

From: Margaret Cauthorne
To: [REDACTED]
Date: 2/26/02 11:45AM
Subject: Re: SAFETY ISSUE-Delegated

785630

[REDACTED]

Thank you for your e-mail correspondence dated December 19, 2001, concerning your leased 2000 GMC Truck's suspension problem. We regret any inconvenience our delay in responding to your correspondence may have caused you.

The National Highway Traffic Safety Administration (NHTSA) is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious 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, sufficient data must exist to warrant the expenditure of agency resources. We cannot act on isolated problems or disputes between individual owners and dealers or manufacturers.

In order for us to record specific information concerning the problems you have experienced with your vehicle certain information must be provided. Please fill out and return the enclosed pre-addressed, postage-paid Vehicle Owner's Questionnaire. The information you provide will be entered into our data system and used with other reports to identify safety-defect trends that require our attention. The Privacy Act prohibits our identifying you to the manufacturer without your permission. If you want the agency to provide your name and address to the manufacturer of your vehicle or item of motor vehicle equipment, please mark the appropriate authorization box and sign the form. Often when the name and address of the owner is provided to the manufacturer, along with the information on the problem, the manufacturer is able to resolve your issue(s). Also, your information may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

You can contact our toll-free DOT Auto Safety Hotline (Hotline) at 1-888-DASH-2-DOT (1-888-327-4236). One of our representatives may be able to assist you on matters concerning motor vehicle and motor vehicle equipment safety recalls or to report an alleged safety problem. You can also request safety information. If our telephones are busy, or you call during non-working hours, you can leave your name, telephone number and a short subject on our recording system. A Hotline representative will return your call.

Additionally, we have an Internet site at <http://www.nhtsa.dot.gov> that you may want to visit. An electronic vehicle owner's questionnaire is also available on this site at <http://www.nhtsa.dot.gov/voq>. This form is for vehicle owners to report safety-related problems about their motor vehicles or motor vehicle equipment, e.g., child safety seats, jacks, tires, brake fluid, etc. The reports submitted are electronically transferred to our automated data system file, and are used to identify safety-related defects trends that require our attention. If you do not have access to the Internet, please use the enclosed Vehicle Owner's Questionnaire to inform this agency of any future safety motor vehicle or motor vehicle equipment problems you may experience. Summary listings of vehicle owners' complaints, safety recall, manufacturers' service bulletins, etc., can also be obtained at this site at <http://www.nhtsa.dot.gov/cars/problems>.

If I can be of any further assistance, I can be contacted at (202) 366-5211.


Sincerely,

Alberto A. Jimenez, Chief
Information Management Staff
Office of Defects Investigation
Safety Assurance
400 7th Street, SW
Washington, DC 20590

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>>> Gwapropos <NHTSA> 12/19/01 02:16PM >>>
mcauthorne@nhtsa.dot.gov: Please do not reply to
gwapropos@nhtsa.dot.gov. Please respond To the author of the attached
letter (address embedded below), Or forward it To someone who can. Your
efforts are appreciated.

-----Original Message-----

From: WEBMASTER2@nhtsa.dot.gov [mailto:WEBMASTER2@nhtsa.dot.gov]
Sent: Wednesday, December 19, 2001 2:21 AM
To: gwapropos@nhtsa.dot.gov
Subject: SAFETY ISSUE-Delegated <3800301.31686.1093.43/end>



I am a technician of 25 years. A year ago I leased a 2000 GMC. From the time of the road test I complained about a vibration. To this day at 24000 kilometres I am on my fourth set of tires. The first set split at 6500k and the second set separated, at 19000k I felt the same symptoms again. Not waiting to see if something was going to happen I put on a new set of tires,

and wheels recommended for the tires. The problem did go away. This condition is destroying suspension parts. GM has tried to correct it but in Canada you

cannot get passed the District Service Representative. In the US it is left to the digression of the dealer. Like GMs gas tank issue, this needs to be addressed. Since the introduction of this new design in 1999 there has been eight technical service bulletins relating to this problem. Trying to get one

applied is a never ending battle. From what I have seen it is only a matter of time for many vehicles out there. What I believe will happen may not happen to the original owner but surely to the second as the vehicle ages.

I would like a contact person so I could discuss this issue directly. Presently I have started arbitration proceedings but it will do nothing for the general public. Arbitration records show there have been other cases about this problem. I have sent letters to GMs corporate office and have received no intelligent answers. I am always directed back to the dealer and District Rep.



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

Auto Safety Hotline

Vehicle Owner's Questionnaire

**NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>**

FOR AGENCY USE ONLY 1058

Date Received

26-FEB-2002

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

785630

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? YES NO
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) <small>(Location at bottom of windshield and driver's side)</small>	Vehicle Make GMC	Vehicle Model GMC	Vehicle Year 2000	Current Odometer Reading		
Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injectio		
Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel <input type="checkbox"/> Passengerside Airbag	Cruise Control <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Util <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02000000	Part Name(s) SUSPENSION	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part's <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failure 4	Date(s) of Failure(s) _____ Mileage at Failure(s) 6500 Vehicle Speed at Failure(s) _____	Failed Part(s) <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously <input type="checkbox"/> Yes <input type="checkbox"/> No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damag	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

CONSUMER STATES WHILE DRIVING THERE IS A VIBRATION, THE TIRES HAVE BEEN REPLACED FOUR TIMES, CONSUMER STATES THAT THIS PROBLEM IS DESTROYING SUSPENSION PARTS, POSSIBLE SUSPENSION PROBLEM. ^SLC

COPIED FROM NHTSA FORM 1058

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.