

Beach Haven New Jersey

e-mail

fax

March 4, 2010

U.S. DEPARTMENT OF TRANSPORTATION

OFFICE OF VEHICLE SAFETY COMPLIANCE

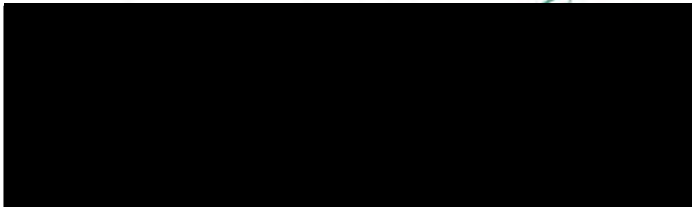
400 7TH STREET, SW  
ROOM 6111  
MAIL CODE: NSA-30  
WASHINGTON, DC 20590

Subject; **BRAKE LINE FAILURE PROBLEMS ON****GENERAL MOTORS TRUCKS***Gentlepersons*

I would like to report to you a major safety Issue with GMC and Chevrolet pick up trucks that will result in death. I have a GMC 2003 Sierra Denali pick up truck that has experienced this defect on two separate occasions and I reported my concern to General Motors when I first experienced the loss of my brakes in a letter dated April 10, 2008. As the vehicle was under extended warranty only the right rear brake line was replaced. The second time I lost my brakes was on February 23, 2010 the dealer replaced the entire brake line system and charged me over \$2,000.00 and the truck was not under warranty at that time.

I am certain that this defect was a result of the General Motors supplier producing parts that were not to specification (**most likely made in China**). All the automobile companies place the QUALITY responsibility on the supplier of the components and that supplier is supposed to be ISO, QS or now TS certified. This quality system is supposed to be self auditing by use of statistical process control so therefore it is up to the supplier who is selling the components to be honest and trust worthy and not ship any substandard parts.

I have enclosed supporting documentation along with reports from other people who I have found with a brief search on the internet who have had the same problem.



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## **BRAKE LINE FAILURE PROBLEMS ON GENERAL MOTORS TRUCKS**

*Service Request Number 71-805-937-841 March 1, 2010; The following is supporting evidence showing the same problem on the same type vehicles*

**Rick of Fort Erie, ON February 22, 2010**

I have taken my 2003 Silverado to the dealer in regards to poor brakes. A very soft pedal and sometimes the pedal will go to the floor before stopping. They say that there is nothing wrong with them. I have reported this to G.M. Canada and they told me that there is no recall on the truck. **There are numerous complaints regarding the brakes and believe G.M. should address the issue.**

**SCOTT of Merritt Island, FL January 31, 2010**

December 22, 2009, my wife diving our 2002 Chevrolet Silverado 2500HD while applying the brakes entering our Tennessee (Pigeon Forge) Cabin neighborhood experienced complete brake failure on an incline resulting in her traveling backwards (out of control) struck the neighborhood sign. My wife experienced neck and back pains, fear to drive the mountain roads and overall mistrust of my Silverado.

I arrived at the scene of her accident to find massive amounts of brake fluid dripping down the frame from one of the brake lines located driver side observed from the wheel well. Sevier County Sheriff responded and took report of accident (mechanical failure). The truck was disabled (bed, bumper, bumper bracket, toppler, cab and rear glass) and had to be towed to Volunteer Chevrolet. **Volunteer Chevrolet informed me following examination the brake lines had excessive corrosion and failed. Volunteer Chevrolet also stated they'd seen this problem before with trucks used up north... I was informed by a mechanic friend this weekend, that he recalled a GM recall concerning brakes on Silverado's and to look into it.**

**Elton of Harmony, NC January 5, 2010**

I have a 2002 Silverado 2500HD with 28000 miles on it. Recently, while attempting to stop, **brakes completely failed. Found brake lines rusted with hole completely through one line. Complained to General Motors who said no assistance would be provided** since problem may be the result of 'low mileage'. They want 1000.00 to fix brake lines. In 50 years. I have never before had a hole rusted in a brake line. I think, based on number of complaints, General Motors should be more concerned about the safety of their customers and fix these vehicles. I can't understand why the NHTSB has not required GM to step up and address this very dangerous problem.



Thank you for your comments. Your comments were sent to **[nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)**

[Click here to Return to NHTSA home page.](#)

Below is a copy of the email that was sent to [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

From: [REDACTED]

Subject: Brake Lines failing on 2003 GMC

Comments: Service Request Number 71-805-937-841 March 1, 2010; The following is supporting evidence showing the same problem on the same type vehicles Rick of Fort Erie, ON February 22, 2010 I have taken my 2003 Silverado to the dealer in regards to poor brakes. A very soft pedal and sometimes the pedal will go to the floor before stopping. They say that there is nothing wrong with them. I have reported this to G.M. Canada and they told me that there is no recall on the truck. There are numerous complaints regarding the brakes and believe G.M. should address the issue. SCOTT of Merritt Island, FL January 31, 2010 December 22, 2009, my wife diving our 2002 Chevrolet Silverado 2500HD while applying the brakes entering our Tennessee (Pigeon Forge) Cabin neighborhood experienced complete brake failure on an incline resulting in her traveling backwards (out of control) struck the neighborhood sign. My wife experienced neck and back pains, fear to drive the mountain roads and overall mistrust of my Silverado. I arrived at the scene of her accident to find massive amounts of brake fluid dripping down the frame from one of the brake lines located driver side observed from the wheel well. Sevier County Sheriff responded and took report of accident (mechanical failure). The truck was disabled (bed, bumper, bumper bracket, topper, cab and rear glass) and had to be towed to Volunteer Chevrolet. Volunteer Chevrolet informed me following examination the brake lines had excessive corrosion and failed. Volunteer Chevrolet also stated they'd seen this problem before with trucks used up north... I was informed by a mechanic friend this weekend, that he recalled a GM recall concerning brakes on Silverado's and to look into it. Elton of Harmony, NC January 5, 2010 I have a 2002 Silverado 2500HD with 28000 miles on it. Recently, while attempting to stop, brakes completely failed. Found brake lines rusted with hole completely through one line. Complained to General Motors who said no assistance would be provided since problem may be the result of 'low mileage'. They want 1000.00 to fix brake lines. In 50 years. I have never before had a hole rusted in a brake line. I think, based on number of complaints, General Motors should be more concerned about the safety of their customers and fix these vehicles. I can't understand why the NHTSB has not required GM to step up and address this very dangerous problem. From NHTSA Web Site.

Beach Haven New Jersey

e-mail

fax

March 1, 2010

GMC Customer Service  
P.O. Box 331707  
Detroit, Michigan 48242-5170

Attention EVE (866)-790-5600 Ext; 32647

Faxed to (866)-962-2868

Reference Service Request Number 71-805-937-841 March 1, 2010

**BRAKE LINE FAILURE PROBLEMS ON  
GENERAL MOTORS TRUCKS**

*This letter will follow up my phone report today regarding my 2003 GMC Denali Sierra Truck VIN Number; 2GTFK69UT31*

*ATTACHED ;(1) A letter that reported the same problem on April 10, 2008*

*(2) Supporting evidence that shows that other people are having the same problem.*

*(3) This is a safety issue on several of your vehicles and must be addressed by the National Highway Traffic Safety Administration, Address below.*

*Very truly yours*

Beach Haven New Jersey

e-mail

fax

April 10, 2008

## General Motors Corp

300 Renaissance Ctr,

Detroit, MI 48243

Mr. Brent Dewar Vice President Sales & Service

**Subject; Safety Issue Report on 2003 GMC Truck Braking System  
Service Request Number CASE #71-621-382-161 from April 24, 2008**

Dear Mr. Dewar;

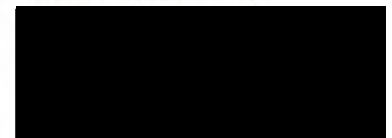
As a stockholder, long time customer and parts supplier I wish to report a concern with the 2003 GMC Denali Sierra Truck.

Enclosed please find a copy of an invoice from your dealer Asplundh GMC. You can see from the enclosed document this vehicle only had 36,252 miles on it when the braking system failed. The failure was the result of a brake line rusting out causing a massive discharge of hydraulic oil. My concerns are about the other three lines in this truck and the route cause of the problem. Certainly this can not be a normal event unless the material or process used in manufacturing the lines was not to specification.

I do not wish to report this incident to the federal vehicle safety board as it may produce a recall and God knows GM does not need cost or bad publicity. I was lucky to be able to pull to the side of the road and not cause an accident I was also fortunate to have extended warranty that covered most of the cost. However I would like you to identify the roote cause of this problem and have you replace the other three lines at your cost as the service advisor at Asplundh GMC requested from the GM warranty group.

New Service Request Number 71-805-937-841 March 1, 2010; SAME PROBLEM.

Sincerely yours;





Beach Haven, NJ



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FIRST CLASS

U.S. DEPARTMENT OF TRANSPORTATION  
Office of Vehicle Safety Compliance  
400 7th Street, Southwest  
Room 6111  
Mail Code: NSA-30  
Washington, DC 20590