

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

EQ-10461622-2628

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Nelson, Carla CTR \(NHTSA\)](#)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10461622
Date: Monday, June 25, 2012 8:24:56 AM

From: EVOQ (NHTSA)
Sent: Monday, June 25, 2012 7:38 AM
To: Wells, Cynthia CTR (NHTSA)
Subject: FW: NHTSA: Follow up to ODI Complaint: 10461622

From: [REDACTED]
Sent: Friday, June 22, 2012 3:14 PM
To: EVOQ (NHTSA)
Cc: DataQuality, DataQuality (NHTSA)
Subject: Re: NHTSA: Follow up to ODI Complaint: 10461622

The brake fluid lines burst from rust because of poor design (they held water and salt). The GMC dealer service department 1610 Pokegama Ave So. in Grand Rapids, Minnesota (218-327-2201) replaced and repositioned all brake fluid lines so they would not hold water and salt from the roads. The truck has less the 65,000 miles and is in mint condition, inside and out.

I called GMC back and they asked me what I would want them to do, and I told the girl named Jasmine that I wanted them to let other GMC owners know that this model truck might all have the problem and they should let the owners know for safety reasons. Others could loose their brakes and it could land up being a bad accident and yes I thought we should be reimbursed because of the poor design. Total charge for repair \$837.94 and \$182.86 for towing. We never heard back from GMC.

[REDACTED]

From: EVOQ@dot.gov
Sent: Friday, June 22, 2012 11:24 AM
To: [REDACTED]
Subject: FW: NHTSA: Follow up to ODI Complaint: 10461622

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation