



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 1220

Date Received

Repository ☐

11-MAR-2005

Reference No.
10115015

OWNER INFORMATION (Type or Print)

Name ☐ Daytime Telephone Number ☐
Address ☐ E-mail Address ☐
City PAGOSA SPRINGS State CO Zip Code ☐ Evening Telephone Number ☐

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 _____

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1GTHK231439
Make GMC Model SIERRA Model Year 2003
Date Purchased 7/21/03 Dealer's Name and Telephone Number Pat Murphy Motors (970) 247-5043 Engine: No. Cylinders 8 Fuel Type: diesel
Original Owner ☒ Dealer's City Durango State CO Zip Code 81302
Transmission Type AUTOMATIC ☒ Antilock Brakes ☒ Cruise Control Powertrain ALLISON Vehicle Component Code 036000 SERVICE BRAKES, HYDRAULIC; ANTILOCK Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-NOV-2003 Failure Mileage APPROX 5000 MI Failure Speed 35 mph

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: DOTM18ABC036) ☐ 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(s), and injury(ies).)

Crash ☒ Yes ☐ No Fire ☐ Yes ☒ No Number of Persons Injured 0 Number of Deaths 0 Reported to Police Y

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

WHILE DRIVING, COMING TO A COMPLETE SUDDEN STOP, AND UPON DEPRESSING THE BRAKES PEDAL WENT COMPLETELY TO THE FLOOR, AND VEHICLE WOULD NOT STOP. CONSUMER THEN PLACED BOTH FEET ON THE BRAKES TRYING AND STOP THE VEHICLE, BUT, VEHICLE ACCELERATED, RESULTING IN AN ACCIDENT. CONSUMER'S VEHICLE REAR ENDED ANOTHER VEHICLE. *AK RIGHT SEAT OVERLAPS ACCCELERATOR + BRAKE. NO PANIC STOP, DISTANCE FROM BRAKE TO ACCCELERATOR IS 3 1/4" - BLUE WIDTH IS 4 3/4" - 5", + DOT.
COPY OF LETTER SENT TO GMC IS ENCLOSED.

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.

✓ACKID

This is the story of my trip to Las Angeles, California on November 15 th, 2003. I live in Pagosa Springs, Colorado. On November 9th I learned that my mother who lived in Whittier, California had passed away. My wife and I decided to drive to California for the funeral. The trip to California was pleasant and uneventful in the new GMC Duramax. We gathered at my daughters house in Encinitas, California. We decided to take two cars to the funeral and that I would follow my daughter who had been there the week before with my sister to make the arrangements.

About half way there, an accident some distance from our location on the interstate 5 caused the traffic to slow down and then come to a complete stop. In other words my daughter slammed on her brakes and, naturally, forced me to do the same.

Imagine my surprise when the GMC Sierra that I had just purchased not only didn't stop but continued on at the same speed. I quickly put my left foot on the the brake and the car seemed to speed up! I collided with the rear of my daughters car with considerable force. We got out and ascertained that aside from my daughters being badly shaken up, that we would be able to move both vehicles off to the side of the road. The traffic had started to move again but we managed to angle off to the side. We determined that while badly bent up the GMC was drivesable. The main concern was that two of the transmission coolant lines were badly pinched and we feared could break at any time. I watched the transmission temperature gauge closely.

We attended the funeral and were subsequently able to drive both vehicles back to Encinitas.

The next day, Sunday, I tried to reconstruct what had happened that had prevented me from stopping. The car performed properly on the return trip and I could not sense anything out of the ordinary — until in a suitably remote location I tried another "panic" stop. **THE SAME THING HAPPENED!!!!** I discovered that it was possible to step on the brake and the accelerator **AT THE SAME TIME!!!!** The power of the engine with it's 540 foot pounds of torque was more than enough to overpower the brakes!

RECEIVED

I was astounded to find that I could press the brake pedal all of the way to the floor!!! I found later that this is not a failure in my GMC but rather is characteristic of all GMC Sierra Duramax diesels! I measured the distance between the accelerator pedal and the brake pedal and found it to be 3.25 inches. The width of my shoe is 5 inches - a certain recipe for disaster.

In every other car that I have ever owned, the brake does not go to the floor so that no matter what the distance from the brake to the accelerator, this could not happen.

I took the car to body shop called the "fender mender". I showed the owner what has caused the accident and he said WOW but that he would adjust the pedal "deck" to prevent it from happening again. He later said that the 2003 model had been changed and that there was nothing he could do but that I should certainly notify the dealer from whom I purchased the truck about the problem when I returned. Well, the return was delayed for one day after another because they couldn't get the parts from GMC. Finally they informed me that they had invoked the "spat" order and the necessary parts would be taken directly off the production line and shipped air. First the fender arrived but without the necessary parts to attach it. They were told to return it - they did. Next the attaching parts arrived but no fender! They tried again but no parts were forthcoming. By now I had spent about a week and half waiting for the truck to be repaired and the owner of the repair shop could not tell me when the parts might get there.

I had to return to Colorado so my wife and I rented a Car and drove home.

I reported the problem to my dealer "Pat Murphy Motors" of Durango, Colorado. They said call GMC direct. I did.

After first talking to Angela Toolson and waiting for a few days I was told that I should be talking to Latasha Hawkins. I called her and gave her a detailed description of what had transpired. After about a week she finally called me back and said "we find nothing wrong with the vehicle and therefore will not pay for any repairs."

Oh yes, I forgot. The repair bill for my vehicle was	3,343.21
My daughters car repair was	1,000.00
Additional rental of a condo	2,331.00
Rental car to return home	393.07
	\$7,067.28

I believe that it only a matter of time before this happens again and again and again. I believe that GMC should address this defect and that they should reimburse me for my expenses.

How say you?

Sincerely

A solid black rectangular box used to redact the signature of the sender.