

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

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Request for status of IVOQ submitted 2/14/2012 -- 10447941
Date: Wednesday, May 02, 2012 10:53:46 AM
Attachments: [image001.png](#)
[REDACTED] [10447941_near_miss.pdf](#)
[REDACTED] [Near Miss Location Details.jpg](#)

EQ-10447941-7829

From: Reid, Randy (NHTSA)
Sent: Wednesday, May 02, 2012 10:34 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: Request for status of IVOQ submitted 2/14/2012 -- 10447941

please add these attachments (not the email string below) to VOQ 10447941, private and public repositories, per Chris Lash's request.

From: Lash, Chris (NHTSA)
Sent: Wednesday, May 02, 2012 10:23 AM
To: Yon, Scott (NHTSA)
Cc: Quandt, Jeff (NHTSA); Dunlap, Zachary (NHTSA); Reid, Randy (NHTSA)
Subject: RE: Request for status of IVOQ submitted 2/14/2012 -- 10447941

I spoke to [REDACTED]. He had what I would call a "near miss" brake line failure because of rust. In all we have ~150 VOQ complaints like this one with 1/3 of those either going into or through the intended stop or off-road to avoid colliding with another vehicle. [REDACTED] has owned this truck since new and had no indication or warning i.e. soft pedal, MIL, that this line was going to fail. This truck is his daily driver.

I have attached the information I received from [REDACTED]. I sent him a form with some general questions and scene diagram to assist him in providing us with more detailed information related to his event. I am thinking of using this method, through email with the other Complainants we have not contacted yet. The goal here is to produce some data (however limited) that we can use to show what the consequences are when one of these trucks has a sudden brake line failure in the real world.

Randy, can you please add the information [REDACTED] sent us to his VOQ.

Chris

From: Yon, Scott (NHTSA)
Sent: Tuesday, April 10, 2012 10:11 PM
To: Lash, Chris (NHTSA)
Subject: RE: Request for status of IVOQ submitted 2/14/2012 -- 10447941

Will you contact this person? If so, can you coordinate with CRD to let them know what you are doing. If you make the contact perhaps CRD should leave it at that???

Scott Yon
Direct: 202-366-0139
Toll Free: 1-877-5 DOT DOT (536-8368) ext 60139
Fax: 202-366-1767

From: Montanari, Robert CTR (VOLPE) **On Behalf Of** Artemis HelpDesk (VOLPE)
Sent: Tuesday, April 10, 2012 7:54 PM
To: Wells, Cynthia CTR (NHTSA)
Cc: Yon, Scott (NHTSA); Reid, Randy (NHTSA); Lash, Chris (NHTSA); Hailu, Yenenesh CTR (NHTSA)
Subject: FW: Request for status of IVOQ submitted 2/14/2012 -- 10447941

Hi Cynthia,

 submitted an IVOQ on February 14, 2012 -- [10447941](#)

Apparently, reading from both this email and the Summary/Description field in his Safety Complaint, he would like a personal response.

FYI: An Engineering Analysis – EA11-001 (Parent Pursuit PE10-010)– was opened in January involving 1999-2003 Chevy Silverados, among other GM products. The problem description reads, “Brake line corrosion allegedly can result in rupture during brake application, resulting in sudden reduction of brake effectiveness.”

Thanks,
Bob

Make : CHEVROLET

Model : SILVERADO

Year : 2003

Manufacturer : GENERAL MOTORS LLC

Crash : No

Fire : No

Number of Injuries : 0

ODI ID Number : 10447941

Number of Deaths : 0

Date of Failure: February 7, 2012

VIN : 1GCHC24U63E...

Component: SERVICE BRAKES, HYDRAULIC

Summary:

A VEHICLE STOPPED IN FRONT OF ME AND AS I ATTEMPTED TO STOP MY BRAKE PEDAL WENT STRAIGHT TO THE FLOOR, LEAVING ME WITH NO BRAKES EVEN THOUGH I QUICKLY PUMPED THE PEDAL. FORTUNATELY I WAS ABLE TO GET AROUND THE STOPPED VEHICLE AND COAST TO A STOP. MY TRUCK WAS TOWED TO A GARAGE WHERE AFTER TAKING DOWN THE GAS TANK FOUND A RUSTED AND DETERIORATED BRAKE LINE. ONE WEEK PRIOR TO THIS INCIDENT I WAS DRIVING ON A SUPER HIGHWAY AND PROBABLY WOULD HAVE BEEN KILLED HAD THIS HAPPENED AT THAT TIME. I BELIEVE A RECALL ON ANY VEHICLE IS NECESSARY IF THIS SITUATION HAS ARISEN BEFORE. I WOULD LIKE A RESPONSE ASAP. THANK YOU;

From: [REDACTED]

Sent: Tuesday, April 10, 2012 2:56 PM

To: donotreplyodi (VOLPE)

Subject: RE: Acknowledgement from NHTSA/ODI of your safety complaint

Good Day: What is the status of my safety complaint?

Thanks;



[REDACTED]
Vice President

F. Wackenhut Company

[REDACTED]
Jamison, Pa

P: [REDACTED]

E: [REDACTED]

From: US DOT NHTSA [<mailto:donotreplyodi@dot.gov>]

Sent: Tuesday, February 14, 2012 2:36 PM

To: [REDACTED]

Subject: Acknowledgement from NHTSA/ODI of your safety complaint

Thank you for filing your safety-related complaint via our Web site or our Vehicle Safety Hotline. The ODI Number listed below will be a direct link to your complaint as soon as it is ready to view. Please allow at least two business days for approval and processing before trying to view your complaint online. You will then be able to view it and search any associated documents.

Your Confirmation number (ODI Number) is: [10447941](#)

Your complaint information will be entered into the NHTSA vehicle owner complaint database. NHTSA technical staff review this information to identify potential safety problems. While you may or may not be contacted by a NHTSA investigator to clarify the information submitted, all reports are reviewed and analyzed for potential defects trends. Also, the NHTSA complaint database provides valuable information to other consumers

and to manufacturers.

If you have any questions regarding this complaint, please contact ODI:

- By phone: 1-888-327-4236 8 00AM to 10:00PM Monday-Friday
TTY: 1-888-424-9153
Have your ODI Number available.
(Spanish-speaking operators available)
- By e-mail: <http://www-odi.nhtsa.dot.gov/contact.cfm>
Indicate your ODI Number in the contact form.

Thank you,

Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration (NHTSA)
U.S. Department of Transportation (DOT)

Did you know you can receive real-time information about safety recalls? There are two options:

Recall notification via email: <http://www-odi.nhtsa.dot.gov/subscriptions/index.cfm?refurl=email>

Recall notification via RSS: <http://www-odi.nhtsa.dot.gov/rss/index.cfm?refurl=email>

To find out more about NHTSA, please go to the [Safercar.gov](http://www.safercar.gov) website or call our Vehicle Safety Hotline toll-free at 1-888-327-4236.

Our [Privacy Policy](#) can be found at this Web page.

If you have questions regarding these emails, please go to our [Contact](#) Web page.

This is a system-generated e-mail. Do NOT respond to the sender of this e-mail.

No virus found in this message.

Checked by AVG - www.avg.com

Version: 2012.0.1913 / Virus Database: 2112/4811 - Release Date: 02/15/12



Map

✓ Labels



Chase Ave

 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				Form Approved OMB No. 2127-0008 FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 14-FEB-2012	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City JAMISON State PA Zip Code [REDACTED]				Repository ☐ Reference No. 10447941	
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).				Daytime Telephone Number [REDACTED] E-mail Address [REDACTED] Evening Telephone Number [REDACTED]	
VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 1GCHC24U63E [REDACTED]					
Date Purchased 2003		Dealer's Name and Telephone Number Rothrock		Make CHEVROLET	
Original Owner ☐		Dealer's City Springfield		Model SILVERADO	
Transmission Type Auto		Powertrain REAR WHEEL DRIVE		Model Year 2003	
☒ Antilock Brakes ☒ Cruise Control		Multiple Failure: 1		Engine: No: Cylinders 8	
				Fuel Type: Gas	
				Incident Date(s) 07-FEB-2012	
FAILED COMPONENT(S)/PART(S) INFORMATION Vehicle Component Codes: 030000 SERVICE BRAKES, HYDRAULIC, 034200 SERVICE BRAKES, HYDRAULIC: FOUNDATION COMPONENTS: HOSES, LINES/PIPING, AND FITTINGS Brake Lines					
Failure Mileage 115000		Failure Speed 30			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make DOT No. (Example: DOTM15ABC136)		Tire Model (Name or Number) ☐ Original Equipment ☐ Prior Repair		Tire Size (Example P215/65R15) Failure Location:	
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: Seat Type:		Date Manufactured:		Model No./Name:	
Child Seat Component Code:		Installation System:			
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).					
A VEHICLE STOPPED IN FRONT OF ME AND AS I ATTEMPTED TO STOP, MY BRAKE PEDAL WENT STRAIGHT TO THE FLOOR, LEAVING ME WITH NO BRAKES EVEN THOUGH I QUICKLY PUMPED THE PEDAL. FORTUNATELY, I WAS ABLE TO GET AROUND THE STOPPED VEHICLE AND COAST TO A STOP. MY TRUCK WAS TOWED TO A GARAGE WHERE AFTER TAKING DOWN THE GAS TANK FOUND A RUSTED AND DETERIORATED BRAKE LINE. ONE WEEK PRIOR TO THIS INCIDENT I WAS DRIVING ON A SUPER HIGHWAY AND PROBABLY WOULD HAVE BEEN KILLED HAD THIS HAPPENED AT THAT TIME. I BELIEVE A RECALL ON ANY VEHICLE IS NECESSARY IF THIS SITUATION HAS ARISEN BEFORE. I WOULD LIKE A RESPONSE ASAP. THANK YOU; *TR UPDATED MOQ 04/19/12					
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.					

REPAIR ORDER

AUTO DOCTOR OF WARMINSTER, INC.

565 E. COUNTY LINE RD. • HATBORO, PA 19040

Bucks County's #1 Service Center

215-682-0202 / 215-682-0111

WWW.AUTODOCTORWARMINSTER.COM

STATE INSPECTION

DUE 18/12

CUSTOMER CONCERNS

Check why Brake pedal
went to the floor,

FD
Amey

NAME		DATE	
[REDACTED]		2/7/12	
CITY & STATE		ZIP	
JAMISON		PA	
MAKE	TYPE OF MODEL	YEAR	LICENSE NO.
Chevy	2500 HD	03	[REDACTED]
ODOMETER	SERIAL NO.	ENGINE	
115539	16CHC24UG3E	[REDACTED]	
CELL PHONE	PHONE		
[REDACTED]	[REDACTED]		

Tech	Charge
Lubrication	☐
Change Oil	☐
Change Oil Filter Cart.	☐
Oil Disposal Fee	☐
State Inspection	☐
Emission Test	☐
Sticker and MCI Fee	☐
Adjust Brakes	☐
Rotate Tires	☐

ORDER NO. INSTRUCTIONS

Brake Line Rusted thru
above FUEL TANK AREA.
Passable Damage due to line
from Corrosive Fluid
Applied to Road Surfaces
in the winter time to melt
SNOW AND ICE

Remove FUEL TANK TO Get to
Broken Brake Line. HAD to Drain
FUEL TANK Remove TANK, MAKE new
Brake Line From Front OF FUEL TANK
TO BACK JUNCTION Block to Rear Brakes
REFILL FUEL TANK, bleed Complete
Brake SYSTEM, Road Test.
Total Time 5 Hrs Includes
Drain Fuel Tank
Total Parts Including Fluid
Towing FRONT Entrance OF Auto's choice

400.00
5800
7800

I hereby authorize the above repair work to be done along
with the necessary material, and hereby grant you and / or
your employees permission to operate the car or truck 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 car or truck to secure the

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS
OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT
OR ANY OTHER CAUSE BEYOND OUR CONTROL.

METHOD OF PAYMENT:

- ☐ CASH
☐ CHECK
☐ CHARGE

LABOR:

- ☐ FLAT RATE
☐ HOURLY
☐ BOTH

TOTAL LABOR & PARTS

	536.00
TAX	32.16
TOTAL AMOUNT	568.16

AUTO DOCTOR OF WARMINSTER
565 E. COUNTY LINE RD.
HATBORO, PA 19040
215-682-0202
855-492-8100
Merchant ID: 2732006210001

Sale

XXXXXX

AMEX

Total:

\$

568.16

Entry: Suited

02/10/12

Inv#: 000001

Apprvd: Online

08:53:17

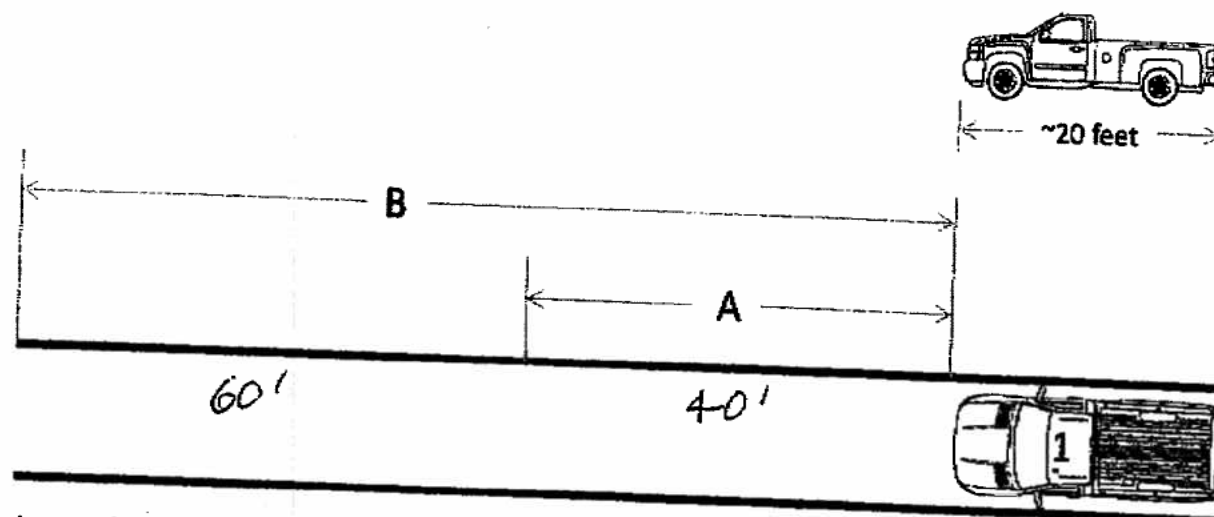
Appr Code: 575170

Batch#: 000991

Customer Copy
THANK YOU!
PLEASE CONF. AGAIN.

General Brake Failure Near Miss

- A – Initial brake point, distance from object or intended stop point
B – Actual stopping distance

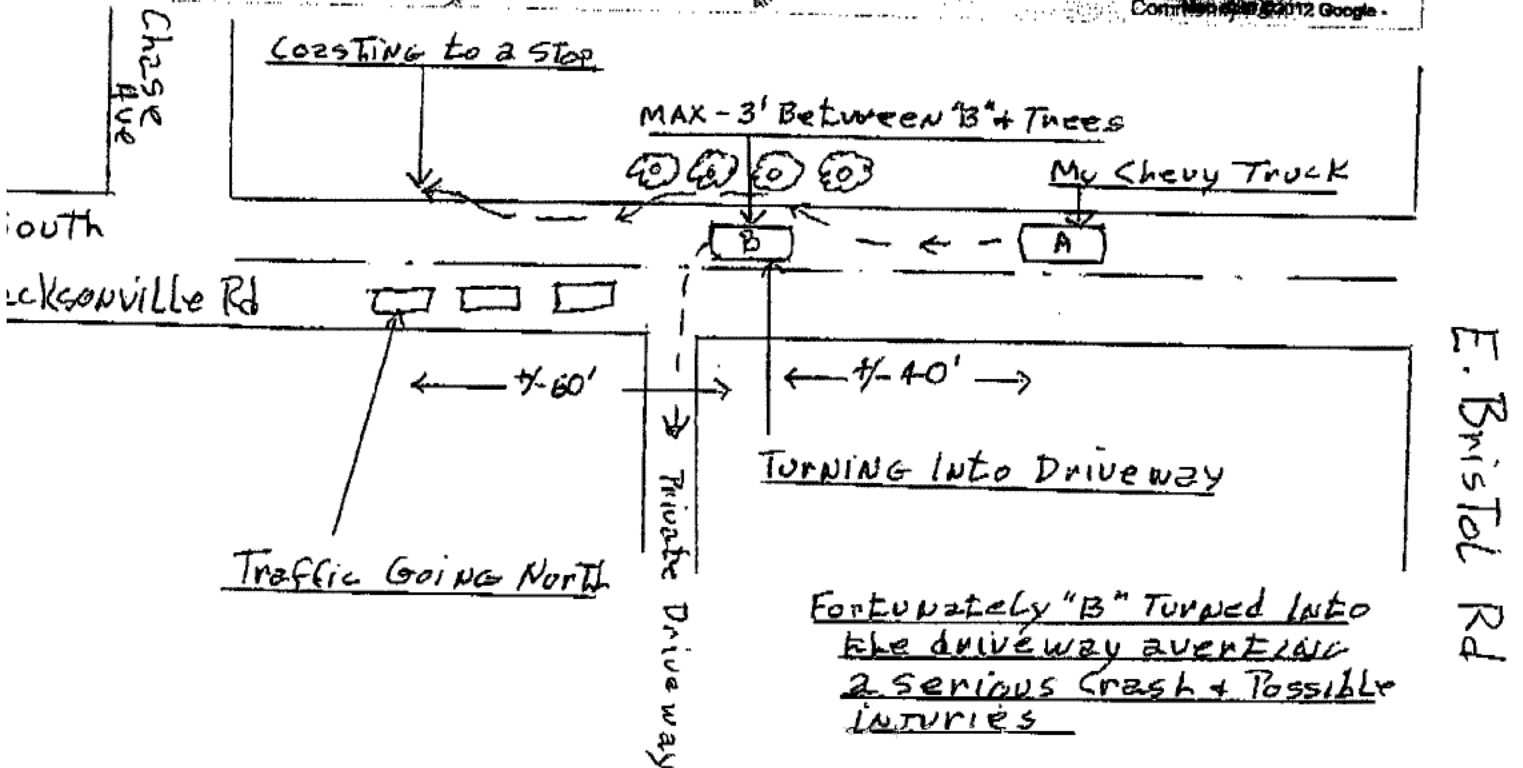
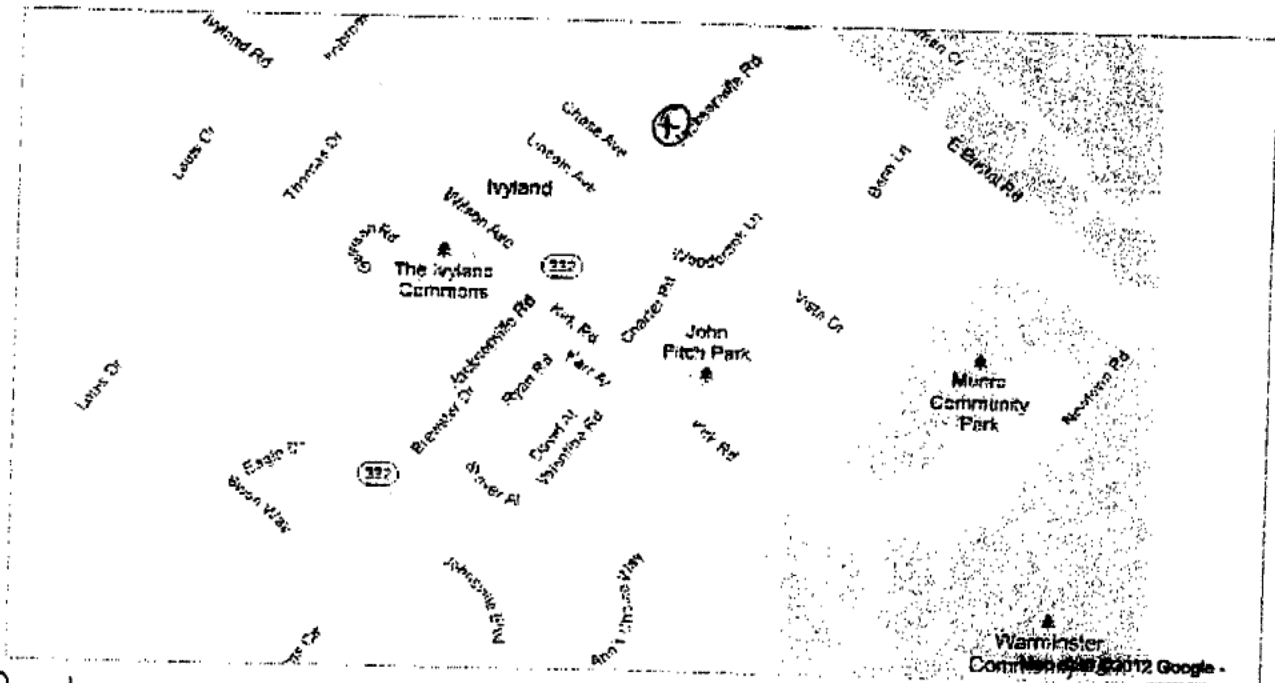


- 1) Location or Road Intersection +/- 1193 Jacksonville Rd. - Ivyland
- 2) Direction of Travel South
- 3) Approximate speed when braking was started +/- 30 MPH
- 4) Final stop location Just North of Chase Ave.
- 5) Post brake failure: did you drive the vehicle, tow or park? (had Truck Towed)
See Garage Invoice

4/30/12

Google

To see all the details that are visible on the screen, use the "Print" link next to the map.



F. WACKENHUT COMPANY
Plumbing & Heating Contractors