



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 1387

Date Received 2004 APR 28 11:53 AM
28-APR-2004
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OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City MANALAPAN State NJ 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 [REDACTED] Date 4/1

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
5GRGN23U1 [REDACTED]
Make AM GENERAL Model HUMMER Model Year 2003
Date Purchased 11/02 Dealer's Name and Telephone Number Pericle Hummer 609-395-5599 Engine: 6 14V Fuel Type: Reg gas
Original Owner Dealer's City Cranbury NJ State NJ Zip Code 08512 No: Cylinders 8
Transmission Type auto Antilock Brakes Cruise Control Powertrain All wheel drive
Vehicle Component Code 050000 SERVICE BRAKES, HYDRAULIC
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 10-MAR-2004 Failure Mileage 30000 Failure Speed 0-10mi/hr

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15) [REDACTED]
DOT No. (Example: DOTM1A9ABC036) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

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), crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured [REDACTED] Number of Deaths [REDACTED] 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).

THE CONSEQUENCES INDICATED IN THE BRAKE VALVE RECALL 04V045000 OCCURRED WHILE DRIVING. DEALERSHIP INSPECTED THE VEHICLE AND INDICATED THEY COULDN'T FIND ANYTHING WRONG, AND THE VIN NUMBER WAS NOT INCLUDED IN THE RECALL.*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.

**Hummer H2
Case # 1-209221128**

- 1. My husband experienced brake and steering failure while preparing to leave our house on approx. March 10th. He was unable to steer the truck and found it necessary to use the emergency brake to stop the vehicle, as the breaks were not functioning. The truck continued to run while this brake and steering failure occurred.**
- 2. Received campaign notice from National Highway Traffic Safety Administration (NHTSA) mid April describing the problem that we had previously experienced.**
- 3. Called Hummer customer service. Started case # 1-209221128 with a Mr. Lou Koch. They were to contact the dealer to discuss and instruct dealership on the problem.**
- 4. Had Hummer serviced by dealership (Perrine, Cranbery, NJ) April 22, 2004, describing brake and steering failure. After service, dealer found no problem and said if the failure could not be duplicated on their premise, they would have not way of finding the problem.**
- 5. Hummer customer service contacted me on April 23 to tell me that the dealership found no problem and therefore, my case would be closed. The customer service representative said " Your truck might be 1 in a thousand....we have to worry about the thousand....not the one.**
- 6. I then spoke with dealership owner, Fred Perrine. Discussed problem. Shared Hummer customer service uncaring attitude. He said if he is not instructed on the problem from Hummer/GM that he could not remedy the problem. I faxed the NHTSA notification to Mr. Perrine on April 26th. He suggested I call the president of Hummer.**
- 7. Tried to contact the president of Hummer. He only accepts written correspondence to PO Box 33177 Detroit Mi 48232 . Was unable to discuss problem with anyone in the executive office.**
- 8. Contacted GM customer service hoping to be able to find someone to help with the problem. I found out from a Mr. Weaver, that they are somewhat aware of the problem. Before having a recall, they must**

9. supply the dealerships with the appropriate parts to service all the trucks. GM, supposedly, is in the process of having suppliers make the parts.
10. Spoke with Mr. Perrine. Begged him to try and get ONE part to repair my problem. I didn't feel comfortable waiting for the recall as we had experienced the failure once already.
11. Mr. Perrine got back to me, saying that he would not be able to get any parts until a recall was announced. There seemed to be no information on if or when a recall might be announced. I said I didn't care if they called it a recall or warranty or banana cream pie, I needed the part now. He told me that there were 5 machines making the part in question. There was one machine producing out of specification valves. Apparently, the valves were being bored to the wrong diameter creating an alignment problem. GM would have to find all the trucks built with the out of spec valve.
12. Contacted the president's office of GM on or about 4-28(313-667-7153). A person by the name of Ema Mann spoke with me regarding my problem. Initially, she seemed very concerned. She committed to getting to the bottom of it and that she would contact me the following day. She contacted me the following day to let me know that she was still working on the problem and that she needed one more day. She contacted me to tell me that officially, GM was investigating the problem and that she could not help me. I asked her how she could live with herself knowing that I had the potential to kill people with my truck. She said that was hypothetical.