



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 100147

Date Received

Repository ☐

2004 JAN 16 10:03:02

Reference No.
10047753

OWNER INFORMATION (Type or Print)

Name

Address

City SOUTHAMPTON

State MA

Zip Code

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized representative, please provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 11/27/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

FILL IN

26TEK19T3

Make

GMC

Model

1500

Model Year

2000

Date Purchased

6/12/00

Dealer's Name and Telephone Number

SPRINGFIELD OLDS, MAINTENANCE, GMC (408) 822-881-

Engine: 5700

No. Cylinders 8

Fuel Type:

GAS

Original Owner

☐

Dealer's City

SPRINGFIELD

State

VT

Zip Code

05150

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

031000 SERVICE BRAKES, HYDRAULIC: PEDALS AND LINKAGES

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

15-OCT-2003

Failure Mileage

20700

Failure Speed

10 MPH

ABS COMES ON WITHIN 10 MPH (10 MPH) FOR NO REASON ON DRY ROAD (50% OF TIME)

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

Number of Deaths

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;

ie, parts repaired or replaced (and if old part is available).

WHILE DRIVING THE VEHICLE AND BRAKING IN VARIOUS CONDITIONS THE BRAKE PEDAL IS DELAYED. THIS CAUSES THE TRUCK TO HAVE EXTENDED STOPPING DISTANCES. THE CONSUMER HAS CONTACTED THE DEALER. PLEASE PROVIDE ANY FURTHER DETAILS. *PH THE ANTILOCK BRAKE SYSTEM ACTIVATES FOR NO APPARENT REASON (ON DRY ROAD) WHEN COMING TO A STOP (AT < 10 MPH) 50% OF TIME. THIS INCIDENT STARTED WITHIN 10 MPH → 0 AND WILL ACTIVELY BE CAUSE AN ACCIDENT. THIS PROBLEM STARTED EARLY OCT '02 (4 MONTHS AFTER 3 YR/36000 MI. WARR. WAS UP). ON 10/20/03, 15 HOURS/12 OUT OF 20 STOPS. I REMEMBER PROBLEM TO START WITH TRUCK ON 10/20. OTHERS WERE: ① REPAIRS BOTH FRONT WHEELS SPRING SHOCKERS ② REPAIRS (1) FRONT WHEEL SHOCKER (GIVEN WHICH ONE AS HIS ABS LIGHTS ON) ③ WHAT THE ABS LIGHTS CAUSE ON TO FLUKE AT WHICH POINT IT GOES OFF IN 14 SECONDS. THE SHOCKER MOVEMENT DOES NOT GO AWAY THE LIGHTS → 8000 LIGHTS

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

-SILVER WORK DONE AT BUREAU-WINTHROP, MEMPHIS, TN 38102 413-584-3883

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

- ON 11/5/03, I REPORTED PROBLEM TO HILSON & GMC CUSTOMER SERVICE. GMC GIVE ME A FILE # 1-158384102 (CONTACT: CARLA PAUL 816-952-4368 EXT 58186). SHE TOLD I WOULD HAVE TO GET PROBLEM DIAGNOSED AT DEALER. SHE TOLD GMC WOULD DO THE CUSTOMER AGREEMENT.
- ON 11/21/03 I MADE APPT TO DIAGNOSE AT BUREAU WINTHROP & CONFIRMED GMC TO SEE THEM IF WOULD BE DIAGNOSED 11/24/03.
- ON 11/24, BUREAU WINTHROP OBSERVING IT WAS A 800 LBS PRESSURE WASHING THAN RAN FOR 15. W/ GMC PAYING FOR PARTS & LAB. PAYING 67.50 FOR DIAGNOSTIC & 87.50 FOR LABOR TO INSURE HWS/DEALER ADVISORY.
- ON 11/25/03, (AFTER "HWS") HAS ALREADY CALLED ON FOR US APPARATUS PROBLEM WHEN COMING TO STOP (AFTER HWS WAS DRIVING AFTER Picked UP).
- ON 10/26/03, I REPORTED CONTINUING PROBLEM TO GM AT BUREAU WINTHROP. Although TO WAIT A WHILE LONGER TO SEE HOW IT GOES ON.

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 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
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

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1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Washington, D.C. 20590

REMOVE RECEIPT BEFORE DEPOSITING ENVELOPE IN EARLY
BIRDNITE OWL LOT. PLEASE RETURN TO RECEIPT NUMBER



No. 0037173

DROPPED OFF 11/23 PM
WILL PICK UP 11/24 PM
TJFF (CALL) 413-575-7638 *
(Home) 527-5264

TO OUR EARLY BIRDNITE OWL CUSTOMERS

1. WRITE YOUR ORDER ON THIS ENVELOPE
2. LEAVE YOUR VEHICLE ON OUR LOT LOCKED
3. PLACE YOUR KEYS IN THIS ENVELOPE
4. TEAR OFF RECEIPT FROM FLAP OF ENVELOPE
5. PLACE ENVELOPE IN EARLY BIRDNITE OWL SLOT

NAME			
ADDRESS		Mileage	22,222,004
CITY	CONCORD, MA	Zip Code	
Home Phone			
What time will you call for your vehicle?	AM PM		
Year	2001	Make & Model	OLC CC RV
		Color	WHITE

USE THIS HANDY CHECK LIST

- | | |
|--|---|
| ☐ Lubrication | ☐ Change Oil and Filter |
| ☐ Adjust Brakes | ☐ Change Transmission Oil |
| ☐ Front End Alignment | ☐ Check AC / Heating Systems |
| ☐ Balance Wheels ☐ Front ☐ Rear | ☐ Check Exhaust System |
| ☐ Repack Front Wheel Bearings | ☐ Check Steering and Shocks |
| ☐ Flush Radiator - Add Antifreeze | ☐ Align Headlights |
| ☐ Engine Tune Up | ☐ Mile Service |

Other Service Desired / Description of Problem

① DIAGNOSIS WHY ABS ACTIVATES AS COME TO STOP
(50% OF TIME) FOR NO REASON (ON OR OFF ROAD)

- THROTTLE WHEN ABOUT STOPPING IT & 10 MPH
- NO ABS LIGHT ON

SEND DIAGNOSIS TO 24 HOUR CUSTOMER SERVICE

ATTN: [REDACTED]

TERMS CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any damage caused by unsuitability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repair charges; that your employees will remove the above vehicle on streets, highways or structures for the purpose of having order inspecting such vehicle.

X

FORM EARLY BIRD

② WAS ANOTHER KEY + KEY FOR - I LOST THE 2ND
KEY + ONLY HAVE 1/28/01 NEW
PRINTED IN USA

**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).**