



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 1368

Date Received: 26-JUN-2003  
Repository:   
Reference No.: 10024971

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: MONTROSS State: VA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]  
Evening Telephone Number: [Redacted]  
E-mail Address: [Redacted]

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: 6/1/03

**VEHICLE INFORMATION**

Make: CHEVROLET Model: S10 Model Year: 1996  
Date Purchased: 8/2002 Dealer's Name and Telephone Number: Auto Sales 443-5980  
Original Owner:  Dealer's City: Tappahannock State: VA Zip Code: 22560 Engine: 4 No. Cylinders: 4 Fuel Type: GAS  
Transmission Type: 5-Speed  Antilock Brakes Powertrain: [Redacted]  Cruise Control  
Vehicle Component Code: 036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK  
Multiple Failure: 1

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

Incident Date(s): 25-JUN-2003 Failure Mileage: 79 Failure Speed: [Redacted]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: Goodyear (DOT MFL 602/4802) Tire Size (Example: P215/65R15): P205/75R16 MS  
DOT No. (Example: DOT4AL9ABC036)  Original Equipment  Prior Repair Failure Location: N/A  
Tire Component Code: 2 Tire Failure Type: N/A

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

**APPLICABLE INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), condition, 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).

CONSUMER STATED HAVING THE SAME PROBLEM AS THE RECALL ON THE ABS LIGHT. DEALER WILL NOT REPAIR BECAUSE VIN WAS NOT INCLUDED. RECALL NUMBER UNKNOWN. \*AK

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

The Privacy Act of 1974 - Public Law 93-502 This information is requested pursuant to not being voted 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 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)

ABS Brake lights & horn not working came in to stand June 8, 03. Took to check 9th when I got off work. Took to Kenny's Auto Contrasts 10th. Could not find the problem, said it had to be put on a machine. He recommend Southern Tire or Northern Truck Chev., Got to Southern Tire June 11th. He had a generic machine. Codes wouldn't take. He recommend a GMC Dealer. Had an appointment at 1:30 or 2:00 pm Thursday 12th. Thurs Morn 12th, went to Beach Service Center (Colonial Beach) Check by machine. Mechanic showed me on the computer what seemed to be the problem and gave me a computer print out. He said the apparent part that was causing the problem was very expensive and should be replaced by a Dealer at no cost to me. He also said if I had a problem with the dealer to call the U.S. Dept. of Transportation & put the no. on the computer print out. Found N.W. Chev. & told the receptionist that I had a diagnostic printout that there seemed to be a recall. She asked if I made another call, I said yes. Went to N.W. Chev. on the 17th of June. My day, off. She said independent ATTACH ADDITIONAL SHEETS IF NECESSARY Herbert, right away said there's no recall. I told him 3 times to read the paper from the Beach Service Center.

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 73173 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 OWNERS**

**QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
ON

**DASH2DOT**

and dial toll free at

**1-888-DASH-2-DOT**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) & DOT



US Department of Transportation  
National Highway Traffic Safety Administration  
http://www.nhtsa.dot.gov/odis

He kept glancing at the material, not reading it. So I told him to call the Beach Service Center at 804.224.5000 and talk to Carey. He called - talk to Carey in my presence and he got off the phone and said hang on a minute. He goes inside of another room & pulls something up on the computer and brings that out on a sheet (several pages long) and highlights them in yellow and tries to discuss this with me and I said these are the same codes that on my paper. He said your vehicle is not under recall. Some vehicles were recalled in 1997 and the recalls are over. I took my papers and told him I was going to call the U.S. Dept. of Transportation and I did as soon as I come home. The ABS Brake light went off the same day and haven't been back on since. If there is a problem again, I'll find another Dealer (Clay) perhaps Brian Chandler in Tappahannock about 35-40 miles away versus 12 miles. I can't stand the aggravation with this man. All the dealing I had with him is arrogant and nonchalant. In March of 2002. I took my truck the (96 S10) check engine light come on. He diagnosed it as a O2 sensor gone bad, leaky radiator, & blown head gasket. Truck was making no noise. It was leaking fluids. \$529. About a month later the engine light come on and still leaking fluids. I take it back and he tells me there's a bad water pump. I looked at him and said less than a month ago - you took the engine apart and you couldn't see the water pump was bad so he said, it was an oversight. And \$129. I don't trust him there are some



**96/10/01 66-50-14 ABS DIAGNOSTIC ASSISTANCE AND PART EXCHANGE PROGRAM - KELSEY**

**Article Text**

1996 Chevrolet S10

For Beach Service Center 823 Colonial Avenue Colonial Beach Virginia 22443

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Thursday, June 12, 2003 12:18PM

224 5000

**ARTICLE BEGINNING**

**TECHNICAL SERVICE BULLETIN**

**KELSEY HAYES EBC-310 AND 410 (ABS) DIAGNOSTIC ASSISTANCE AND PART EXCHANGE PROGRAM**

Model(s):           1996 Chevrolet and GMC S Model with 2.2L Engine  
                          (VIN 4 - RPO LN2)  
                          1996 Chevrolet and GMC G Models (Plant VIN 1)  
                          1997 Chevrolet and GMC S/T, G, P3 Model  
                          1997 Chevrolet and GMC C Series Conventional Cab  
                          Medium Duty  
                          1997 Chevrolet and GMC T Series Medium Duty Tilt Cab  
                          1997 Oldsmobile Bravada  
Section:             5 - Brakes  
Bulletin No.:       66-50-14  
Date:                October, 1996

**SERVICE INFORMATION**

The models listed above are equipped with the Kelsey Hayes EBC-310 or 410 four wheel anti-lock brake system. In order to provide product feedback and increased customer satisfaction, a part exchange program will be in effect through the 1997 model year (unless otherwise notified) on the following two components of the EBC-310 and 410 system. See Fig. 1.

**96/10/01 66-60-14 ABS DIAGNOSTIC ASSISTANCE AND PART EXCHANGE PROGRAM - KELSEY**

**Article Text (p. 2)**

**1996 Chevrolet S10**

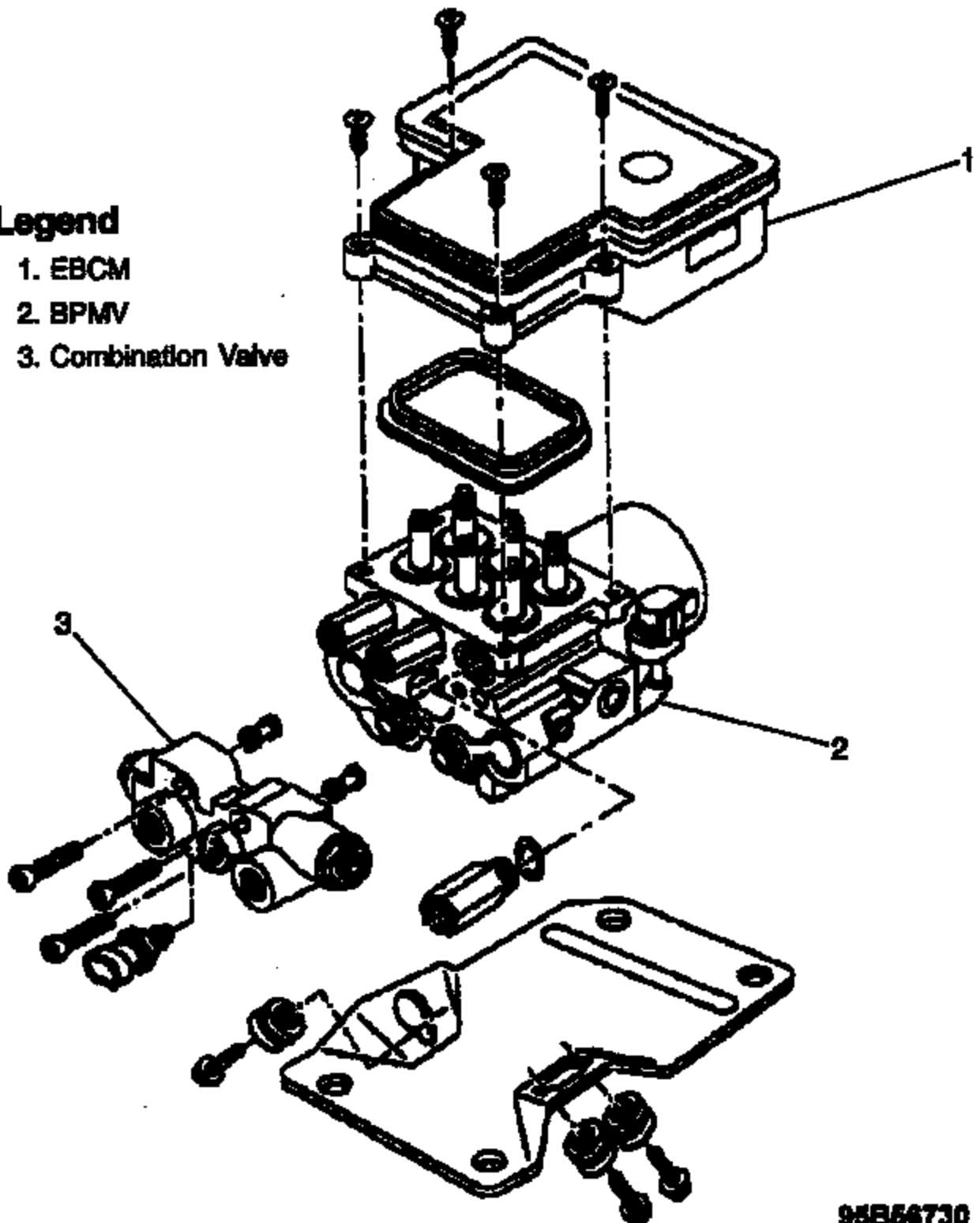
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**Thursday, June 12, 2003 12:16PM**

**Legend**

- 1. EBCM
- 2. BPMV
- 3. Combination Valve



**95B66730**

**Fig. 1: EBC-310 & 410 Electro-Hydraulic Control Unit, Identification**

**98/10/01 88-50-14 ABS DIAGNOSTIC ASSISTANCE AND PART EXCHANGE PROGRAM - KELSEY**

**Article Text (p. 3)**

**1996 Chevrolet S10**

**For Beach Service Center 823 Colonial Avenue Colonial Beach Virginia 22443**

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**Thursday, June 12, 2003 12:16PM**

**\* Brake Pressure Modulator Valve (BPMV)**

The Kelsey Hayes Technical Assistance Center (K-TAC), in addition to providing diagnostic and repair assistance, will administer the part restriction program.

An authorization case number will be required from K-TAC before a BPMV or EBCM will be shipped. Parts will be sent overnight and will be invoiced to dealers via GM Service Parts Operations (GMSPO). A core charge will be involved. Installation instructions and core return procedures will be included in each shipment.

**IMPORTANT:** To receive core credit, the EBCM and BPMV core return procedures must be followed.

To initiate a parts order, or to obtain diagnostic assistance, dealers should contact K-TAC by dialing the following phone number.

**1-800-546-4ABS (4227)**

K-TAC phones will be manned from 7:30 a.m. until 7:00 p.m. EST Monday through Friday. The remainder of the time, an automated answering machine will take the information for a call back.

For next day delivery of an EBCM or a BPMV, it is recommended that calls be received by K-TAC before 3:00 p.m. EST.

Prior to calling K-TAC, please complete the diagnostic sheet on the following page (make copies of the original). The information you provide will help to quickly identify and correct conditions which affect our customers satisfaction. For additional EBC-310 and 410 diagnostic and service information, refer to the appropriate year and model Service Manual.

**IMPORTANT:** K-TAC DOES NOT have warranty approval authority. Warranty concerns should be directed to your divisional representative for approval prior to making repairs.

**END OF ARTICLE**

**991006000: ANTILOCK BRAKING COMPUTER MODIFICATION**

**Article Text**

**1998 Chevrolet S10**

**For Beach Service Center 823 Colonial Avenue Colonial Beach Virginia 22443**

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**Thursday, June 12, 2003 12:00PM**

**ARTICLE BEGINNING**

**NHTSA RECALL BULLETIN**

**Model(s):** 1992-95 Chevrolet Astro  
1992-95 GMC Safari  
1993-96 Chevrolet Blazer  
1993-95 Chevrolet Van G20  
1993-96 GMC Jimmy  
1993-95 GMC Van G2500  
1994-96 Chevrolet S10  
1994-96 GMC Sonoma

**Campaign No:** 991006000  
**Number of Affected Vehicles:** 2400000

*16CCS1940+Kd10075*

**SUMMARY:**

This is not a safety defect in accordance with the safety act. However, it is deemed a safety improvement campaign by the agency.

**VEHICLE DESCRIPTION:**

Light duty pickup trucks, utility vehicles, or minivans equipped with 3-Sensor ABS (antilock braking system) EBC4 units.

**DESCRIPTION OF DEFECT:**

These vehicles can experience extended stopping distances during ABS stops on certain multiple surfaces.

**CONSEQUENCE OF DEFECT:**

Increased stopping distances could occur, increasing the risk of a crash.

**CORRECTIVE ACTION:**

Dealers will modify the computer program which operates the ABS unit.

**OWNER NOTIFICATION:**

GM has decided to conduct a special policy to modify the computer program on these vehicles. Owners can contact Chevrolet at 1-800-222-1020 or GMC at 1-800-462-8782.

**ADDITIONAL INFORMATION:**

**991008090: ANTILOCK BRAKING COMPUTER MODIFICATION**

**Article Text (p. 2)**

**1996 Chevrolet S10**

**For Beach Service Center 823 Colonial Avenue Colonial Beach Virginia 22443**

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**Thursday, June 12, 2003 12:00PM**

through Friday from 8:00 AM to 4:00 PM, Eastern Time. For more information call (800) 424-9393 or (202) 366-0123. For the hearing impaired, call (800) 424-9153.

**END OF ARTICLE**

1996 CHEVROLET TRUCK 8-BODY  
ALL ABS: KELSEY HAYES 4WAL  
\*\* ABS BRAKING IS OFF! OK TO DRIVE. \*\*  
INFO FLAG - BRAKE RELEASED. 2WD  
37 LR WHEEL SENSOR-ERRATIC VOLTAGE  
36 LR WHEEL SPEED SIGNAL ERRATIC  
35 LR WHEEL SPEED SENSOR OR CIRCUIT OPEN  
65 PUMP MOTOR RELAY CIRCUIT OPEN  
ABS LAMP OFF BRAKE LAMP SW OFF  
LF WHEEL 0 RF WHEEL 0  
REAR WHEEL 0 BRAKE LAMP CMD OFF  
BRAKE LAMP SW OFF