



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 2008 DEC 30 PM 12:10
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

18-AUG-2008

Repository ☐

Reference No.
10238758

OWNER INFORMATION (Type or Print)

Name

Address

City HOWELL

State NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Same

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

1GTJK33G11

Make

GMC

Model

SIERRA 3500

Model Year

2001

Date Purchased

Oct, 2006

Dealer's Name and Telephone Number

Stoltzfus RV and Marine

Engine:

No: Cylinders

8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

West Chester

State

PA

Zip Code

Transmission Type

Allison

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

060000 ENGINE AND ENGINE COOLING

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-JUN-2008

Failure Mileage
52500

Failure Speed
35

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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2001 GMC SIERRA 3500. WHILE DRIVING APPROXIMATELY 35 MPH, THE CONTACT NOTICED THAT THE SES WARNING LIGHT ILLUMINATED ON THE INSTRUMENT CONTROL PANEL. AFTERWARDS, THE VEHICLE STALLED AND TYPICALLY RESTARTS. SHE TOOK THE VEHICLE TO THE DEALER AND THEY STATED THAT HER VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 07V521000 (ENGINE AND ENGINE COOLING), ALTHOUGH THE FAILURES WERE IDENTICAL. THE CONTACT WOULD HAVE TO PAY OVER \$400 TO HAVE THE VEHICLE PROPERLY REPAIRED. THE VEHICLE HAS NOT YET BEEN REPAIRED. THE FAILURE AND CURRENT MILEAGES WERE 52,500.

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.

12/16/2008

Howell, NJ [REDACTED]

I am requesting reimbursement for safety recall #06083. Enclosed you will find a copy of my "PAID" invoice from T&T Coast, our local GM dealer that did repair. We were told our VIN number was not included in the recall but that GM would handle this issue on a case by case basis. We were asked to bring our 2001 GMC Sierra 3500 Pickup in to a GMC repair department for diagnosis. It was determined by a GM service tech. to be a faulty Crank Shaft Position Sensor. We had to have the vehicle repaired since we were experiencing problems. Our truck would stop running and restart on it's own while driving. This was very scary. Several times I was forced to pull off the road, which is very difficult when not under power and wait for a while until able to restart vehicle.

After replacement of Crank Shaft Position Sensor was completed I was informed by a GM rep. that repair would not be covered for two reasons. Number one being that we were not the original owner of this vehicle, we are the second owner. Number two was based on the age of the vehicle, we were told since it is a 2001 it's too "old". I don't feel either of these reasons are acceptable for not honoring this safety issue. Why should it matter what number owner we are of this vehicle, it's still a GM product. Secondly the age of the vehicle is irrelevant since this is the stated age of the vehicle involved with this safety recall.

We have reported this problem and GM's explanation to the HHTSA. I have enclosed a copy of safety recall, highlighting "Dealer Recall Responsibility". It states dealers are to service all vehicles subject to this recall at no charge to customers regardless of mileage, age of vehicle or ownership from this time forward, dated Dec. 11, 2007. How this matter is handled will determine if GM gets our future business. I need to know that you value your customers safety. I hope you do the right thing as well as expanding recall to include more Sierra's that also have this problem.

Sincerely,
[REDACTED]

VIN#1GTJK33G1 [REDACTED]

436.93



2205 HIGHWAY 35, SEA GIRT, NJ 08750
(732) 223-0133 or (732) 223-0025
www.ttcoastauto.com

HOWELL, NJ

SERVICE ADVISOR **STEVEN TIMPANARO**

REPAIR ORDER DATE	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
18AUG08	20AUG08		1GTJK33G11				20AUG08	312643
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
11:24	16:00	01	GMC GMC 3500		99.50	20MAR01	65	65
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
54498	54498							

A CUST SAYS TRUCK IS STALLING WHILE DRIVING & RESTARTS BY ITSELF					
J4355 CRANKSHAFT POSITION SENSOR REPLACEMENT					
8	CB			298.50	298.50
1	12575172 SENSOR		101.83	101.83	101.83
B AT TIMES TRUCK WON'T START, EVENTUALLY IT WILL					
SEE LINE A					
8	INTS				(N/C)
C CHK OPEN RECALLS. IS DOING PROBLEM THAT THERE IS AN OPEN RECALL FOR EVEN THOUGH THIS DOESN'T FIT VIN. CRANK SHAFT SENSOR NWP NO WORK PERFORMED					
8	INTS				(N/C)
D HAS OPEN CASE WITH GM OK OK AT THIS TIME					
8	INTS				(N/C)
HAZARDOUS WASTE REMOVAL					8.01

LIMITED LABOR WARRANTY

The repair facility guarantees the Labor used in performing the repairs listed on front of this Repair Order for a period of 12 months or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes front end alignments, electrical wiring and shorts, and system - when due to contamination. This Limited Warranty is extended to vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that necessitated as a result of any defect in labor performed while completing repairs listed on the front of this repair order.

To obtain repairs under this Limited Warranty, customer must: (a) notify Repair Facility at the address shown on the front of this Repair Order of defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of this Repair Order within five (5) days of notice of such defect; (c) authorize the Repair Facility to make the repairs required, and (d) pay charges for any additional parts required together with sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damage for loss of property, loss of vehicle use, loss of time, loss of income and inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are which may be offered by the manufacturer. The selling dealer hereby disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages in addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

New Jersey Licensed Inspection Center License #: 9277

**** PRE-INVOICE ****

DESCRIPTION	TOTALS
LABOR AMOUNT	298.50
PARTS AMOUNT	101.83
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.01
TOTAL CHARGES	408.34
LESS COUPON	0.00
SALES TAX	28.59
PLEASE PAY THIS AMOUNT	436.93



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www.ttcoastauto.com

REMEMBER THE T & T COAST ADVANTAGE:

- Up to \$2,000 off your next vehicle
- Discounted labor rate
- Special Discounts at local merchants

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts delays in parts shipments by the supplier or transporter. hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle secure the amount of repairs thereto.

X

Paid in Full

*****IMPORTANT*** YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY. IF FOR ANY REASON YOU CANNOT ANSWER "COMPLETELY SATISFIED" ON ALL QUESTIONS, "PLEASE" CALL OUR SERVICE DEPT. AS SOON AS POSSIBLE. YOUR SATISFACTION IS OUR #1 CONCERN. 732-223-0133 THANK YOU**

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH AN ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.