 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>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</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received: 29-NOV-2022</p>		<p>Repository <input type="checkbox"/></p>			
<p>Reference No: 11495348</p>		<p>Customer Telephone Number: [REDACTED]</p>			
<p>Evening Telephone Number: [REDACTED]</p>		<p>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).</p>			
OWNER INFORMATION (Type or Print)					
Name: [REDACTED]		City: Houston		State: TX	
Address: [REDACTED]		ZIP Code: [REDACTED]			
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 3GKALMEVBK [REDACTED]		MAKE: GMC	Model: TERRAIN	Model Year: 2019	
Date Purchased:	Dealer's Name and Telephone Number: Hertz (lessor) (409) 539-3416		Engine: No: Cylinders:	Fuel Type:	
Original Owner: <input type="checkbox"/>	Dealer's City: 3390 Harrison Ave, Beaumont		STATE: TX	ZIP Code: 77706	
Transmission Type:	<input type="checkbox"/> Antilock Brakes	Powertrain:	Multiple Failure:	Incident Date(s): 03-NOV-2022	
<input type="checkbox"/> Cruise Control					
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC			Failure Mileage: 42000.0	Failure Speed: 60	
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: DOTMAL 9ABC036):		<input type="checkbox"/> Original Requirement	Failure Location:		
		<input type="checkbox"/> Prior Repair			
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), injury(ies).)					
Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured:	Number of Deaths:	Reported to Police: N	
<p>Narrative Description of Incident(s), Crash(es), 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).</p> <p>The contact's client leased a 2019 GMC Terrain from Hertz Leasing Company. The contact stated while her client was driving approximately 60 MPH, the brake pedal was depressed but failed to go down and did not respond. The brake assist warning light was illuminated. The contact stated that her client continued driving and allowed the vehicle to decelerate independently. The contact's client then veered to the side of the road. There was no further information provided. The vehicle was returned to Hertz leasing company who later informed the contact's client that the vehicle had been diagnosed with brake vacuum pump failure. There was no further information provided. The manufacturer was not notified of the failure. The failure mileage was approximately 42,000.</p>					
PLEASE SEE ATTACHED LETTER					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.			ATTACH ADDITIONAL SHEETS IF NECESSARY		
<p>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.</p>					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

SEE ATTACHED LETTER

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**
1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



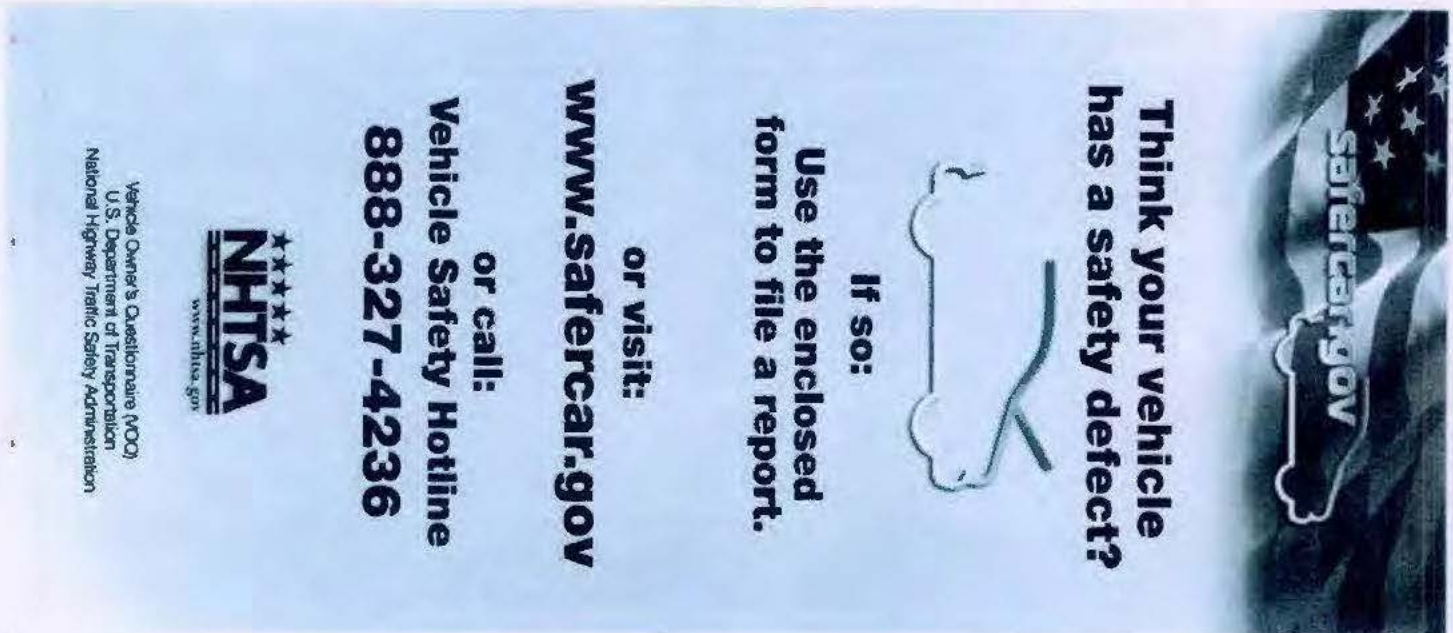
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**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**

**If so:
Use the enclosed
form to file a report.**

**or visit:
www.safercar.gov**

**or call:
Vehicle Safety Hotline
888-327-4236**

safercar.gov

NHTSA
www.nhtsa.gov**

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

[REDACTED]
[REDACTED]
Board Certified, Labor and Employment Law
Texas Board of Legal Specialization
Licensed in Texas, Illinois, and West Virginia

DIRECT
FAX
CELL
EMAIL [REDACTED]

March 22, 2023

Randy Reid
US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NEF-100
1200 New Jersey Avenue SE
Washington, DC 20077

Re: Reference No. 11495348
VIN: 3GKALMEV8KL [REDACTED]
2019 GMC Terrain
Brake failure on 3 November 2022

Dear Mr. Reid:

In response to your letter, received February 8, 2023, I am providing the following additional and/or corrected information regarding the above referenced incident.

I write to you on behalf of Chiyoda International Corporation (CIC), an engineering procurement firm based in Houston, Texas. CIC leases several approximately 100 motor vehicles for its employees' use through International Auto Source (IAS). The vehicles CIC is currently leasing through IAS come from Hertz.

On November 3, 2022 at approximately 8:45 a.m., a CIC employee was driving a 2019 GMC Terrain, provided by Hertz via IAS, on Interstate 10, near 12333 East Fwy, Houston, TX 77015, approximately 7 miles west of Channelview, Texas. **The VIN number for the vehicle is 3GKALMEV8KL [REDACTED]**

[REDACTED], the employee/driver, was traveling at approximately 60 mph when he attempted to brake. The brake pedal would not depress. The brakes did not engage. The brake assist warning light came on. [REDACTED] veered to the right shoulder and the vehicle decelerated independently. When the vehicle had slowed to approximately 10 mph, he used the parking brake to bring the vehicle to a stop.

[REDACTED] made no attempt to operate the vehicle after it came to a stop. CIC contacted Hertz, who sent a third-party towing service to retrieve the vehicle from the side of Interstate 10 where [REDACTED] had left it.

[REDACTED] Houston, TX [REDACTED]

Randy Reid/NHTSA

March 22, 2023

Page 2 of 2

When CIC first leased the vehicle (January 19, 2022), the vehicle had 33,967 miles.¹ . The lease contract allows for maintenance once every 10,000 miles. It does not permit the lessee (CIC) to obtain service independently.

All four tires were replaced August 27, 2022, at 39,808 miles.

At the time of the incident, the vehicle had approximately 42,000 miles. It was due for service at 43,967 miles.

██████████ had had no prior issues with the braking system. He had been driving the car since late January-early February 2022. No warning light had illuminated during the time he had the car until the brake assist warning light came on immediately after the brakes failed to engage on November 3, 2022.

Hertz provided a replacement vehicle on November 3, 2022. On November 7, Hertz also provided a replacement vehicle to another CIC employee who had been driving a 2019 GMC Terrain leased from Hertz.

I contacted NHTSA on behalf of CIC on November 29, 2022. The NHTSA representative I spoke with gave me a phone number for General Motors, to report the incident to the manufacturer. I contacted General Motors at (800) 462-8782 the same day (November 29), shortly after I got off the phone with the NHTSA representative. I have heard nothing further from GM since November 29.

I reviewed the information on NHTSA's website regarding complaints about the 2019 GMC Terrain.² There are 15 reports of incidents very similar to that in which ██████████ was involved, and several involve failure of the brake vacuum pump.

CIC has reached out to Hertz for more information (including the mechanic's inspection report after the incident), but Hertz has refused to share that document with CIC. Hertz only offered their unsupported conclusion that the brake vacuum pump failed because of a mechanical issue, and not due to maintenance.

If I can assist you in gathering any additional information you require, please let me know. I can be reached via email at ██████████ and by phone at ██████████

Sincerely,

██████████

██████████

Counsel for Chiyoda International Corporation

¹ I am enclosing pre-rental photos of the vehicle, though I don't expect them to be useful to you.

² At ██████████ of 14
March 2023.

Rental Record: [REDACTED]

Customer Signature:

Rental Type: Retail

Vehicle: 2019 Gmc Terrain

VIN: 3GKALMEV8KL [REDACTED]

Customer Email:
[REDACTED]

Hertz

Vehicle Comments:





Houston, TX



US Department of Transportation
National Highway Traffic Safety Administration
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