



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
(1-888-327-4238)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

2005 MAY 05
2005 MAY 05

Reference No.
10119904

OWNER INFORMATION (Type or Print)

Name

Address

City

JUND BEACH

State

FL

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 05/13/05

VEHICLE INFORMATION

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

1G4CW54KJ24

Make

GENERAL MOTORS

Model

PASSENGER VEHICLE

Model Year

2002

Date Purchased
01-NOV-02

Dealer's Name and Telephone Number

CARL'S

Engine:

No: Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

STUART

State

FL

Zip Code

34994

Transmission Type

AUTOMATIC

☒ AntiLock Brakes

☒ Cruise Control

Powertrain

UNKNOWN

Vehicle Component Code

030000 SERVICE BRAKES, HYDRAULIC

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

04-MAY-2005

Failure Mileage

16595

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: DOTM19ABC036)

☐ 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).

DT: THE DEALERSHIP HAS TOLD HER SHE NEEDS NEW BRAKES. LAST YEAR ON 4-20-04 SHE BROUGHT IT IN TO HAVE THE OIL CHANGED AND COMPLAINED ABOUT A PULSATION IN THE BRAKES. THEY TOLD HER THAT BOTH FRONT AND REAR BRAKES WERE GONE AND THEY REPLACED THEM AT NO CHARGE. ON 5-4-05, SHE IS HAVING THE SAME PROBLEM WITH HER BRAKES. THE SVC. MGR. TOLD HER THAT THE BRAKES WERE GONE AGAIN. THEY TOLD HER THAT IT WAS AN ENVIRONMENTAL ISSUE. AND WOULD NOT BE COVERED. *NM

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)

See Attached Letter to John F. Smith - ChairmaNKEO GM.

In Both Cases - when Applying brakes, you would get pulsating + never sure if they would hold (especially on wet roads)

We have lived on the water in FL. for almost 39 seasons + owned or Leased GM Cars + never had a problem like this

When I complained, Ann Marie Martin, Service Advisor, furnished me with a Free GM Customer Relations Mgr. - 1-800-521-7300?

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 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-218
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) 2 DOT



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National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

[REDACTED]
Juno Beach, FL [REDACTED]

Mr. John F. Smith, Jr.
Chairman/CEO
General Motors
100 Renaissance Center
Detroit, MI 48243

Dear Mr. Smith:

As a life-long owner of GM automobiles, I cannot believe that I am having to write this letter to you today.

In November of 2002 I purchased a 2002 Buick Park Ave from [REDACTED] in Jupiter, FL. I, at this time, turned in my nearly 5 year old Park Ave. This new purchase was an upgrade and I paid approximately \$25,000 in cash.

We have lived in Florida and Mass. Seasonally for the past 29 years. I mention this since the following information was mind boggling to me.

On April 20, 2004 I took my car to Carl's to have the oil changed before going North for the summer months. I asked them to check the pulsation that I was experiencing with the car. Shortly after their checking the car they informed me that the breaks had gone bad. As you can imagine, I could not believe that a car with 8963 miles could have bad brakes, however, they said these things happen???" and replaced them.

Now fast forward to May 4, 2005 and I am in Stuart to have my oil changed before heading north and repeated again that I had pulsation in my breaks. Shortly after they summoned me to the repair department to inform me that the brakes "were gone"...now the car has 17002 miles. You can imagine my surprise...however, then she informed me that it would not be covered this time since it was now an environmental issue, because I live on the water.

Are they telling me that everyone that lives in Florida on the water and owns a GM car that they can face having to replace brakes their own expense) every 13 months?

I have contacted NHTS at the suggestion of many automobile savvy people and awaiting a report on an investigation of possible defects in these brakes.

Before I go further with my claim, I would like to have you review my situation and inform me if GM will consider reimbursing me for \$610.74.

When I completed the form sent to me in 2004 about satisfaction, I indicated at this time,

that I could not believe that a car with on 8963 miles would need new brakes, I never received a reply nor comment, could it be that because I am a female, I was not taken seriously. I would not expect that type of action or attitude from any service that GM renders.

Your review of this request is appreciated.

Sincerely,



PMS:m

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).