



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

February 20, 2014

[REDACTED]
Farmington Hills, MI [REDACTED]

NVS-216 am
Ref. No. 10534020

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2003 GMC Sierra 2500HD truck. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

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 state that you were driving your MY 2003 GMC Sierra 2500HD truck when you noticed that you had no brakes. You indicate that the brake pedal went all the way to the floor and that the cause was rusted out brake lines and that NHTSA has been investigating these brake lines since 2010. Additionally, you state that General Motors (GM) has indicated to you that even with rusted out brake lines braking will be reduced but you will still be able to stop the truck. You contest GM's response because when you applied the brakes on your vehicle the brake pedal went to the floor with zero braking effect.

We have reviewed our database in an effort to identify whether a safety defect trend exists rusted out brake lines in MY 2003 GMC Sierra 2500HD trucks. At this time, there is insufficient evidence to warrant opening a safety defect investigation. The information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would 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 cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement