

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

U.S. Department
of TransportationNational 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

Date Received
JAN 13 2012Repository ☐

13-OCT-2011

Reference No.
10430011

OWNER INFORMATION (Type or Print)

Name

Address

City OXFORD

State CT

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

SAME

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

1GTEK19T53E

Make

GMC

Model

SIERRA 1500

Model Year

2003

Date Purchased

~ MAY, 2003

Dealer's Name and Telephone Number

FRANK BUICK (NO LONGER IN BUSINESS)

Engine:

No: Cylinders 8

Fuel Type:

GAS

Original Owner

☒

Dealer's City

NAUGATUCK, CT

State

CT

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

07-OCT-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 SERVICE BRAKES, HYDRAULIC

Failure Mileage

80000
89093

Failure Speed

10

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).

TL* THE CONTACT OWNS A 2003 GMC SIERRA 1500. WHILE DRIVING APPROXIMATELY 10 MPH THE DRIVER OF THE VEHICLE DEPRESSED THE BRAKE PEDAL AND PLACED THE GEAR IN DRIVE; HOWEVER, THE BRAKE PEDAL DROPPED TO THE FLOOR BOARD. THE VEHICLE CRASHED INTO THE CONTACTS HOME. THE CONTACT DID NOT MENTION OF THERE WERE ANY INJURIES. THE VEHICLE WAS TOWED TO A COLLISION REPAIR SHOP. THE MECHANIC STATED THE BRAKE LINES WERE SEVERALLY CORRODED AND WOULD HAVE TO BE REPAIRED. THERE WAS AN INVESTIGATION UNDER NHTSA ACTION NUMBER: PE10010 (SERVICE BRAKES, HYDRAULIC SERVICE BRAKES, HYDRAULIC POWER ASSIST: HYDRAULIC HOSES, LINES/PIPING, AND FITTINGS) THAT MAY BE RELATED TO THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 89,000.

DRIVER'S

89,093.

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.

[REDACTED]

January 6, 2012

U.S Department of Transportation
National Highway Transportation Safety Board Office of Defects Investigation,
NVS-210,
1200 New Jersey Avenue SE
Washington D.C. 20077-9382

Dear U.S Department of Transportation:

Thank you for providing me with my case information with regards to the brake failure on my 2003 GMC Sierra 1500. The following is a description of the incident, failure and crash resulting from this failure:

"Incident:

The vehicle was parked in the driveway of my parents. The vehicle was parked towards the top of the driveway. The driveway has a steep slope, and slopes down towards my parent's house. The vehicle was in park, engine off, and with the emergency brake on. My father got into the vehicle, started the engine, released the emergency brake, put his foot on the normal brake, and put the vehicle in drive. It was at the time that the vehicle was put into drive that the failure of the brake system occurred. The brake pedal at that point went to the floor, and the vehicle began rolling down the driveway. There was approximately 35 feet between the starting position of the vehicle and where the vehicle struck the foundation of the driver's home. At the moment of the brake failure the driver tried pumping the brakes one more time, and then attempted to reach for the emergency brake. The emergency brake was positioned high in the vehicle, so the driver missed the brake plate on his first attempt to engage the emergency brake. It was at this time the vehicle struck the foundation of the house. At the time of impact the vehicle was traveling between 5-10 mph.

Crash:

The vehicle crashed into the concrete foundation of my parent's home causing both major damage to the foundation as well as damage to the hood and bumper of the vehicle.

Failures:

Upon getting out of the vehicle after the crash my father noted brake fluid on the driveway between where the vehicle was parked and where the vehicle came to stop. The vehicle was towed to Chevrolet Collision Repair Shop. The vehicle was brought over first to the service department to deal with the failed brake system. The service department examined the brake system of the vehicle and determined that all of the brake lines were rotted through, and that all of the brake lines required replacement. "

[REDACTED]
Oxford, CT [REDACTED]

[REDACTED]

The following attachments are associated with this case:

Attachment 1: Invoice from Blasius Chevrolet for replacement of brake lines due to brake line failure and rot.

Attachment 2: Invoice from Blasius Chevrolet for repairs to the vehicle for body damage caused by accident (resulting from the brake failure).

Attachment 3: Invoice from Jenco Construction Company for repairs to the home for structural and other damages caused by the accident (resulting from the brake failure).

Attachment 4: Photos showing damages (photos A & B) and required repairs (photo C) to home.

Attachment 5: Letter to GMC Customer Assistance Center

Sincerely,

[REDACTED]

[REDACTED]
Oxford, CT [REDACTED]

CUSTOMER #: 22956

132251

BLASIUS CHEVROLET CADILLAC, INC.

P.O. Box 2510 • 90 Scott Road
Waterbury, CT 06723-2510

INVOICE



PARTS TOLL FREE:

1-800-317-0516

PH: (203) 753-9261

FAX: (203) 578-3035

www.blasiuschevrolet.com



OXFORD, CT

HOME:

BUS:

CONT:

CELL:

PAGE 1

SERVICE ADVISOR: 407 JAY J BURROWS

BUS:		CELL:		SERVICE ADVISOR:		407 SAI B BORROWS	
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
PEWTER	03	GMC SIERRA 1500	1GTEK19T53E			89093/89096	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 DD			17:00 12OCT11		118.00	CASH	21OCT11
R.O. OPENED		READY	OPTIONS: ENG:5.3 Liter, V8 MFI Iron				

10:51 12OCT11	16:34 21OCT11	LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS				
A BRAKES FAILED, FLUID LEAK BLEW A BRAKE LINE? PLEASE ESTIMATE FOR BODYSHOP.				
0101 REPLACED THE STEEL BRAKE LINES DUE TO BEING ROTTED THROUGH, ADDED NEW FLUID AND BLEED THE BRAKES, TESTED OK.				
471 CPA	8.00		944.00	944.00
1 7304935 REPAIR LINE		26.22	26.22	26.22
2 12377967 FLUID		8.89	8.89	17.78
0101 REPLACED THE SECTION OF FUEL LINE GOING TO THE FUEL PUMP DUE TO BEING ROTTED THROUGH.				
471 CPA	0.50		59.00	59.00
1 LINE BRAKE		5.18	5.18	5.18
MISC IN LINE TUBE COMPANY CREDIT CARD				
CPA			350.41	350.41
DID NOT HAVE TO REPLACE THE BRAKE CALIPERS, WE WERE ABLE TO FREE UP THE BLEEDER VALVES.				

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER				25.00



LIMITED WARRANTY

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge.

THANK YOU

Cust Pay

DESCRIPTION	TOTALS
LABOR AMOUNT	1003.00
PARTS AMOUNT	49.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	375.41
TOTAL CHARGES	1427.59
LESS INSURANCE	0.00
SALES TAX	90.65
PLEASE PAY THIS AMOUNT	1518.24

CUSTOMER #: 22956

132055

BLASIUS CHEVROLET CADILLAC, INC.

P.O. Box 2510 • 90 Scott Road

Waterbury, CT 06723-2510

PARTS TOLL FREE:

1-800-317-0516

PH: (203) 753-9261

FAX: (203) 578-3035

www.blasiuschevrolet.com

INVOICE

DUPLICATE 1

PAGE 1



OXFORD, CT

HOME:

BUS:

CONT:

CELL:

SERVICE ADVISOR: 513 LARSON ELLIOT

BUS:		CELL:		SERVICE ADVISOR:		JTS BARON	
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
PEWTER	03	GMC SIERRA 1500	1GTEK19T53E			89092/89092	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
01JAN03 DE			17:00 10OCT11		118.00	CASH	04NOV11
H.O. OPENED		READY	OPTIONS: ENG:5.3 Liter, V8 MFI Iron				

08:12 10OCT11 13:43 04NOV11

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A REPAIR PER ESTIMATE							
FE001 FRONT END/REPAIR/ALIGN/REFINISH							
	572	CR	10	50		630.00	630.00
1	15098990	BAR			434.44	434.44	434.44
1	12335963	FASCIA			294.51	294.51	294.51
1	19130791	GRILLE			445.75	445.75	445.75
1	15199560	LAMP			85.15	85.15	85.15
1	12477699	HOOD			343.75	343.75	343.75
1	VM311-321	HEADLAMP ASM			225.00	225.00	225.00
1	15135452	BRACE			21.08	21.08	21.08
1	15135453	BRACE			21.08	21.08	21.08
1	15098994	BRACKET			24.09	24.09	24.09
1	12335637	BRACKET R			156.05	156.05	156.05
1	15184117	BRACE			21.86	21.86	21.86
1	15049381	FILLER			18.17	18.17	18.17
6	15162843	CLIP			4.49	4.49	26.94
1	15295843	COOLER			92.35	92.35	92.35
1	15798923	SUPPORT			18.57	18.57	18.57
1	15184116	BRACE			21.86	21.86	21.86
1	15709129	HOOK-FTOW			72.93	72.93	72.93
1	15205672	BAPPLE			99.20	99.20	99.20
1	89021184	FLUID			5.82	5.82	5.82
1	89020661	FLUID			9.80	9.80	9.80
1	12450314	BULB, FRT			18.66	18.66	18.66
FE001 FRONT END/REPAIR/ALIGN/REFINISH							
	566	CPP	4.60			276.00	276.00
FE001 FRONT END/REPAIR/ALIGN/REFINISH							
	517	CPP	4.60			276.00	276.00
MISC MATERIAL							
	CBN					45.20	45.20
LUBE PAINT							
	CBN					300.00	300.00
SUBL KARAS 73439							
	CR					103.00	103.00

LIMITED WARRANTY

We guarantee our service work for 90 days or 4,000 miles, whichever comes first. If our repair or replacement falls in normal service within that period, we'll fix it free of charge.

THANK YOU

DESCRIPTION	TOTALS
LABOR AMOUNT	1182.00
PARTS AMOUNT	2457.06
GAS, OIL, LUBE	300.00
SUBLET AMOUNT	103.00
MISC. CHARGES	45.20
TOTAL CHARGES	4087.26
LESS INSURANCE	0.00
SALES TAX	237.62
PLEASE PAY THIS AMOUNT	4324.88

JENCO CONSTRUCTION CO LLC
65 HIGHLAND PARK DRIVE
BLOOMFIELD CT 06002
860-243-1058

November 2, 2011



Oxford CT

INVOICE

Damage repair

Remove walk door to be able to work on foundation and re install after new foundation is poured.
Saw cut concrete floor and asphalt in driveway.
Support house corner, remove broken concrete foundation
Form and pour new foundation corner from walk door to overhead door.
Repair garage concrete floor after forms are removed.
2x4 framing ½ cdx plywood cover with red cedar siding.
Interior of garage install new drywall at corner and tape new trim on interior of walk door.
Repair overhead door track and align frame.

Material and labor \$ 4,190.00

Driveway: Repair driveway asphalt by garage wall \$1,098.00

Painting : paint interior new drywall white and exterior brown shingles and trim \$ 455.00

Waste material removal/ concrete foundation material \$ 475.00

Total \$ 6,218.00

ATTACHMENT 4 PG 1 OF 2



PHOTO B



PHOTO A



PHOTO C

ATTACHMENT 5

January 6, 2012

GMC Customer Assistance Center
P.O. Box 33172
Detroit, MI 48232-5172

Dear GMC Customer Assistance Center:

I am writing to you today about my concerns with my 2003 GMC Sierra 1500 SLT (VIN 1GTEK19T53E [REDACTED] brake system. On October 7th, 2011, my vehicle suffered a complete brake line system failure. The failure of the brake line system occurred at the top of a residential driveway. The vehicle was in park with the emergency brake on. Upon the release of the emergency brake, and placing the vehicle in drive (with a foot on the brake pedal), the brake line system failed with the brake pedal going completely to the floor. The vehicle rolled down the inclined driveway and struck the foundation of the home after approximately 35 feet of travel. In that time the driver attempted to reach for the emergency brake, but was not able to in the short timeframe between the brake failure and the impact with the home's foundation. After the impact with the foundation the driver was able to exit the vehicle and noticed brake fluid on the surface of the driveway. Fortunately the failure of the brake system only caused damage to vehicle and home, and there were no injuries or deaths associated with this accident and brake system failure.

The vehicle was towed to a repair facility to repair the brake line system and body damage caused by the brake system failure. The repair facility (Blasius Chevrolet) replaced all of the brake lines due to the lines being rotted through; the cost of this repair was \$1518.24 (see Attachment 1). The damages to the vehicle (from the accident caused by the brake line failure) were also repaired by the same facility; the cost of these repairs was \$4324.88 (see Attachment 2). The damages to the home were repaired by Jenco Construction; the cost of these repairs was \$6218.00 (see Attachment 3). Attachment 4 contains photos of the damage to the homes foundation (photos A and B), and the required repairs (photo C).

Prior to this brake line failure I had spent \$1039.86 to replace all of the brake pads, rotors, and parking brake shoe in September 2010 (see Attachment 5). In addition I had spent \$743.88 to replace the left front hub and bearing assembly in April 2011 (see Attachment 6). The repair to the hub and bearing assembly was performed by a GMC dealer. I feel that had the GMC headquarters properly communicated to their dealers the knowledge that this model year truck may be suspect to brake line failure due to corrosion, then possibly the GMC dealer who repaired the vehicle in April 2011 may have noticed the advance corrosion of the brake lines.

[REDACTED]
Oxford, CT
[REDACTED]

[REDACTED]

In addition, after the accident I researched for public information associated with the brake lines for this model year truck and noted that the NHTSA has an ongoing engineering investigation into this same issue of brake line failure for this year make and model vehicle (Action Number PE10010). Based on the governments concerns with the brake line systems for these vehicles, as well as the real life experience where it was not possible to stop the vehicle prior to an accident, I:

1. Urge GMC to take responsibility for what appears to be design flaws in the brake line system for these vehicles, and issue a voluntary recall of the brake lines for the vehicles indicated in the NHTSA engineering report, before there are deaths associated with these brake line system failures.
2. I would like to request a monetary compensation to cover the costs associated with replacing the brake lines on my vehicle (\$1518.24) if and/or when a recall should be issued by the NHTSA or GMC.

I look forward to hearing from the GMC Customer Assistance Center in the near future addressing the concerns I have listed in the letter above. Thanks in advance for your attention to these concerns.

Sincerely,

[REDACTED]

[REDACTED]
Oxford, CT
[REDACTED]