



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 100148
INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Date Received 22-APR-2010
Repository
Reference No. 10327022

OWNER INFORMATION (Type or Print)

Name
Address
City WEYMOUTH State MA Zip Code
Daytime Telephone Number
Evening Telephone Number
E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GTHK23255F
Make GMC Model SIERRA 2500 HD Model Year 2005
Date Purchased 5/27/2005 Dealer's Name and Telephone Number Mastria GMC 508-880-7000
Original Owner Dealer's City Raritanham State MA Zip Code 02767
Engine: No. Cylinders Fuel Type: Diesel
Transmission Type Allison Auto
☒ Antilock Brakes Powertrain
☒ Cruise Control Multiple Failure: Incident Date(s) 19-APR-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 010000 STEERING, 030000 SERVICE BRAKES, HYDRAULIC, 180000 VEHICLE SPEED CONTROL
Failure Mileage 38000 Failure Speed 2

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 Failure Location:
☐ Prior Repair
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).

TL*THE CONTACT OWNS A 2005 GMC SIERRA 2500 HD DIESEL. THE CONTACT STATED THAT ON APRIL 19, 2010 WHEN PULLING OUT OF THE GARAGE AT 2 MPH, THE BRAKES AND STEERING SUDDENLY STOPPED FUNCTION. THERE WERE NO WARNING LIGHTS ILLUMINATED THAT INDICATED THE CAUSE OF THE FAILURE. WHEN THE CONTACT TURNED OFF THE VEHICLE AND RESTARTED IT, THE VEHICLE SUDDENLY ACCELERATED. THE CONTACT DEPRESSED THE BRAKE PEDAL AND THE VEHICLE STOPPED; IT WAS TOWED TO AN AUTHORIZED DEALERSHIP WHERE IT WAS BEING REPAIRED AT THE TIME OF THE COMPLAINT. THE CONTACT WAS INFORMED THAT HIS VEHICLE WAS NOT INCLUDED IN ANY RELATED RECALLS. THE VIN WAS NOT AVAILABLE. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 38,000.

emergency brake

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.

RICKY SMITH PONTIAC
25 MAIN ST
WEYMOUTH, MA 02108

CREDIT I.D. : 08989585800182
DEBIT I.D. : 88080058778782

MASTERCARD
XXXXXX
SALE
BATCH: 001699
DATE: APR 22, 10
RRI: 3372633
EXP.: 02/12
INVOICE: 062132
TIME: 16:39
AUTH NO: 200258

Ricky Smith

CK PONTIAC GMC, INC.

25 MAIN STREET
WEYMOUTH, MASSACHUSETTS 02188
E: 337-7060 • PARTS: 337-7063 • BODY: 337-7065
INTERNET ADDRESS <http://www.rickysmith.com>



THE FEELING IS GENUINE

TOTAL \$866.25

STEPHEN J CONLON

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(CHECKMOUNT AGREEMENT IF CREDIT VOUCHER)

ADVISOR DAVID SLOTNICK	886	INVOICE DATE 04/22/10	INVOICE NO. 8CC599971
LABOR RATE 730XVJ	LEASE 38,445	COLOR RED	STOCK NO.
YEAR / MAKE / MODEL 05 / GMC / SIERRA		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. RGT HK 23255F		SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	RO. NO.	H.O. DATE 04/19/10	REPRINT# 1
COMMENTS			

JOB # 1 07PNZ BRAKES/TRACTION CTRL TECH(S): 220 200.00
CHECK NO BRAKES WHEN IN DRIVE ONLY?
TEST DROVE VEHICLE SEVERAL TIMES, COULD NOT DUPLICATE ANY
BRAKE FAILURE
REPLACED HYDRO-BOOST PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1	1	15854059	BOOSTER 4.80S	598.90	598.90	598.90
JOB # 1	1	89020661	FLUID 8.800	9.80	9.80	9.80
JOB # 1 TOTAL PARTS						608.70
JOB # 1 TOTAL LABOR & PARTS						808.70

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	HW	HAZARDOUS WASTE	2.50
JOB # A	SS	SHOP SUPPLIES	17.00
TOTAL - MISC			19.50

TOTALS

TOTAL LABOR....	200.00
TOTAL PARTS....	608.70
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	38.05
TOTAL INVOICE \$	866.25

We appreciate your business! Your continued patronage is the only "reward" we seek. However GM looks for confirmation and documentation to ensure your level of satisfaction with a survey which you may receive in the next few weeks. Please complete and mail the survey to GM within 2 weeks of receiving it. Your answer to Question #16 is most important to us. Checking the box "Completely Satisfied" is the only way your entry will count as a positive "score" with GM. Checking any other box (such as "Very Satisfied") will actually lower our score, even though you may be "Completely Satisfied" with both your recent service experience and your relationship with us. If you are unsatisfied with your vehicle but Completely Satisfied with us, #18 and a comment section allow you the opportunity to express your feelings.

***Note: All GM parts carry a 12 month/ 12,000 mile warranty

CUSTOMER SIGNATURE

ODI *10327022

To whom it may concern,

On April 19, 2010, my truck suffered a hydro boost failure. As I was pulling out of my garage, the steering and braking mechanisms malfunctioned. While my mirror hit the side of my garage, there was no damage. I shut the truck off and pulled the emergency brake to make the vehicle stop. When I released the brake and restarted the engine, the same thing happened again.

I had the truck towed to the Ricky Smith GMC dealership, where it has been serviced since being purchased. Knowing that there have been similar problems with 2004 models, I was sure that GM would be concerned, since it is a major safety issue. However, since no one has been seriously injured or killed by this problem, it seems as though the company does not take it too seriously.

I asked Ricky Smith GMC to replace the part on behalf of the safety of myself and others. I can't bear to imagine driving towards an intersection and losing the brakes and steering again. As a follow up, I spoke to someone working with GM, expected to get reimbursed for the replacement part. I was told that I would not be reimbursed for the following reasons: 1) The dealer could not recreate the problem, 2) There is no proof that the incident actually occurred, 3) The vehicle is out of warranty, and 4) I paid for the replacement part myself.

Put yourself into my position. I left the truck at the dealership for four days while trying to figure what to do with it. I have enclosed the receipt as proof of the part replacement. I am at a loss as to why GM seemed so unconcerned when I reported the problem, and I can't understand why I am not going to be reimbursed for the replacement. Losing the steering and braking functions on a vehicle is a major problem, and it should not be taken lightly, as it appears to have been by GM.

Sincerely,

[REDACTED]

[REDACTED]

Weymouth, MA

[REDACTED]

ODI #10327022

15 Elkins Street
South Boston, MA 02127

Phone: (617) 482-8232
Fax: (617) 269-1125

**TRIGEN-BOSTON
ENERGY CORP.**

Fax

To: Dot Auto Safety Hotline From: [REDACTED]
Fax: 202-366-1767 Date: 11-8-10
Phone: _____ Pages (including cover sheet): 4
Re: Claim # 10327022 CC: _____

The information contained in this facsimile is confidential and is intended only for the use of the named addressee. If the reader is not the named addressee or the person responsible to deliver it to the named addressee, you are hereby notified that any use of this facsimile or its contents, including dissemination or copying, is strictly prohibited. If you have received this facsimile in error, please immediately notify Trigen-Boston Energy Corp. by telephone at (617) 482-8232, and return the original to us at the above address, via the U. S. Postal Service. We will reimburse you for your telephone and postage expenses. Thank you.

Comments:
