



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: 2004 FEB 17 11:05
18-DEC-2003
Repository:
Reference No.: 10051736

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: BELLEVUE State: FL Zip Code: [Redacted]

Daytime 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: 1/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 1GTD13K5 [Redacted]
Make: GMC Model: SONOMA Model Year: 2003
Date Purchased: 10-31-02 Dealer's Name and Telephone Number: Phillip's 352-728-1212 Engine: 6 No: Cylinders: 87 Fuel Type: unleaded
Original Owner: Dealer's City: Fruitland Park State: FL Zip Code: 34749
Transmission Type: 4 speed Automatic Antilock Brakes Powertrain: _____ Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC
 Cruise Control Multiple Failure: 1 A Lot.

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 04-DEC-2003 Failure Mileage: 15000 Failure Speed: 20 mph to 60 mph see Bottom | The hotter outside temp the worse it does it.

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: DOTMALBABC036): _____ Original Equipment Prior Repair Failure Location: _____
Tire Component Code: _____ The 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 LEFT REAR BRAKE LOCKED UP, CAUSING THE TRUCK TO PULL TO THE LEFT. DEALERSHIP WAS NOTIFIED, BUT THE PROBLEM WAS NOT RESOLVED. *AK

Log after final inspection on 11-4-03 at Phillip's

11-07-03	5:24 PM	miles	14271	11-18-03	10:17 AM	miles	14808
11-07-03	5:36 PM	miles	14276	11-18-03	10:23 AM	miles	14810
11-10-03	9:21 AM	miles	14401	11-19-03	10:15 AM	miles	14845
11-10-03	9:28 AM	miles	14404	12-15-03	8:48 AM		16059
11-12-03	9:32 AM	miles	14445	01-05-04	12:24 PM		16738
				01-27-04	8:20 AM		17547

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

The Privacy Act of 1974 (Public Law 93-502) 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)

you apply on Brakes normal then the
left Rear wheel locks up. then the vehicle
wants to pull that way. Some times when you
apply Brakes It does the something. But while
your holding peadle goes to the floor. in
that case you have to pull off the Road because
It will not stop. In the Rain it just
dangerous. Any other Questions call me
on my Cell [REDACTED]

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



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
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

1-888-327-4238


DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.safercar.gov>

I have visited two independent car mechanics who believe it is either the divider valve or the break valve.

When I discussed this with Phillips they said they couldn't duplicate the problem and therefore couldn't replace these parts. It seems to me it is worth replacing these parts rather than taking a chance of a wreck or something more.

AL'S FAMILY AUTO + AIR 

TRI-COUNTY MOTORS
RICHIE

800-881-9359

PAM 0359,09

To Whom it may Concern:

I Am writing this letter in regards to the results of the technical experts report. He only drove this truck 13 miles and came to the ~~the~~ conclusion that there is nothing wrong. We have charted the days and times we have had the problems with this truck. It does not happen at anyone certain time. The technical expert says that brakes are working. This may be true while he drove it today but there is something wrong. We are only asking for the truck we paid for. We did not buy a truck that locks up the rear brakes when applying the brakes. We^{are} only asking for someone to help Seattle this problem before someone gets hurt in this truck. If Gmc says that there is nothing wrong with this truck then I invite them to drive this truck for a week to see what is really happening. If they believe its not the brakes then please try to find out what is causing this truck to skid and lock up at times. What do we

- PGM 0354109

do to get the help we need. We are not asking for anything we have not paid for. That is a Safe Truck. We will not stop asking for help. If this was your truck you would also be asking for someone to help. Please come take my truck for a week test drive.

Thank you.



October 30, 2003

[Redacted]

Belleview, FL [Redacted]

Service request: [Redacted]

VIN: 1GTD13X53 [Redacted]

Dear Mr. [Redacted]

*milieu
Both
VBS
first
problems
Dealer
down
INSU
Leon Hooper*

Thank you for your recent correspondence received October 27, 2003 regarding your 2003 GMC Sonoma. We are sorry you are dissatisfied with your GMC. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product.

This letter is to confirm your scheduled repair opportunity at Phillips Buick-Pontiac-GMC Truck, Inc. located in Leesburg, Florida. As per our conversation on October 30, 2003 this repair opportunity will take place on November 4, 2003 at 9:00 a.m.

If you have any further questions, please contact me at 1-800-231-1841 extension 57298 between 8:00 a.m. and 5:00 p.m. Eastern Time weekdays, and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to assist you in this matter.

Sincerely,

Michelle Clements
Customer Relationship Manager

LC0032-T/deh

October 28, 2003

[REDACTED]

Service request: [REDACTED] 61

Dear Mr. [REDACTED]

Thank you for your recent correspondence dated October 21, 2003. We are sorry you are dissatisfied with your 2003 GMC Sonoma. Our continued success depends upon the satisfaction our customers receive.

We are concerned when we learn that a GMC owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review your concerns we will be in contact with you to discuss this matter further.

Sincerely,



Michelle Clements
Customer Relationship Manager

LC0030-T/deh

#

866-215-6750

ATT. michelle
Clements

I Have the Dates

① I'm missing to ②
one because they did
not give it to me because
of the Box and
one because they Reopen
same work order

thank you
oct 29-03

I need to know what
you want me to do.
I already plan to take
it back tomorrow, already
schedule off work to do
that. oct. 30-03

Subject: GMC Sonoma Owner Assistance

Name
Address

: BELLVIEW, FL

Daytime Phone Number :

ex.

Evening Phone Number :

ex.

Vehicle : 2003 Sonoma

VIN : 1GTDT13X53

Mileage : 8063

Dealer : PHILLIPS

Comments : TO WHOM IT MAY CONCERN:
I AM A OWNER OF A GMC TRUCK WHICH I FEEL IS NOT WORKING UP TO YOUR OR MY STANDARDS AT THIS TIME. AFTER DRIVING FOR A FEW HOURS IT DOES NOT WANT TO SHIFT GEARS. THE TEMPATURE GAGE GOES UP TO 230-240 WHICH THEN THE AIR TURNS HOT. TE TRUCK DOES HAVE THE SAME POWER WHEN I BOUGHT IT. WHEN DRIVING THE TRUCK BEGANGS TO RIDE ROUGH. THE MECANHC SAYS ITS BECAUSE THE TIRES ARE TO BIG. WE BOUGHT THIS TRUCK WITH THESE TIRES. IT WAS IN FOR ALL THESE PROBLEMS PLUS THE SEAT BEALT LIGHT NOT GOING OFF. THIS IS THE SECOND TIME THE TRUCK IS BEEN IN TO GET REPAIRED. THE MECANIC DOESNT SEEM TO BE ABLE TO ANY LUCK FINDING THE PROBLEM WITH THE THIS TRUCK. WHEN DO MY FAMILY SAY ENOUGH IS ENOUGH WE WILL NOT PUT OUR LIVES IN THE HANDS OF A NON-WORKING TRUCK THAT WE WORK HARD FOR. HOW CAN FIND THE PROBLEM WHITHOUT DRIVING THE TRUCK IF THE MILES ARE THE SAME GOING AS THEY ARE COMING OUT. PLEASE HELP US THE COSTOMER.

Handwritten notes:
2003
Sonoma
2003

Re. GMC
1-866-952-4368
Ext. 57832

[Redacted area]

Ref:

Email Address

[Redacted email address]

GMC SONOMA LOG AFTER INSPECTION
ON 11-4-03 AT PHILLIPS @ LEESBURG

What:

Driver side rear brake locks up
instead of just stopping. Sometimes
other breaks do the same thing.

11-07-03	5:24 PM	ODR 14271
11-07-03	5:36 PM	14276
11-10-03	9:21 AM	14401
11-10-03	9:28 AM	14404
11-12-03	9:32 AM	14445
11-18-03	10:17 AM	14808
11-18-03	10:23 AM	14810
11-19-03	10:15 AM	14848

ODOMETER DISCLOSURE STATEMENT

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

I, PHILLIPS BUICK PONTIAC GMC, INC. (transferor's name, Printed)

state that the odometer now reads 89 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked. (CHECK ONE BOX ONLY.)

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
 - (2) I hereby certify that the odometer reading is NOT the actual mileage.
- WARNING ODOMETER DISCREPANCY.**

MAKE GMC	MODEL SONOMA	BODY TYPE
YEAR 03	MILEAGE 89	
TRANSFEROR'S SIGNATURE (HANDWRITEN NAME) <i>[Signature]</i>		
TRANSFEROR'S NAME PHILLIPS BUICK PONTIAC GMC, INC.		
TRANSFEROR'S ADDRESS 3320 HWY 441/27		
TRANSFEROR'S CITY/STATE/ZIP LEESBURG, FL 34713		
DATE OF TRANSFER X	MILEAGE AT TIME OF TRANSFER [Redacted]	
TRANSFEROR'S TITLE [Redacted]		

Motor Vehicle Defect Notification

(Please print clearly in black ink, or type)

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

- The vehicle has been out of service at least 15 days to repair one or more substantial defects.
- 3 or more repair attempts have been made to repair the same substantial defect or condition. This is notification of the final opportunity to correct the continuing substantial defect(s) or condition(s).

Description of continuing defect(s) or condition(s) Sometimes when stopping brakes back up, its hard to take off (use brakes sticking then they release). I've taking off and just does not want to GO! I Don't Fill Safe in this Truck!

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

Vehicle Make GMC Model SONOMA Year 2003

VIN 1G1T1D1113X15131 Date of Delivery 10-30-02

Name and City/State of selling dealer or leasing company (if applicable) Phillips Buick-Pontiac-Gmc Truck P.O. Box 491907 Leesburg, FL 34749

Name and City/State of authorized service agent(s) attempting previous repairs same as above

Consumer Address	Home phone
	Work phone
	Signature
	Date Mailed

**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).**