



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 100102

Date Received

16-APR-2004

Repository ☐

Reference No.
10067277

OWNER INFORMATION (Type or Print)

Name

Address

City

LIVE OAK

State FL

Zip Code

Daytime Telephone Number

E-mail Address

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorized signature, your name or address to the vehicle manufacturer.
Signature of Owner Date 4/22/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
1GDUK33122F106670

Make
GMC

Model
GMC TRUCK

Model Year
2002

Date Purchased

03-17-2003

Dealer's Name and Telephone Number

Alibutton's Pontiac-Gmc 302-4012

Engine:

No. Cylinders

8

Fuel Type:

Diesel

Original Owner

☒

Dealer's City

LIVE OAK

State

FL

Zip Code

32064

Transmission Type

Standard - manual

☐ Antilock Brakes

☐ Cruise Control

Powertrain

4 wheel drive

Vehicle Component Code

1B1000 VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

See attached

Failure Mileage

1600

Failure Speed

varies at lower speeds

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: DOTM15ABC038)

☐ 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), condition, and injury(s).)

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(es).
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 COMPLAINED ABOUT AN INTERMITTENT ACCELERATION PROBLEM. VEHICLE WAS EQUIPPED WITH A MANUAL TRANSMISSION AND RAN ON DIESEL FUEL. VEHICLE WAS TAKEN TO DEALER SIX TIMES. HOWEVER, DEALER COULD NOT DUPLICATE THE PROBLEM. DEALER REFUSED TO GIVE CONSUMER A COPY OF THE WORK ORDER. *AK

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) 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.

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

Each time truck was taken to dealership because of "rumbling" condition, the work order would note "idle in high, throttle sticking." Please see attached letters.

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 73773 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATIONAL HIGHWAY 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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**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) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
Any driver who does not provide

[REDACTED]
Live Oak, FL
March 1, 2004

Council of Better Business Bureau, Inc.
BBB Auto Line
4200 Wilson Blvd., Suite 800
Arlington, VA 22203-1838

To Whom It May Concern:

On May 17 2003, I purchased a 2002 GMC 1 ton, crew cab, diesel pickup truck from the Allbritton's dealership in Live Oak, Florida. Since the time of purchase, I have had numerous problems with the truck. While the service department at the dealership has not always been eager to address my problems, they have corrected all of them except for one that is a major concern to me. At intermittent times, usually when turning a corner, the truck will accelerate or "runaway" for no apparent reason. I was scheduled to meet with Mr. Pat Allbritton to try to resolve this issue, but he did not appear at the meeting. At this point, the service manager says he refuses to address the "runaway" problem again.

I was not originally given a work orders for all the trips to the service department, but upon request, was given work orders that were not always accurate. Without the benefit of each work order, I have tried to give a brief history below of the problems with my truck as I remember them happening and how the dealership dealt with each issue. The list might not be in the right time sequence.

- 1) The first time I tried to refuel my truck, the fuel would not go into the tank. I took the truck to the dealership and they repositioned the vent line.
- 2) The second time I tried to refuel my truck, the fuel would go into the tank, but very slowly. I took the truck to the dealership and they replaced the filler neck, hose and vent. I had nerf bars installed on this trip.
- 3) I took the truck to the dealership and asked them to check on the intermittent acceleration and told them the fuel was still going in the tank very slow. The dealership took the truck to the company that had made the aftermarket installation of the truck bed, and the company modified the filler neck, hose and vent.
- 4) I took the truck to the dealership and had electric brakes installed.
- 5) I took the truck to the dealership and I asked them to check the radio as the reception was very poor and that I was still having the run away episodes. They found that the antenna was never installed (work order indicated the antenna was broken).
- 6) I took the truck to the dealership after I had picked up a new trailer and while in slow, stop and go traffic, smoke started coming from under the hood and there was a strong burning smell like the clutch was burning. I told them I was still having runaways. The mechanics said they had "scooped" the clutch and saw nothing wrong with it.
- 7) I took the truck back for bucking as if the clutch was slipping. They checked the truck and said nothing was wrong with the clutch and if they tore into it and found nothing wrong, I would have to pay for it.
- 8) One week later, the dealer ship called me and asked that I bring the truck in to have the clutch replaced. They replaced everything and indicated the "springs were bent and broken on the flywheel". (A flywheel doesn't have springs.)
- 9) I took the truck back because of the runaway and they installed a data recorder. I returned the truck after 3 weeks with 4 episodes of the acceleration problem recorded. The mechanics took the battery cables loose to reset the computer.
- 10) I took the truck back because of the runaway and they replaced the oil cap that had been

- 11) left off during a routine service. The engine was not cleaned as they told me it would be. The runaway condition still continued, so I took the truck back to the dealership. The service man drove the truck home over night and could not get it to duplicate the problem.
- 12) Runaway condition continued so I took the truck back to the dealership. The service manager drove the truck with a data recorder on a Friday night, Saturday and Sunday, but said he could not duplicate the acceleration.
- 13) On 2/4/2004, I took the truck back to the dealership. The service manager said the engine compartment was cleaned of the oil caused by the cap not being replaced on a routine service call and the change engine oil light was reset. The service manager refused to address the runaway condition. The dealership has had possession of the truck since this date.

The dealership has offered me a 2004 3/4 ton extended cab 4 X 4 for full cost of that truck. This means I would loose my investment in the 2002. The last offer was to sell my 2002 truck for \$28,000 to another customer with me losing my investment (down payment, trade in, monthly payments, and tax and title fees).

Please look over the enclosed work requests and maybe you can understand them better than I can. I feel I am missing 4 work requests, plus I have been refused a copy of the work order for the current trip to the dealership (2/4/2004).

Sincerely,



P.S

I have talked to MRS ILDA CARRASCO and MRS. Sherice Greene. As of 4-12-04 Mrs. Greene stated that the dealership didn't have to give me a workorder on the problems I turned it on 2-4-04 For. Albertson's still has the Truck and Keys. Service Advisor 408 Mrs Bonnie Cook is the person that wrote it up on 2-4-04!

Please help me, if you can.

Thank you.

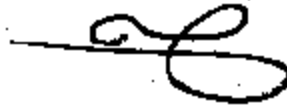
ALLBRITTONS PONTIAC GMC

To whom it may concern the following repair order "lines" refer to a "runaway" condition but were referred to as a high idle concern by the service advisor.

r/o # 89207 line B

r/o # 88411 line B

Thomas McCarthy
service manager

A handwritten signature in black ink, appearing to be 'T. McCarthy', with a long horizontal line extending to the left.

b

Re: Box vs Pontiac/GMC Division # PGM0434152 VIN: 1GDJK33122F196670

March 5, 2004

Live Oak, FL

Dear

Per our recent telephone conversation, I am writing to confirm the terms of the settlement verbally agreed to by you and the manufacturer in resolving your B.B. AUTO LINE claim. The terms of the settlement are as follows:

The manufacturer agrees to repair your 2002 GMC Sierra for any verifiable defects under the terms of the New Vehicle Warranty. You have listed problems with the vehicle taking off.

If your understanding of the verbal settlement differs from the written statement outlined above, please contact me immediately at 800.955.5100. If I do not hear from you it will be assumed the terms of your settlement are accurately stated above.

I will follow up with you after the date for performance of the settlement to confirm all required actions have been satisfactorily completed.

Please let me know immediately if you believe the manufacturer has not satisfactorily performed the settlement. If that happens and you contact me within 60 days from the date of this letter, we will reopen your case based on the age and mileage of the vehicle at the time you filed this claim. If you contact me after the 60-day period, I will open a new case for you and I will have to make a new eligibility determination based on the age and mileage of your vehicle at that time.

Sincerely,

Eric Oglesby at Extension 240

cc: Ilda Carrasco-davis

10:02:13pm

TECHNICIAN'S DESCRIPTION

No. Coales

frame 60 - 809 Rev

frame 43 620

42 840

41 849

7d 6/d

Trigger: 50%

01/11/2004

01/11/2004

10:02:13pm

PARAMETER	VALUE	UNITS	PARAMETER	VALUE	UNITS
Engine Speed	861	rpm	Glow Plug Feedback Signal	0.0	V
DTC Set This Ignition	No		Glow Plug Relay Command	On	
MIL Command	Off		Wastegate Solenoid Command	0	%
Number Of DTC(s)	0		Boost Pressure Sensor	0	psi
Baro	1	psi	Fuel Pump Relay Command	Off	
ECT Sensor	0.00	V	Fuel Pump Relay Feedback Signal	0.0	V
ECT Sensor	108	°F	Service Throttle Soon Lamp Command	Off	
Start Up ECT	111	°F	APP Indicated Angle	0	%
IAT Sensor	73	°F	APP Sensor 1	0.00	V
Desired Idle Speed	0	rpm	APP Sensor 2	4.31	V
Engine Load	30	%	APP Sensor 3	0.00	V
CKP Sensor Pulses Missed	0	cnt	Cruise Control Active	No	
Ignition 1 Signal	0.0	V	Cruise On/Off Switch	Off	
A/C Request Signal	No		Cruise Resume/Accel	Off	
Engine Run Time	00:00:00	hr	Cruise Set/Coast	Off	
Fuel Temperature Sensor	95	°F	Vehicle Speed Sensor	0	mph
Calculated Fuel Rate	0.00	mm³	Clutch Pedal Switch	Released	
Desired Injection Pump Timing	0.0	°	Stoplamp Pedal Switch	Released	
Engine Shutoff Sol.	Off		VTD Auto Learn Timer	Inactive	
Injection Pump Cam Reference Signal	0	cnt	VTD Fuel Disable	Inactive	
Injection Pump Solenoid Command	0.00	ms	VTD Fuel Disable Until Ign.Off	No	
Injection Pump Timing Signal	0.0	°	PCM/VCM in VTD Fail Enable	Yes	
TDC Offset	-1574.9	°			

TECHNICIAN'S DESCRIPTION

Trigger: 50%

Range (-18 to 60), Current Frame = 39

01/19/2004

05:28:48pm

PARAMETER

Engine Speed
DTC Set This Ignition
MIL Command
Number Of DTC(s)
Baro
ECT Sensor
ECT Sensor
Start Up ECT
IAT Sensor
Desired Idle Speed
Engine Load
CKP Sensor Pulses Missed
Ignition 1 Signal
A/C Request Signal
Engine Run Time
Fuel Temperature Sensor
Calculated Fuel Rate
Desired Injection Pump Timing
Engine Shut-off Sol.
Injection Pump Cam Reference Signal
Injection Pump Solenoid Command
Injection Pump Timing Signal
TDC Offset

VALUE	UNITS
691	rpm
No	
Off	
0	
1	psi
0.00	V
181	°F
142	°F
68	°F
0	rpm
98	%
0	cnt
0.0	V
No	
00:00:00	hr
109	°F
0.00	mm³
0.0	"
Off	
0	cnt
0.00	ms
0.0	"
0.0	"

PARAMETER

Glow Plug Feedback Signal
Glow Plug Relay Command
Wastegate Solenoid Command
Boost Pressure Sensor
Fuel Pump Relay Command
Fuel Pump Relay Feedback Signal
Service Throttle Soon Lamp Command
APP Indicated Angle
APP Sensor 1
APP Sensor 2
APP Sensor 3
Cruise Control Active
Cruise On/Off Switch
Cruise Resume/Arrest
Cruise Set/Coast
Vehicle Speed Sensor
Clutch Pedal Switch
Steplamp Pedal Switch
VTD Auto Learn Timer
VTD Fuel Disable
VTD Fuel Disable Until Ign. Off
PCM/VCM in VTD Fail Enable

VALUE	UNITS
0.0	V
On	
0	%
0	psi
Off	
0.0	V
Off	
0	%
0.00	V
4.31	V
0.00	V
No	
Off	
Off	
Off	
0	mph
Released	
Released	
Inactive	
Inactive	
No	
Yes	

TECHNICIAN'S DESCRIPTION

NO CODE

01/19/2004

05:29:36pm

PARAMETER

PARAMETER	VALUE	UNITS
Engine Speed	929	rpm
DTC Set This Ignition	No	
MIL Command	Off	
Number Of DTC(s)	0	
Baro.	1	psi
ECT Sensor	0.00	V
ECT Sensor	181	°F
Start Up ECT	142	°F
IAT Sensor	68	°F
Desired Idle Speed	0	rpm
Engine Load	0	%
CKP Sensor Pulses Missed	0	cnt
Ignition 1 Signal	0.0	V
A/C Request Signal	No	
Engine Run Time	00:00:00	hr
Fuel Temperature Sensor	108	°F
Calculated Fuel Rate	0.00	mm ³
Desired Injection Pump Timing	0.0	°
Engine Shutoff Sol.	Off	
Injection Pump Cam Reference Signal	0	cnt
Injection Pump Solenoid Command	0.00	ms
Injection Pump Timing Signal	-0.0	°
TDC Offset	-1575.9	°

PARAMETER

PARAMETER	VALUE	UNITS
Glow Plug Feedback Signal	0.0	V
Glow Plug Relay Command	On	
Wastegate Solenoid Command	0	%
Boost Pressure Sensor	0	psi
Fuel Pump Relay Command	Off	
Fuel Pump Relay Feedback Signal	0.0	V
Service Throttle Soon Lamp Command	Off	
APP Indicated Angle	0	%
APP Sensor 1	0.00	V
APP Sensor 2	4.31	V
APP Sensor 3	0.00	V
Cruise Control Active	No	
Cruise On/Off Switch	Off	
Cruise Resume/Accel	Off	
Cruise Set/Coast	Off	
Vehicle Speed Sensor	0	mph
Clutch Pedal Switch	Released	
Steplamp Pedal Switch	Released	
VTD Auto Learn Timer	Inactive	
VTD Fuel Disable	Inactive	
VTD Fuel Disable Until Ign.Off	No	
PCM/VCM in VTD Fail Enable	Yes	

TECHNICIAN'S DESCRIPTION

01/19/2004

05:29:36pm

PARAMETER	VALUE	UNITS	PARAMETER	VALUE	UNITS
Engine Speed	765	rpm	Glow Plug Feedback Signal	0.0	V
DTC Set This Ignition	No		Glow Plug Relay Command	On	
MIL Command	Off		Wastegate Solenoid Command	0	%
Number Of DTC(s)	0		Boost Pressure Sensor	0	psi
Baro	1	psi	Fuel Pump Relay Command	Off	
ECT Sensor	0.00	V	Fuel Pump Relay Feedback Signal	0.0	V
ECT Sensor	181	°F	Service Throttle Soon Lamp Command	Off	
Start Up ECT	142	°F	APP Indicated Angle	0	%
IAT Sensor	68	°F	APP Sensor 1	0.00	V
Desired Idle Speed	0	rpm	APP Sensor 2	4.31	V
Engine Load	100	%	APP Sensor 3	0.00	V
CKP Sensor Pulses Missed	0	cnt	Cruise Control Active	No	
Ignition 1 Signal	0.0	V	Cruise On/Off Switch	Off	
A/C Request Signal	No		Cruise Resume/Accel	Off	
Engine Run Time	00:00:00	hr	Cruise Set/Coast	Off	
Fuel Temperature Sensor	108	°F	Vehicle Speed Sensor	-0	mph
Calculated Fuel Rate	0.00	mm³	Clutch Pedal Switch	Released	
Desired Injection Pump Timing	0.0	°	Stoplamp Pedal Switch	Released	
Engine Shutoff Sol.	Off		VTD Auto Learn Timer	Inactive	
Injection Pump Cam Reference Signal	0	cnt	VTD Fuel Disable	Inactive	
Injection Pump Solenoid Command	0.00	ms	VTD Fuel Disable Until Ign. Off	No	
Injection Pump Timing Signal	0.0	°	PCM/VCM in VTD Fail Enable	Yes	
TDC Offset	0.0	°			

TECHNICIAN'S DESCRIPTION

1/21/04
 Called Tech line with data, Tech advised that concern is being induced by cust. driving habits. Computer controlled Diesel engine system recognizes gears + load and attempts to compensate. Truck must always be started in first gear from a stop! Not 2nd or 3rd.
 Temp repair disconnect battery + discharge memory.
 Permanent fix alter driving habits!

01/20/2004

01/20/2004

06:01:29am

PARAMETER	VALUE	UNITS	PARAMETER	VALUE	UNITS
Engine Speed	699	rpm	Glow Plug Feedback Signal	0.0	V
DTC Set This Ignition	No		Glow Plug Relay Command	On	
MIL Command	Off		Wastegate Solenoid Command	0	%
Number Of DTC(s)	0		Boost Pressure Sensor	0	psi
Base	1	psi	Fuel Pump Relay Command	Off	
ECT Sensor	0.00	V	Fuel Pump Relay Feedback Signal	0.0	V
ECT Sensor	84	°F	Service Throttle Soon Lamp Command	Off	
Start Up ECT	46	°F	APP Indicated Angle	0	%
IAT Sensor	41	°F	APP Sensor 1	0.00	V
Desired Idle Speed	0	rpm	APP Sensor 2	4.31	V
Engine Load	28	%	APP Sensor 3	0.00	V
CKP Sensor Pulses Missed	0	cnt	Cruise Control Active	No	
Ignition 1 Signal	0.0	V	Cruise On/Off Switch	Off	
A/C Request Signal	No		Cruise Resume/Accel	Off	
Engine Run Time	00:00:00	hr	Cruise Set/Coast	Off	
Fuel Temperature Sensor	48	°F	Vehicle Speed Sensor	0	mph
Calculated Fuel Rate	0.00	mm ³	Clutch Pedal Switch	Released	
Desired Injection Pump Timing	0.0	"	Steelpedal Pedal Switch	Released	
Engine Shutoff Sol.	Off		VTD Auto Learn Timer	Inactive	
Injection Pump Cam Reference Signal	0	cnt	VTD Fuel Disable	Inactive	
Injection Pump Solenoid Command	0.00	ms	VTD Fuel Disable Until Ign. Off	No	
Injection Pump Timing Signal	0.0	"	PCM/VCM In VTD Fail Enable	Yes	
TDC Offset	4.0	"			

TECHNICIAN'S DESCRIPTION

No Code

Trigger: 50%

Range (-59 to 59), Current Frame = 0

**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).**