



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 335

Date Received

Repository ☐

203 DEC 24 AM 11:17
12-NOV-2004

Reference No.
10048299

OWNER INFORMATION (Type or Print)

Name

Address

City

ALTUS

State OK

Zip Code

Daytime Telephone Number

E-mail Address

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 1/1

VEHICLE INFORMATION

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

Make

GMC

Model

SIERRA

Model Year

1996

1GTEC142352

Date Purchased

03-MAR-03

Dealer's Name and Telephone Number

G & P Motors

Engine:

No. Cylinders

Fuel Type:

Unleaded

Original Owner

☐

Dealer's City

Altus

State

OK

Zip Code

73521

Transmission Type

☒ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 1 - Yes -

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

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: DOTM18ABC038)

☐ 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, i.e. parts repaired or replaced (and if old part is available).

WHEN BRAKING THE BRAKE PEDAL GOES TO THE FLOOR. DRIVER HAS TO PUMP THE BRAKE PEDAL TO STOP THE VEHICLE. *AK

see Attached letter - Bought From G & P Motors
but work was done At Wilmes Ford-
AutoMall. G & P. Sold us the truck with
Faulty brakes, exhaust system, tires,
Alignment, ect.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The 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 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.

November 17, 2003

Better Business Bureau,

I need help in resolving a problem with Wilmes Ford, P.O. Box 597, Altus Oklahoma 73521. Their business phone number (580)482-0262.

I have had front and back brake system replaced on my son's 1995 GMC Sierra truck. The vin number is 1GTEC14Z3SZ [REDACTED] I have had it back to the shop on numerous occasions and the truck brake system is still messed up. It does not keep brake fluid in the reservoir tank, fluid runs out on the tires and the truck will not stop properly. It pulls to the side. It is ruining the inside of the right front tires.

We took the truck in because the brakes were locking up. Brad Tripp, the mechanic at Wilmes Ford drove the truck to check the system then he put a heat gauge type thermometer to the tires and told us the truck had to be repaired. We left it on July 2nd (over the 4th of July weekend) to be repaired. When we pick the truck up on July 7, I could still feel the pull, hear the noise and I questioned the shop about it. They informed me that the brakes would squeal for a while since they were all new. On July 14, my son took the back to the shop to have them to drive the truck and listen to the brakes squealing and grinding. Brad Tripp again drove the truck and told us there was nothing wrong with the brakes but if we was concerned about the sound, we could bring it back in on Thursday to get the brakes greased. He stated the brake system was new and there was nothing wrong with it. He stated the truck was safe to drive. My son drove to our house about one mile from Wilmes Ford and picked up his horse feed to go about 8 miles northeast of town to feed his horses. He got to the horse pasture and the whole brake system screwed up. He called me on the cell phone and told me what had happened- I did not understand just how bad and dangerous the truck was to drive. Because less than 25 minutes earlier we were told the truck brakes were fine. I told my son to drive it home because the shop mechanics had told us the truck was safe and OK to drive. Little did I know that I was putting my son's life in danger? The truck would hardly stop, he ran in front of a car, ran a stop sign going about 10 mph, he finally made it home. I called Josh and Justin at Wilmes Ford service desk and told them what had happened. They ask me if I could see fluid dripping and I went to the driveway while talking to them on my cordless phone and told them yes I could see a whole lot of fluid running all under the truck. They told me to have my son bring the truck in to the shop. (They did not offer or suggest getting it towed by a wrecker-but I now know I should never had let my son drive the truck). And again the brakes are not repaired properly or safely.

They again supposedly repaired the truck. Again within a few days we start having problems with the truck brake system. We again took it back to Wilmes Ford to repair the brakes, the mechanic this time was Jerald Johnson, he took the truck and drove it so hard that the thermostat messed up, (I saw him driving the truck) but he did not find any brake problems. But I had to repair the thermostat. Look at the ticket-took the truck in for

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brakes making noises while applying the brakes and look how they corrected the problem-by replacing thermostat and gasket and test drive was OK.

Now the truck still does not have a properly working brake system, the fluid is running out on the tires, the reservoir tank has to be filled every day and this is messing up the front right tire. I do not know who to turn to as I no longer trust them to touch the truck as each time it gets worse and my son's life is put in danger.

The last time I took the truck to Wilmes Ford, Justin looked at the truck and observed the passenger front tire, leaking fluid on tire and a about 1/2 empty brake fluid reservoir. He called for (manager over the whole store) Mike or (owner) Paul to come look at the truck, my son and I waited about 30 minutes and when no one came we left. This experience was on 10-1-03.

My son and I took the truck in the first time and the ticket showed up in my daughters and ex-mother-in-laws name. Neither of them was there and the truck is in my sons and my name. Now the bill is messed up and the girl who did work there is no longer working there and neither is the mechanic who worked on the truck brakes system the first two times. The lady Sherrie, who we paid even has the bill messed up and no longer works there to get it corrected. But my main concern is the danger of the brakes with my MINOR son driving the truck.

On one of the first visits Brad Tripp used my son's vehicle to pickup keys from a lady at the Self storage place on corner of Tamarack and Park Lane while driving to check out his brakes, my minor son was in the truck. This was for Wilmes Ford business-not personal but a business stop in our personal truck.

I want to file a complaint and see where to turn for help. I have been told to hire an attorney to file a suit. We just need help.

Sincerely,

Altus, Oklahoma

*myrtle
Dawson*