



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

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

1200 New Jersey Avenue, SE
Washington, DC 20590

July 18, 2013

[REDACTED]
Cranberry Township, PA [REDACTED]

NVS-216 nlm
Ref. No. 10513827

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2001 GMC Sierra 1500 truck. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate that the brakes in your MY 2001 GMC Sierra 1500 truck lost hydraulic pressure without warning. You were able to maneuver the vehicle safely into a parking lot and used the parking brake to stop. The rear brake lines rusted and leaked brake fluid which resulted in the loss of brake pressure. The service manager at your repair facility stated that this was a common problem with GMC trucks. You are requesting reimbursement for the expense of the brake line repair.

On January 5, 2011, ODI opened an Engineering Analysis (EA11-001) based on a petitioner's request for an investigation. The alleged problem is severe corrosion can cause brake lines to rupture resulting in a sudden reduction in brake effectiveness in MY 1999 through MY 2003 General Motors (GM) pickup trucks and SUV's that were sold or currently registered in salt belt States. However, the investigation is continuing and no determinations have been reached at this

time. The information you provided has been entered into our database. It will be considered with any future reports as part of our investigation. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm. Also, you should continue to monitor our web site at www.safecar.gov for future updates to our investigation.

Your request for a reimbursement does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Pennsylvania Office of the Attorney General regarding your problem and rights under the State laws. You may also ask your dealership for a meeting with a GM district manager regarding your problem. In addition, the Federal Trade Commission (FTC) has jurisdiction over warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is fluid and cursive, with the first name "Randy" and last name "Reid" clearly distinguishable.

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation