

 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		
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 16-AUG-2011 SEP 19 2011		Repository ☐
				Reference No. 10419612		
OWNER INFORMATION (Type or Print)						
Name			Daytime Telephone Number		E-mail Address	
Address			Evening Telephone Number			
City	State	Zip Code				
MANSFIELD	OH					
<i>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).</i>						
VEHICLE INFORMATION						
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GTHK24U23E			Make GMC		Model SIERRA 2500 HD	
					Model Year 2003	
Date Purchased 06/20/2003		Dealer's Name and Telephone Number Gene Norris GMC 440-243-0660			Engine: No: Cylinders V8 6000	
Original Owner ☒		Dealer's City Middleburg Heights			Fuel Type: unleaded	
		State OH			Zip Code 44130	
Transmission Type 4 Speed AUTO/TRAN		☒ Antilock Brakes ☒ Cruise Control		Powertrain 2500 4WD 6000 VORTEC		Incident Date(s) 03-AUG-2011
				Multiple Failure:		
FAILED COMPONENT(S)/PART(S) INFORMATION						
Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC					Failure Mileage 41692	
					Failure Speed 15	
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: DOTM9ABC036)		☐ 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 <i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>						
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 2003 GMC SIERRA 2500 HD. THE CONTACT STATED THAT WHILE DRIVING 15 MPH, THE BRAKES WERE DEPRESSED, BUT THE VEHICLE DID NOT STOP UNTIL COASTING INTO A TREE. THE CONTACT ALSO STATED THAT THE VEHICLE WAS NOT DESTROYED AND HE DID NOT CONSIDER THE INCIDENT TO BE A CRASH. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER AND THE FAILURE DIAGNOSTIC TEST INDICATED THAT THE ABS SYSTEM FAILED TO OPERATE SUFFICIENTLY. THE MANUFACTURER WAS NOTIFIED AND THE VEHICLE WAS REPAIRED. THE FAILURE MILEAGE WAS 41,692 AND THE CURRENT MILEAGE WAS 41,750.						
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)

I had Problem IN The Past with The ANTI Lock Brakes
And Reported IT To The Local Dealer Whiteys GMS Mansfield
PAH - WENT OUT OF BUSINESS IN (2009??) NEVER WAS FIXED
AND I WAS TOLD ANTI LOCK BRAKS JUST WORK THAT WAY
Pedal WAS SOFT AND WOULD go To The Floor THIS WAS
Soon After VEHICLE WAS LESS THAN ONE Year old

ATTACH ADDITIONAL SHEET

MANFIELD OH 440

12 SEP 2011 PM 12

US Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210**

1200 New Jersey Avenue SE.

Washington, D.C. 20077-9382

Think your vehicle
has a safety defect?



If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

JOYCE BUICK GMC OF MANSFIELD

1400 Park Avenue West
Mansfield, OH 44906
(419) 529-3211
Fax: (419) 529-2813
www.joycechoice.com



SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	R/O Number
8/03/11	6013895/1
R/O Close Date	Status
8/03/11	Pre-Invoice
Mileage In	Mileage Out
41692	41695
Service Advisor : Tag #	

Chad Cooper/*W*

[REDACTED]			Work Phone	Vehicle Identification Number	
MANSFIELD, OH [REDACTED]			Home Phone	1GTHK24U23E	
Year	Make	Model	Body	Delivery Date	In-Service Date
2003	GMC	SIERRA 2500HD	REG CAB 133" WB 4	SILVER	6/23/03
				License Number	

DESCRIPTION OF SERVICE AND PARTS**#1 - DIAG: GENERAL DIAGNOSIS**

C/S BRAKES SEEMS SOFT WHEN APPLIED

Caused by

TECH TEST DROVE WITH OWNER. TECH FOUND ABS SYSTEM

ENGAGING WHEN BRAKING. SCANNED SYSTEM. CODES

C0035 AND C0040 LEFT AND RT.FRT SPEED SENSOR

CIRCUITS. TECH TESTED BOTH FRT SPEED SENSORS.

FOUND BOTH TO HAVE HIGH RESISTANCE

Corrected by H1: BRAKES DIAGNOSIS

Work performed by Ronald Steele (7)

Installed 19181872 :SENSOR (04710-CT)

1@59.95

300.00

Installed 19181872 :SENSOR (04710-CT)

1@59.95

59.95

REPLACED BOTH FRT SPEED SENSORS. CLEARED CODES

TEST DROVE TO VERIFY PROPER OPERATION

Sub Total: 419.90

Sub Total: .00

[Signature]
[Signature]
[Signature] 10/11/12

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you 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 to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	300.00
PARTS	119.90
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	15.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	29.36
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	464.26

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X