CALIBRATED. THE CONTACT ALSO STATED THAT THE LIFTGATE FAILED TO OPEN AUTOMATICALLY AND HAD TO BE MANUALLY OPERATED. THE VEHICLE WAS TAKEN TO THE DEALER, BUT THE FAILURE COULD NOT BE DUPLICATED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE FAILURE MILEAGE WAS 43,000.

1 Affected Product ▾☐ Request Research (Services fees apply)

January 4, 2016 NHTSA ID NUMBER: 10817620

Components: STEERING, SERVICE BRAKES

NHTSA ID Number: 10817620

Incident Date December 12, 2015

Consumer Location SEAFORD, NY

Vehicle Identification Number 1GNSCJJC9FR****

Summary of Complaint

CRASH Yes

FIRE No

TL* THE CONTACT OWNS A 2015 CHEVROLET SUBURBAN. THE CONTACT STATED THAT WHILE MAKING A LEFT TURN AT 20 MPH, THE BRAKE PEDAL WAS DEPRESSED AND

INJURIES

1

DEATHS

0

FAILED TO RESPOND AS THE VEHICLE ACCELERATED WITHOUT WARNING. IN ADDITION, THE CONTACT STATED THAT THE POWER STEERING FAILED. AS A RESULT, THE CONTACT CRASHED INTO ANOTHER VEHICLE. A POLICE REPORT WAS FILED. THE CONTACT SUSTAINED HEAD, NECK, BACK AND WRIST INJURIES THAT REQUIRED MEDICAL ATTENTION. THE VEHICLE WAS TOWED BUT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 46,000.

1 Affected Product ▾☒ **Request Research** (Services fees apply)[< prev](#)

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**2015
GMC YUKON DENALI XL 1500
SUV 4WD**

**OVERALL SAFETY RATING**

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**2015
CHEVROLET SUBURBAN 1500
SUV RWD**

**OVERALL SAFETY RATING**

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2015 CHEVROLET TAHOE SUV 4WD



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10
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INVESTIGATIONS 0

COMPLAINTS 133



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COMPLAINTS

RECALLS

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MANUFACTURER COMMUNICATIONS

133 Complaints

for 2015 CHEVROLET TAHOE

FILTER COMPLAINTS BY AFFECTED COMPONENTS

ALL (133) AIR BAGS (5) ELECTRICAL SYSTEM (29) ELECTRONIC STABILITY CONTROL (4) ENGINE (10) ENGINE AND ENGINE COOLING (1)
EQUIPMENT (2) EQUIPMENT ADAPTIVE (2) EXTERIOR LIGHTING (11) FUEL/PROPULSION SYSTEM (3) INTERIOR LIGHTING (2)
POWER TRAIN (11) SEAT BELTS (7) SEATS (5) **SERVICE BRAKES (11)** STEERING (14) STRUCTURE (11) SUSPENSION (6) TIRES (1)
UNKNOWN OR OTHER (28) VEHICLE SPEED CONTROL (3) VISIBILITY (2) VISIBILITY/WIPER (3) WHEELS (2)

October 5, 2017 NHTSA ID NUMBER: 11031984

Components: SERVICE BRAKES

NHTSA ID Number: 11031984

Incident Date October 4, 2017

Consumer Location MACOMB, MI

Vehicle Identification Number 1GNSKBKC3FR****

Summary of Complaint

CRASH Yes
FIRE No
INJURIES 0
DEATHS 0

HARD BRAKE PEDAL, INCREASED EFFORT IS NEEDED TO DEPRESS BRAKE PEDAL. MOST COMMONLY AT SPEEDS <35 MPH. OFTEN VEHICLE DOES NOT WANT TO STOP. VEHICLE WAS IN MODERATE MORNING RUSH HOUR TRAFFIC. VEHICLE IN FRONT STOPPED QUICKLY FROM 40 MPH. TRIED PRESSING BRAKE PEDAL ON 2015 TAHOE TO STOP, PEDAL WAS EXTREMELY HARD AND VEHICLE WOULD NOT STOP.

1 Affected Product**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ Request Research (Services fees apply)

September 25, 2017 NHTSA ID NUMBER: 11025403

Components: SERVICE BRAKES

NHTSA ID Number: 11025403**Incident Date** September 22, 2017**Consumer Location** TIFTON, GA**Vehicle Identification Number** 1GNSCBKC4FR******Summary of Complaint****CRASH** No**FIRE** No**INJURIES** 0**DEATHS** 0

AS I WAS SITTING IN THE VEHICLE IN PARK, I PLACED MY FOOT ON THE BRAKE AND NOTICED THAT THE BRAKE ASSIST HAD ACTIVATED WHILE IN PARK. I WAS UNABLE TO PUSH THE PETAL DOWN. I WAS ABLE TO MOVE THE SHIFTER INTO DRIVE WITH MY FOOT ON THE BRAKE, BUT THE VEHICLE IMMEDIATELY PLUNGED FORWARD. AS I CONTINUED TO TRY AND DEPRESS THE BRAKE PETAL, THE VEHICLE FINALLY SLOWED TO A STOP. BEFORE I COULD GET OFF THE ROAD AND OUT OF TRAFFIC, THE BRAKE ASSIST CONTINUED TO BE LOCKED UP AND THERE WAS NO BRAKES IF I SHIFTED INTO REVERSE. I WAS EXTREMELY CONCERNED FOR MINE AND MY CHILDREN'S SAFETY AS THIS COULD HAVE CAUSED A VERY SERIOUS ACCIDENT. THE BRAKES DID NOT STOP THE VEHICLE AND WERE DEFECTIVE DUE TO THE VACUUM PUMP "GOING OUT". THE VEHICLE IS ONLY 2 YEARS OLD AND HAS 49K MILES.

1 Affected Product ▲**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ **Request Research** (Services fees apply)September 11, 2017 **NHTSA ID NUMBER:** 11022709**Components: SERVICE BRAKES****NHTSA ID Number:** 11022709**Incident Date** September 10, 2017**Consumer Location** MONSEY, NY**Vehicle Identification Number** 1GNSK2EC4FR******Summary of Complaint****CRASH** Yes**FIRE** No**INJURIES** 0**DEATHS** 0

WHEN APPLYING THE BRAKES MY CAR DOESN'T STOP 100% OF THE TIME. 1 TIME DURING HIGHWAY SLOW MOVING TRAFFIC, 3 TIMES BACKING OUT OF MY DRIVEWAY (FLAT SURFACE), 4 TIMES WHEN ON INCLINE/DECLINE OF ROAD. WHEN APPLYING BRAKES, HORRIBLE CHATTERING VIBRATION COMES FROM LEFT FRONT TIRE AREA, CHATTER VIBRATION IS FELT IN BRAKE PEDAL. NO MATTER HOW HARD I APPLY THE BRAKE THE CAR KEEPS GOING - IT WILL FINALLY STOP, BUT I ALMOST HIT THE CAR IN FRONT OF ME AT THE ONE HIGHWAY OCCURRENCE, 2 TIMES CAR FINALLY STOPPED

JUST BEFORE GOING OVER EDGE OF PROPERTY WHEN PULLING FORWARD & BACKWARD TO TURN AROUND IN TIGHT AREA. IN EACH INSTANCE I AM MOVING AT A VERY SLOW SPEED. I CONTACTED DEALERSHIP, THEY TOLD ME I WASN'T THE ONLY ONE CALLING ABOUT THIS HAPPENING BUT SINCE I'M OVER 36,000 **WARRANTY THEY WILL** CHARGE ME TO CK IT OUT,

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE POLICE PURSUIT	2015

☐ Request Research (Services fees apply)

September 5, 2017 NHTSA ID NUMBER: 11021419

Components: SERVICE BRAKES

NHTSA ID Number: 11021419

Incident Date September 4, 2017

Consumer Location WILLIAMSPORT, PA

Vehicle Identification Number 1GNSKBKC0FR****

Summary of Complaint

CRASH	No	WHILE DRIVING ON THE ROAD IN TRAFFIC I WENT TO PRESS ON THE BRAKES AND NOTICED THEY HAD BECOME STIFF AND HAD TO PRESS THEM AS HARD AS POSSIBLE TO SLOWLY STOP WHILE TRYING TO AVOID HITTING ANOTHER VEHICLE IN TRAFFIC. NO WARNING LIGHTS WERE ON IN THE DASH UNTIL I PULLED OVER AND RESTARTED VEHICLE A COUPLE OF TIMES. THEN I GOT THE ACTIVE BRAKE ASSIST SERVICE LIGHT ON. I HAD THE VEHICLE TOWED TO THE NEAREST CHEVROLET SERVICE CENTER DUE TO THE VEHICLE NOT SAFE TO DRIVE.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☐ Request Research (Services fees apply)

August 29, 2017 NHTSA ID NUMBER: 11020372

Components: SERVICE BRAKES**NHTSA ID Number:** 11020372**Incident Date** August 13, 2017**Consumer Location** CARMEL, IN**Vehicle Identification Number** 1GNSKCKC1FR******Summary of Complaint****CRASH** No**FIRE** No**INJURIES** 0**DEATHS** 0

TL* THE CONTACT OWNS A 2015 CHEVROLET TAHOE. THE CONTACT STATED THAT WHILE DRIVING AT 5 MPH, THE BRAKE PEDAL WAS APPLIED BUT FAILED TO RESPOND WITHOUT WARNING. THE VEHICLE WAS TOWED TO A LOCAL DEALER: COUGHLIN FORD OF CIRCLEVILLE LOCATED AT 24001 US HIGHWAY 23 S CIRCLEVILLE OH 49113 WHERE IT WAS DIAGNOSED THAT THE BRAKE SENSOR NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED BUT THE FAILURE RECURRED. THE VEHICLE WAS THEN TOWED TO HARE CHEVROLET LOCATED AT 2001 STONY CREED RD NOBLESVILLE IN 46060 WHERE IT WAS DIAGNOSED THAT THE VACUUM PUMP NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OPENED CASE # 8-31775454 BUT DID NOT OFFER ANY FURTHER ASSISTANCE. THE FAILURE MILEAGE WAS 31,000.

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	TAHOE	2015

☒ **Request Research** (Services fees apply)[← prev](#)

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2015
CHEVROLET TAHOE
SUV 4WD

United States Department of Transportation

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Year Make Model or VIN

go

VEHICLE COMPARISON TOOL

[Compare safety information](#)

2016 CHEVROLET SUBURBAN 1500 SUV 4WD



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4
RECALLS

INVESTIGATIONS 0

COMPLAINTS 23



OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

23 Complaints

for 2016 CHEVROLET SUBURBAN 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

ALL (23) ELECTRICAL SYSTEM (2) ENGINE (3) FUEL/PROPULSION SYSTEM (1) POWER TRAIN (2) SEAT BELTS (1) SEATS (1)
SERVICE BRAKES (2) STEERING (1) STRUCTURE (4) SUSPENSION (3) TIRES (1) UNKNOWN OR OTHER (8)
VEHICLE SPEED CONTROL (4) VISIBILITY (1) VISIBILITY/WIPER (1) WHEELS (3)

April 4, 2017 NHTSA ID NUMBER: 10970605

Components: SERVICE BRAKES, ELECTRICAL SYSTEM, VEHICLE SPEED CONTROL

March 13, 2017 NHTSA ID NUMBER: 10965728

Components: SERVICE BRAKES, ENGINE, VEHICLE SPEED CONTROL

NHTSA ID Number: 10965728

Incident Date March 13, 2017

Consumer Location LAND O' LAKES, FL

Vehicle Identification Number 1GNSCJJC3GR****

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

TL* THE CONTACT OWNS A 2016 CHEVROLET SUBURBAN. WHILE DRIVING 30 MPH, THE VEHICLE FAILED TO ACCELERATE. ALSO, THE BRAKES FAILED TO RESPOND WHEN THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE STALLED. THE FAILURE RECURRED TWO MORE TIMES. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 14,000.

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SUBURBAN	2016

☐ Request Research (Services fees apply)

United States Department of Transportation

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Year Make Model or VIN

go

VEHICLE COMPARISON TOOL

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2014 CHEVROLET SILVERADO 1500 PU/RC RWD



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17
RECALLS

INVESTIGATIONS 0

COMPLAINTS 452



OVERALL SAFETY RATING

Safety Ratings.

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COMPLAINTS

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INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

452 Complaints

for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

All (452)	AIR BAGS (27)	ELECTRICAL SYSTEM (86)	ELECTRONIC STABILITY CONTROL (49)	ENGINE (58)	ENGINE AND ENGINE COOLING (6)
EQUIPMENT (5)	EXTERIOR LIGHTING (16)	FUEL SYSTEM, GASOLINE (2)	FUEL/PROPULSION SYSTEM (9)	LATCHES/LOCKS/LINKAGES (1)	
POWER TRAIN (79)	SEAT BELTS (20)	SEATS (24)	SERVICE BRAKES (27)	SERVICE BRAKES, HYDRAULIC (1)	STEERING (109)
STRUCTURE (40)	SUSPENSION (33)	TIRES (7)	UNKNOWN OR OTHER (54)	VEHICLE SPEED CONTROL (15)	VISIBILITY (7)
VISIBILITY/WIPER (8)	WHEELS (20)				

October 16, 2017 NHTSA ID NUMBER: 11033883

Components: SERVICE BRAKES

NHTSA ID Number: 11033883

Incident Date October 2, 2017

Consumer Location LA VERNIA, TX

Vehicle Identification Number 3GCPCTEC9EG****

Summary of Complaint

CRASH	No
FIRE	No
INJURIES	0
DEATHS	0

PER ATTACHED WORK ORDERS, MY BRAKES WERE GOING TO THE FLOOR IN REVERSE ONLY. THEY REPLACED MASTER CYLINDER AND SAID ALL FIXED. SEVERAL WEEKS LATER HAPPENED AGAIN SO NOW REPLACED VACUUM & BOOSTER PUMP. THAT WAS 2 WEEKS AGO. STILL WORKING AND FILED COMPLAINT WITH GM BUT THEY SAID NOTHING THEY COULD DO. THESE HAVE NO MOVING OR MECHANICAL PARTS AND SHOULD PROBABLY NEVER WEAR OUT. PRIOR TO ALL THIS I WAS GETTING A REPORT TO SERVICE ELECTRONIC TRAILER BRAKES BUT HAD NOT HOOKED UP A TRAILER? WHEN FIRST POINTED THIS OUT THEY SAID COULD NOT FIND ANYTHING. SECOND TIME THEY REPLACED ELECTRONIC SWITCH AS "BAD". PERSONALLY I FEEL IT HAD NOTHING TO DO WITH ALL THE PARTS REPLACED AND FEEL STRONGLY THAT THIS IS ELECTRONIC AND RELATED TO THE ABS BRAKING SYSTEM ELECTRONICS OR MOTHER BOARD. VEHICLE WAS IN REVERSE MOVING SLOWLY. DAMAGED REAR BUMPER LAST FAIL DUE TO UNABLE TO STOP VEHICLE. IF SOMEONE WAS BEHIND ME DIRECTING ME THERE IS A GOOD CHANCE THEY COULD HAVE BEEN CRUSHED OR INJURED SERIOUSLY. I FEEL THIS IS A RECALL WAITING TO HAPPEN.

1 Affected Product ^

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ **Request Research** (Services fees apply)

September 11, 2017 NHTSA ID NUMBER: 11022580

Components: ELECTRICAL SYSTEM, SERVICE BRAKES, ELECTRONIC STABILITY CONTROL



August 12, 2017 NHTSA ID NUMBER: 11014788

Components: SERVICE BRAKES, UNKNOWN OR OTHER



July 18, 2017 NHTSA ID NUMBER: 11006271

Components: SERVICE BRAKES



NHTSA ID Number: 11006271

Incident Date July 18, 2017

Consumer Location KYLE, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

WHILE DRIVING MY 2014 SILVERADO MY BRAKES BECAME HARD TO USE. I HAD TO PUSH HARD WITH BOTH FEET TO GET THEM TO WORK. THEN I DROVE THE REST OF THE WAY AND THEY WERE FINE UNTIL I TRIED TO PARK AND IT HAPPENED AGAIN. I FOUND ON A FORUM THAT THIS IS A VACUUM PUMP ISSUE THAT IS COMMON IN THIS YEAR.

1 Affected Product ^

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ **Request Research** (Services fees apply)

June 26, 2017 NHTSA ID NUMBER 11001423

Components: SERVICE BRAKES**NHTSA ID Number:** 11001423**Incident Date** March 4, 2017**Consumer Location** COLUMBUS GROVE, OH**Vehicle Identification Number** 3GCUKREC4EG*****Summary of Complaint****CRASH** No**FIRE** No**INJURIES** 0**DEATHS** 0

VERY VERY HARD BRAKE PEDDLE AT LOW SPEEDS. I HAVE BEEN TOLD THE VACUUM PUMP NEEDS REPLACED. THE VEHICLE HAD LESS THAN 50,000 MILES.

1 Affected Product**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☒ **Request Research** (Services fees apply)[< prev](#)

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2014
CHEVROLET SILVERADO 1500
PU/RCRWD

**OVERALL SAFETY RATING**

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COMPLAINTS

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INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

452 Complaints

for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

ALL (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6) EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1) POWER TRAIN (79) SEAT BELTS (20) SEATS (24) **SERVICE BRAKES (27)** SERVICE BRAKES, HYDRAULIC (1) STEERING (109) STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7) VISIBILITY/WIPER (8) WHEELS (20)

June 21, 2017 NHTSA ID NUMBER: 11000538

Components: SERVICE BRAKES

NHTSA ID Number: 11000538

Incident Date May 2, 2017

Consumer Location ROSHARON, TX

Vehicle Identification Number N/A

Summary of Complaint

CRASH	No	BRAKE PEDAL IS HARD TO PRESS IN MAKING VEHICLE HARD TO STOP
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ Request Research (Services fees apply)

June 4, 2017 NHTSA ID NUMBER: 10993037

Components: SERVICE BRAKES, UNKNOWN OR OTHER

May 25, 2017 NHTSA ID NUMBER: 10991595

Components: SERVICE BRAKES

NHTSA ID Number: 10991595

Incident Date May 21, 2017

Consumer Location ALEXANDRIA, VA

Vehicle Identification Number 3GCUKREC7EG****

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

NO POWER BRAKES. AT LOW SPEEDS VACUUM PUMP DOES NOT PROVIDE ENOUGH VACUUM FOR BRAKES TO WORK. VERY HARD BRAKE PEDAL FEELS LIKE YOU HAVE NO BRAKES. THERE IS A SERVICE BULLETIN PIT5361B WHEN I SPOKE TO CHEVROLET CUSTOMER SERVICE THEY TOLD ME MY TRUCK WASN'T COVERED UNDER THIS BUT IT CLEARLY IS. THIS IS VERY UNSAFE AND MIGHT CAUSE MANY ACCIDENTS OR DEATHS

1 Affected Product**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☒ Request Research (Services fees apply)

May 10, 2017 NHTSA ID NUMBER: 10984684

Components: SERVICE BRAKES

NHTSA ID Number: 10984684

Incident Date May 8, 2017

Consumer Location RICHARDSON, TX

Vehicle Identification Number 1GCRCEH3EZ****

Summary of Complaint

CRASH No

FIRE No

INJURIES 0

DEATHS 0

MY TRUCK HAS 43K MILES ON IT. DRIVING IT THE OTHER DAY ON A CITY STREET, I HEARD A SQUEALING SOUND, AND THEN THE BRAKES FAILED. I HAD TO PUSH DOWN REALLY HARD TO AVOID REAR ENDING A CAR IN FRONT OF ME ON MY WAY HOME. WHEN I GOT HOME I COULD SEE THAT THE BELT POWERING THE VACUUM ASSIST PUMP FOR THE BRAKES HAD SNAPPED. SO I WENT TO AUTOZONE AND PURCHASED ANOTHER ONE. PUT IT ONE AND STARTED THE TRUCK. THE SQUEALING WAS QUITE

LOUD BECAUSE THE BELT WAS TURNING, BUT NOT THE VACUUM PUMP. SO I REMOVED THE PUMP AND DISCOVERED LARGE AMOUNTS OF METAL SHARDS IN THE OIL, WHICH NOW MEANS I CAN'T DRIVE THE TRUCK WITHOUT RISKING TAKING OUT MY ENGINE. THIS SHOULD NOT BE HAPPENING ON A 3 YEAR OLD VEHICLE.

1 Affected Product ▾

☐ Request Research (Services fees apply)

April 27, 2017 NHTSA ID NUMBER: 10981050

Components: SERVICE BRAKES



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**2014
CHEVROLET SILVERADO 1500**
PU/RC RWD



OVERALL SAFETY RATING



KEVIN IMAGES

**2016
CADILLAC ESCALADE**
SUV RWD

Not been rated

OVERALL SAFETY RATING



KEVIN IMAGES

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452 Complaints

for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

ALL (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6) EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1) POWER TRAIN (79) SEAT BELTS (20) SEATS (24) SERVICE BRAKES (27) SERVICE BRAKES, HYDRAULIC (1) STEERING (109) STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7) VISIBILITY/WIPER (8) WHEELS (20)

January 17, 2017 NHTSA ID NUMBER: 10945715

Components: SERVICE BRAKES, STEERING

NHTSA ID Number: 10945715

Incident Date January 16, 2017

Consumer Location MURFREESBORO, TN

Vehicle Identification Number 3GCUKREH6EG****

Summary of Complaint

CRASH	No	TL* THE CONTACT OWNS A 2014 CHEVROLET SILVERADO 1500. WHILE DRIVING 20 MPH, THE POWER STEERING SEIZED WITHOUT WARNING. IN ADDITION, THE BRAKES LOCKED UP WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 90,000.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ Request Research (Services fees apply)

January 11, 2017 NHTSA ID NUMBER: 10944290

Components: SERVICE BRAKES**NHTSA ID Number:** 10944290**Incident Date** December 28, 2016**Consumer Location** SPARTA, NJ**Vehicle Identification Number** 3GCUKREC9EG******Summary of Complaint**

CRASH	No	I WAS TRAVELING ON A HIGHWAY DOING 55 MPH. I SAY THE LIGHT TURN RED AND APPLIED MY BRAKES. <u>THERE WERE NO BRAKES AS THE PEDAL WENT TO THE FLOOR. FORTUNATELY WE WERE ABLE TO ROLL TO A STOP WITHOUT CRASHING INTO THE CAR IN FRONT.</u> I WAS TOWED TO MY DEALER WHERE THEY DIAGNOSED IT AS <u>A BRAKE BOOSTER FAILURE.</u> THIS IS JUST NOT RIGHT AND SEEMS TOO DANGEROUS FOR SUCH A NEW VEHICLE.
FIRE	No	
INJURIES	0	
DEATHS	0	

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO 1500	2014

☐ **Request Research** (Services fees apply)

August 11, 2016 NHTSA ID NUMBER: 10895114

**Components: SERVICE BRAKES**

April 18, 2016 NHTSA ID NUMBER: 10860090

**Components: SEAT BELTS, SERVICE BRAKES, SUSPENSION**

January 20, 2016 NHTSA ID NUMBER: 10821233

**Components: SERVICE BRAKES**[← prev](#)

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452 Complaints

for 2014 CHEVROLET SILVERADO 1500

FILTER COMPLAINTS BY AFFECTED COMPONENTS

ALL (452) AIR BAGS (27) ELECTRICAL SYSTEM (86) ELECTRONIC STABILITY CONTROL (49) ENGINE (58) ENGINE AND ENGINE COOLING (6) EQUIPMENT (5) EXTERIOR LIGHTING (16) FUEL SYSTEM, GASOLINE (2) FUEL/PROPULSION SYSTEM (9) LATCHES/LOCKS/LINKAGES (1) POWER TRAIN (79) SEAT BELTS (20) SEATS (24) **SERVICE BRAKES (27)** SERVICE BRAKES, HYDRAULIC (1) STEERING (109) STRUCTURE (40) SUSPENSION (33) TIRES (7) UNKNOWN OR OTHER (54) VEHICLE SPEED CONTROL (15) VISIBILITY (7) VISIBILITY/WIPER (8) WHEELS (20)

March 10, 2015 NHTSA ID NUMBER: 10693235

**Components: STRUCTURE, SERVICE BRAKES**

January 16, 2015 NHTSA ID NUMBER: 10673007

**Components: SERVICE BRAKES, VEHICLE SPEED CONTROL, AIR BAGS****NHTSA ID Number:** 10673007**Incident Date** January 14, 2015**Consumer Location** FORT SMITH, AR**Vehicle Identification Number** 1GCRREC8EZ******Summary of Complaint**

CRASH	Yes
FIRE	No
INJURIES	1
DEATHS	0

I WAS GOING NORTH WHEN A VEHICLE SUDDENLY STOPPED IN FRONT OF ME. I BRAKED AS QUICKLY AS POSSIBLE, THE 2014 CHEVY SILVERADO THAT I WAS DRIVING ONLY SLOWLY CAME TO A STOP. UNFORTUNATELY, I REARENDED ANOTHER VEHICLE. THANKFULLY I HAD NOT GOTTEN UP TO THE SPEED LIMIT (30MPH) AND WAS ONLY GOING 20MPH. MY TRUCK WOULD NOT BRAKE QUICKLY. NO SCREECHING TIRES, NO BLACK MARKS ON THE ROAD. THE STOP WAS SO SLOW THAT I HAD TIME TO TURN THE STEERING WHEEL AND ONLY DAMAGE PART OF MY FRONT END. THE GRILL, BUMPER, AND HOOD WERE SMASHED IN. NO AIRBAGS CAME OUT OF THE TRUCK, AND MY ONSTAR SERVICE SENSOR DID NOT GO OFF. AFTER COLLIDING WITH THE VEHICLE MY 2014 CHEVY SHUT OFF BY ITSELF. I HAD THE BRAKE STILL DEPRESSED & PUT THE TRUCK INTO PARK. *TR

1 Affected Product ▾**Vehicle**

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO	2014

☐ Request Research (Services fees apply)

January 16, 2015 NHTSA ID NUMBER: 10672998

Components: AIR BAGS, VEHICLE SPEED CONTROL, SERVICE BRAKES



NHTSA ID Number: 10672998

Incident Date January 14, 2015

Consumer Location FORT SMITH, AR

Vehicle Identification Number 1GCRREC8EZ****

Summary of Complaint

CRASH Yes
FIRE No
INJURIES 1
DEATHS 0

I WAS GOING NORTH WHEN A VEHICLE SUDDENLY STOPPED IN FRONT OF ME. I BRAKED AS QUICKLY AS POSSIBLE, THE 2014 CHEVY SILVERADO THAT I WAS DRIVING ONLY SLOWLY CAME TO A STOP. UNFORTUNATELY, I REARENDED ANOTHER VEHICLE. THANKFULLY I HAD NOT GOTTEN UP TO THE SPEED LIMIT (30MPH) AND WAS ONLY GOING 20MPH. MY TRUCK WOULD NOT BRAKE QUICKLY. NO SCREECHING TIRES, NO BLACK MARKS ON THE ROAD. THE STOP WAS SO SLOW THAT I HAD TIME TO TURN THE STEERING WHEEL AND ONLY DAMAGE PART OF MY FRONT END. THE GRILL, BUMPER, AND HOOD WERE SMASHED IN. NO AIRBAGS CAME OUT OF THE TRUCK, AND MY ONSTAR SERVICE SENSOR DID NOT GO OFF. *TR

1 Affected Product ^

Vehicle

MAKE	MODEL	YEAR
CHEVROLET	SILVERADO	2014

☐ Request Research (Services fees apply)

November 20, 2014 NHTSA ID NUMBER: 10659651

Components: ELECTRICAL SYSTEM, SERVICE BRAKES



August 13, 2014 NHTSA ID NUMBER: 10622123

Components: POWER TRAIN, STEERING, SERVICE BRAKES



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