

OCT 31 2017

October 7, 2017

To: U. S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation

This attachment is a narrative regarding the repeated failures of a steering component on my vehicle. I have tried to be as accurate as possible but I cannot remember all details. I do not have all the dealership repair invoices but I have included copies of what repair records I have. Also, I can only remember the approximate vehicle mileage at the time of some failures since I do not have all the repair records.

Vehicle in question: 2001 GMC Sierra 1500, 2WD; VIN: 2GTEC19V71 [REDACTED]

1. Vehicle purchased (new) from Hardy GMC, Dallas, GA, in August of 2001. I was living in Marietta, GA, at this time. This dealership may not exist anymore due to the restructuring of GMC after the last economic crisis.
2. About a month after purchase, I noticed power steering fluid leaking. As far as I can remember, I took the vehicle to a nearby GMC dealer (not Hardy) because the Hardy dealership was too far away. I do not remember the name of this dealer. I was told that there were some leaking hoses and they were fixed under warranty. But, fluid was still leaking from somewhere. It was then discovered that the steering gear was leaking and replaced under warranty. I assume the part number of the failed part, and the part number of the replacement part, was 19152330 (steering gear assembly). I do not have the repair records.
3. I moved to Fort Worth, TX, in December of 2002. At approximately 45,000 miles, I noticed this part leaking again. I took it to a nearby GMC dealer, Frank Kent GMC, in Fort Worth. The Frank Kent dealership replaced the part. I paid full cost, parts and labor. I assume the part number of the replacement part was, again, 19152330 but I do not have records to prove it.
4. At approximately 85,000 miles, the steering gear assembly was leaking again. I took it to the Frank Kent dealership. The part was replaced. Again, I assume the part number of the new part to be 19152330 but I have no repair records. I complained to the service manager that this part has been failing far too often. As a goodwill gesture, the Frank Kent dealership provided some financial assistance for the repair. I think I got the part at a reduced price but with no repair records I cannot be more specific.
5. In November of 2016, at approximately 137,600 miles, a routine inspection discovered that the part was leaking again. By this time, the Frank Kent dealership changed ownership. It is now Hiley GMC. The Hiley dealership replaced the part with item part number 19152330. I paid full repair costs, parts and labor. I complained to the dealership about the repeated failures of this item but received no help, financial or otherwise. I then complained to GMC. I ended up talking to a representative named Maurice (phone 866-790-5600, extension 5914695). My experience with GM customer service was not satisfactory. In effect, I was told, "too bad, that is the way it goes sometimes."
6. Around Labor Day 2017, (mileage 146,650) I noticed steering fluid leaking again. The leak was quite severe, leaving a large puddle in my garage and a streak of fluid in the

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11-3-17
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driveway. If I had been out on the road I could have lost all steering control due to the massive fluid leak. I took the vehicle back to Hiley GMC. Under warranty, the part was replaced with part number 19330428. This is a different part number, possibly indicating that some change was made to the component. I demanded some help from the dealership. I lost faith in the reliability of this component and I needed someone to stand with me to complain to GM about the repeated failures of this part. I suppose the dealership contacted GM about my complaint. I also talked to a GM customer service representative, Brandon (866-790-5600, extension 5915073), about the repeated failures of this part. Maybe GM will finally admit that there is a problem. And, I asked for some financial consideration for future repairs since this item is likely to fail again and it costs about \$1,000 each time to have it fixed.

There has to be many other GM vehicles that use this faulty part. I can't believe that I am the only one with this issue.

Thank you for your help in this matter.





U.S. Department
of Transportation

National 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

07-SEP-2017

Repository ☐

Reference No.
11022186

OWNER INFORMATION (Type or Print)

Name

Address

City

FORT WORTH

State

TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2GTCE19V711

Make

GMC

Model

SIERRA 1500

Model Year

2001

Date Purchased

AUG. 2001

Dealer's Name and Telephone Number

HARDY (PHONE UNKNOWN)

Engine: V-8

No: Cylinders

Fuel Type:

REG.
GASOLINE

Original Owner

☒

Dealer's City

DALLAS, GEORGIA

State

GA

Zip Code

Transmission Type

AUTO -
4 SPEED

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

30-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Failure Mileage

146650

Failure Speed

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 2001 GMC SIERRA 800 (NA). ON SEVERAL OCCASIONS, THE CONTACT NOTICED FLUID LEAKING FROM THE STEERING GEAR ASSEMBLY. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS TAKEN TO HILEY BUICK GMC (3535 W LOOP 820 S, FORT WORTH, TX 76116 (817) 632-8800 WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. ON ANOTHER OCCASION, THE CONTACT NOTICED THAT THE LEAKAGE FROM THE STEERING GEAR ASSEMBLY FAILED AGAIN. THE VEHICLE WAS TAKEN BACK TO HILEY BUICK GMC WHERE IT WAS THEN DIAGNOSED THAT THE STEERING GEAR ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. DURING THE THIRD FAILURE, THE CONTACT PARKED THE VEHICLE IN HIS GARAGE AND NOTICED A TRAIL OF FLUID ON THE GROUND. UPON FURTHER INSPECTION, HE NOTICED FLUID COMING FROM THE STEERING AGAIN. THE VEHICLE WAS THEN TAKEN BACK TO HILEY BUICK GMC WHERE IT WAS DIAGNOSED THAT THE STEERING GEAR ASSEMBLY NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT WITH A DIFFERENT PART NUMBER (19330428). THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND DID NOT OFFER ANY ASSISTANCE. THE FAILURE MILEAGE WAS 146,650.

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 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.

HILTY BUICK • GMC

FORT WORTH, TX

3535 W. L 20 South - Fort Worth, TX 76116
(817) 632-8800

3535 W. LOOP 820 SOUTH

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
11/01/16	
R/O Close Date	Status
11/02/16	Pre-Invoice
Mileage In	Mileage Out
137648	137649
Service Advisor / Tag #	
Justin Jones/O1580*W*	
Vehicle Identification Number	
2GTEC19V711	
Delivery Date	In-Service Date
8/25/01	
Color	License Number

Work Phone		Home Phone	
FT WORTH, TX			
Year	Make	Model	Body
2001	GMC	C/K1500	2 DOOR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
STEERING GEAR LEAKING Work performed by Shawn Pearce (SP) Installed 19152330 :SL-R-REMANUFACTURED GEAR KIT (1@678.30 REPLACED THE STEERING GEAR ASSEMBLY AND FILLED AND BLED THE SYSTEM AND TEST DROVE TO VERIFY THE REPAIRS Sub Total: 968.70	290.4 678.3
#7 * 4WA: FOUR WHEEL ALIGNMENT ADDED OPERATION Work performed by Shawn Pearce (SP) PERFORMED ALIGNMENT Sub Total: 99.95	99.9
10% discount	-100.0

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	415.8
PARTS	678.3
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	49.9
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	58.0
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	-100.0
TOTAL DUE	1102.1

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

HILEY BUICK · GMC

FORT WORTH, TX
3535 W. Loop 820 South - Fort Worth, TX 76116
(817) 632-8800

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
8/31/17	
R/O Close Date	
9/02/17	Pre-Invoice
Mileage In	Mileage Out
146650	146655
Service Advisor / Tag #	
Dillan Harrelso/B2248	
Vehicle Identification Number	
2GTEC19V711	
Delivery Date	In-Service Date
8/25/01	
Color	License Number

[REDACTED]		Work Phone	[REDACTED]
FT WORTH, TX		Home Phone	[REDACTED]
Year	Make	Model	Body
2001	GMC	C/K1500	2 DOOR

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - CSI: WE STRIVE FOR 100% SATISFACTION HERE AT HILEYBUICK GMC!! LET US KNOW HOW WE ARE DOING....JERRY JACKSON--SERVICE DIRECTOR--DIRECT 817-632-8841 OR JJACKSON@HILEYGM.COM Tech: HOUSE (1)	Internal
#2 - WASH: COURTESY WASH. \$10.00 VALUE--FREE!!!WASH EXTERIOR AND VACUUM FRONT CARPETS.NO CHARGE TO CUSTOMER. Tech: HOUSE (1)	Internal
#3 - Customer Reports: CUSTOMER CONCERN CHECK PREVIOUS WORK ON LAST RO 6624242. POWER STEERING RACK APPEARS TO BE LEAKING AGAIN. CHECK AND ADVISE. Caused by STEERING GEAR LEFT SIDE SEAL LEAKED AND FILLED BELLOW WITH FLUID. PARTS WARRANTY, PREVIOUSLY REPLACED ON 11/01/16 AT 137648 MILES ON REPAIR ORDER 6624242 Tech: Christian Ortiz (CO) Installed 19330428 :SL-R-REMANUFACTURED GEAR KIT (Qty: 1 REMOVED AND REPLACED THE POWER STEERING GEAR ASSEMBLY, SWAPPED THE TIE ROD ENDS AND FILLED AND BLED THE SYSTEM AND PERFORMED ALIGNMENT TO SET FRONT TOE. TEST DROVE AND VERIFIED NO FURTHER LEAK 7421740 1.2 BASE ADD .7 FOR ALIGNMENT TOE SET	Warranty Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle 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 vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.0
PARTS	.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	.0
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	.0

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

th, TX



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20077

U.S. POSTAGE
PAID
FORT WORTH, TX
76108
OCT 10, 17
AMOUNT
\$1.19
R2304E107368-16

U.S. Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF 100
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382