



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1368

Date Received

2003 JUN 23 PM 1:05
2003 JUN 23 00:03 PM

Repository ☐

Reference No.
10021607

OWNER INFORMATION (Type or Print)

Name

Address

City

YONKERS

State

NY

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an signature of Owner _____ or address to the vehicle manufacturer.
Date 6/9/03

☒ YES

☒ NO

VEHICLE INFORMATION

Make

GMC

Model

ENVY

Model Year

2003

Date Purchased

8-15-02

Dealer's Name and Telephone Number

VILLA MAIN 412-1155

Engine:

No: Cylinders

Fuel Type:

G-43

Original Owner

☒

Dealer's City

STATE ISLAND

State

NY

Zip Code

Transmission Type

AUT

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1

2003005

By Module

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

22-MAY-2003
28

Failure Mileage

10116

Failure Speed

15 mph

BRAKES

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☒ Yes ☐ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING AND WITHOUT WARNING THE BRAKES FAILED AND CAUSED EXTENDED STOPPING DISTANCE. *NLM

I TRIED TO MOVE VEHICLE AFTER I STOPPED IT
AND IT DID NOT STOP AGAIN. I STRUCK A CAR AT
4-MPH
I STOPPED THE CAR BY PUTTING IT IN PARK
AND TURNING OFF THE IGNITION

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY.

This Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your responses, or a statistical summary thereof, may be used in support of the agency's action.

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

I WAS TOLD BY VILLAMIRAN'S JACK THAT IS WAS
A CRUISE PROBLEM THAT COULD NOT BE REPAIRED
AND COULD HAPPEN AGAIN

I WAS TOLD BY PAUL RIVERA OF GUNTER P&H IN LETTER
"UNDER CERTAIN CIRCUMSTANCES I WILL EXPERIENCE VEHICLE
STOP TIME DUE TO THE DESIGN OF THE CAR"

REDS AGAIN "BRAKES MEET STANDARD OF MFG
NO GUN"

MANUFACTURE IS A SUBSTANTIAL TRU
KELSEY KAYES COPY OF LETTER
TO GUN

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 72173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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Administration
http://www.nhtsa.gov

May 27, 2003

G. Richard Wagoner Jr. CEO
300 Renaissance Center
Detroit MI 48265

Dear Mr. Wagoner,

I would like to introduce myself my name is [REDACTED] have been a customer of GM's for over 20 years mostly with Villa Marin GAMC. During this period I have purchased for myself and my company approximately one million dollars worth of vehicles namely trucks, vans and SUV. You might say we have a relationship.

On April 25, of this year I was driving my 2003 Envoy down a city street at approximately 15 mph. I applied the brakes and nothing happened. I aimed for a parked car as to not hit the car in front of me which had passengers in it. Luck was on my side and I was able to avoid the cars. I stopped the envoy by putting it in park and turning off the key, restarted the car again and had the same problem and hit a van in front of me lightly the brakes would not stop. I called GMC and they towed the Envoy to VillaMarin

On Monday, I called VillaMarin to inquire about the problem. First response was spongy breaks. I called the next day and Jack the service manager said that the Tec center told him it could happen again the problem was in the control module and it could not be reprogrammed. I said this was unacceptable.

I called Detroit ph#866-952 4368 and spoke to a Marci. After no contact for a day or two, I called the number again and was told Paul Rued was handling the case #1-94489893. I spoke to him and he said he would get back to me. He did. He said that under certain circumstances I would have a prolonged stopping period due to the design of the car. I told him this was an unacceptable answer; further more, I said I could not believe he was telling me this. I asked for a superior and was told it was Mark Martinez he does not speak to people he is a group head.

I then called corporate and got a Kim Miller who said she was your executive secretary. She was hostile at best and said nobody at level would speak to me until Rued gave me an answer. Rued calls and tells me you are getting an outside consultant. The Consultant Frank Alter Jr. calls my ph# [REDACTED] relay to him the happenings as I have to you. He goes to Villa Marin to inspect The Envoy. A few days later Rued calls to tell me brakes operate within the parameters of the manufacturers specifications. These are couched words. GM is not the manufacturer of the braking system; Subsidiary of TRW is.

I believe it is Kelsey Hayes part of there specs is that under certain circumstance the car will have a prolonged stopping time. When Meat Loaf sing you can sleep on it it is not a Trw vehicle he is referring to. I leased this vehicle from Gmc via Gmac.

Sir do you know what it is like to think every time you come to a corner to think am I going to hit that woman with two kid or am I going into the intersection and get hit by a truck or a bus. Enrons Layhe said he did not know and nobody told him. Well I am telling you and GM we have a problem that demands a better answer than Rued's couched words. If any of my nightmares come true You Sir are responsible. I will wait three day for an acceptable response. If none is forthcoming, I will send a copy to Elliot Spitzer Att. Gen. of the State of N.Y. and Ass Arrons of news channel 4 the ball is in your court as they say. I am not Don Quote or John the Baptists but you will find if I must pick up this cause [REDACTED]

Yours Truly

[REDACTED]

Home [REDACTED]

Work [REDACTED]

Cell [REDACTED]

ADDITIONAL INFORMATION

Gm file

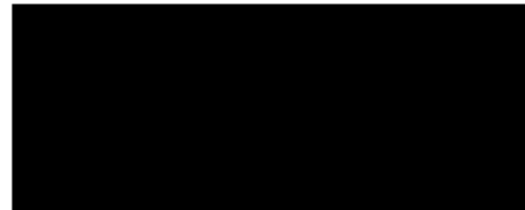
Paul Rued ph # 866 952 4368 ex57326

Richard Wagoner

Ph # 313 556 5000

Fax 248 696 7300

Rued Exact words "at high speeds the brakes will meet specks at low they will stop the car"



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**