



# DOT Auto Safety Hotline

FOR AGENCY USE ONLY 1368

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

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

Date Received

2003 JUN 26 PM 3:22  
05-JUN-2003

Repository

Reference No.  
10022445

### OWNER INFORMATION (Type or Print)

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City COPIAGUE 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?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner \_\_\_\_\_ Date \_\_\_\_\_

### VEHICLE INFORMATION

16-TAC-19M8VA		Make GMC	Model C1500	Model Year 1997
Date Purchased 03/31/2001	Dealer's Name and Telephone Number Zee Buck/GMC (203) 878-4661		Engine: No. Cylinders 6	Fuel Type: Gas
Original Owner <input type="checkbox"/>	Dealer's City Milford	State CT	Zip Code 06460	
Transmission Type Automatic	<input checked="" type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 100000 POWER TRAIN	
Multiple Failure: 1				

### FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 01-JUN-2003	Failure Mileage 48,865	Failure Speed 5 mph	Transmission (Automatic)
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### 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: DOTM15ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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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).

THE TRANSMISSION FAILED WITHOUT WARNING. \*JB

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.

The Privacy Act of 1974 (Public Law 93-578) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

Vehicle transmission failed without warning, I have researched this problem on-line through consumer reports and your web-site and have found other consumer complaints about this problem. I would like vehicle manufacturer to repair vehicle and offer me a better warranty on their product. Since vehicle has such low-mileage. please see enclosed. my vehicle has since not been repaired, as I am awaiting your response in this urgent matter.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**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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http://www.nhtsa.gov

Other Large Trucks

should be is that they should come with a different set of lower control arms.

Select a Make

Select a Model

E-mail this Page to a Friend  
 Download to Your PDA  
 Appraise Your Trade-in  
 Calculate Monthly Payments  
 Sign-up for our Newsletter  
 Reserve This Car

Date Posted **GMC TRUCK** by fresh  
 02/10/2003 Style: 2 Dr C1600 SLE Extended Cab SB Rating **9.5**

**Review:** No mechanical problems. Very quiet ride with the right tires. Plenty of power.

**Favorite Features:** reliability

**Suggested Improvements:** none

Date Posted **Jusbob Says** by jusbob  
 10/19/2002 Style: 2 Dr C1500 SLE Extended Cab Stepside SB Rating **7.9**

**Review:** at 75000 intake man gasket leaked, was told it was common on these plugs bad used oil. 75.00 to test just to tell what was wrong, but cost 127.50 instead. all this was supposed to be good for 100000 miles. all fixed now, after about 800.00. just hope it stops using oil!!!! Helpful hints: buy a ford !!!!!

**Suggested Improvements:** for the price ; should have 100000 ml bumper to bumper warranty !

Date Posted **Transmission Wary** by Medic31  
 10/14/2002 Style: 2 Dr K1500 SLE 4WD Extended Cab SB Rating **6.9**

**Review:** The transmission started shifting hard at about 48,000 miles. After a transmission service, it totally burned up the new fluid after about 8-9,000 miles. The dealer's service department was absolutely no help. It was replaced for about \$725.00. At about 51,000 miles it started doing the same thing again. This time, GM and the dealer were no help. We then came in contact with a transmission place in Reno, NV and they informed us this was a common problem with these trucks and was due to a GM design defect of a small \$21.70 switch in the torque converter. They replaced this switch for less than \$400.00 about 8 months ago and we've had no more problems.

**Favorite Features:** Comfort, highway mileage

**Suggested Improvements:** Replace the defective transmission switch and cover their vehicles with a better warranty

Date Posted **Very reliable and FUN to drive** by EJA  
 07/18/2002 Style: 2 Dr K1500 SLE 4WD Extended Cab SB Rating **9.6**

**Review:** This truck has awesome power with the 5.7 engine. It has also been the most reliable vehicle I have owned. The speed speed