


DOT Auto Safety Hotline		FOR AGENCY USE ONLY 758	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print) [Redacted]		Date Received 2003 JUN -11 PM 7:02 02-APR-2002	Ocl_or _____ rt_dt _____ bodr _____ up_itr _____
BROOKLANDVILLE MD		Work Number [Redacted] Home Number [Redacted]	Reference No. 8006815
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.		Signature of Owner [Redacted] Date 5/12/03	
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN.) (Located at bottom of windshield on driver's side) 1GKDT13W8T2575572	Vehicle Mkt GMC	Vehicle Model JIMMY	Vehicle Year 1996
Current Odometer Reading _____	Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name <u>Fox Chevrolet of T. Monrovia, MD</u> City <u>T. Monrovia</u> State <u>MD</u> Zip Code <u>21093</u>	Engine Siz (CID/CC/L) _____ No Cylinders <u>6</u>
<input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> 3-Point Belt <input checked="" type="checkbox"/> Driver's Side Airbag <input type="checkbox"/> Motorbelt <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel	<input type="checkbox"/> Cer <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other	<input checked="" type="checkbox"/> Sport Ult <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injecto
<input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up <input type="checkbox"/> Truck	FAILED COMPONENT(S)/PART(S) INFORMATION		
Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input checked="" type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement
No of Failures _____	Date(s) of Failure(s) <u>15-FEB-2002</u> Mileage at Failure(s) <u>80400</u> Vehicle Speed at Failure(s) _____	Failed Part(s) <input checked="" 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 checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured _____	Number of Fatalities _____
Estimated Property Damage _____		Reported to Police <input type="checkbox"/> Yes <input type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHEN APPLYING BRAKE AT 15-20 MPH THERE IS EXTENDED STOPPING DISTANCE. DEALER REPLACED ABS SENSOR. *AK - Vehicle has a notice out on this and other vehicles including Blazers. On prior Blazers repairs, GM made computer changes I am told. Now they are blaming ABS sensors as to the fault problems and are now charging owners for sensor replacements saying they failed. In prior cases the GM dealers changed a computer chip, or reprogrammed computers to avoid the improper release of the brakes (when they should hold) in city			
(CONTINUE ON BACK IF NEEDED)			
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.			

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

General Motors blaming the continuing existing ABS faults on another item in their systems, they are avoiding free replacement and correction and are thus charging customers for "spurious errors". By "playing" between the GM customer service and the dealer service writer they are avoiding free replacement of a dangerous item which fails and are additionally charging customers. In my case the charge attributed to the failure amounted to \$489.22.

Bill copy (which also has other work) is attached.

Enclosed also is a copy of letter to GM - GMC Div. GM and dealer should refund the 489.22 plus interest and any penalty you assess to them!

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590



VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT
1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety Administration
<http://www.nhtsa.dot.gov>

AB 5

PONTIAC · GMC

Division of General Motors Corporation

G99046

December, 1999

Dear GMC Customer:

As the owner of a General Motors truck equipped with the Lucas Varity three-sensor antilock brake system (ABS), your satisfaction with our product is of utmost concern to us.

Condition: The federal government's highway safety agency, the National Highway Traffic Safety Administration (NHTSA) has identified, and General Motors Corporation has confirmed, the existence of a condition in the antilock braking system of some GMC 1994-1996 Sonoma pickups equipped with a V6 engine, and 1995-1996 Jimmys. On rare occasions, this condition can result in longer stopping distances during certain antilock brake applications, as explained below.

If you're driving on a road surface that supports good traction and you begin to stop by applying your brake pedal firmly, and both front wheels of your vehicle then pass onto a slippery surface (such as an ice-covered or wet patched asphalt part of the road), your antilock brake system will adjust the brakes at each of the wheels to take advantage of the available traction. This will allow you to steer and maintain stability, which is normal ABS operation, as your owner's manual explains in more detail.

However, if you are still braking while the vehicle leaves the slippery surface and both front wheels get back on a higher-traction surface, the ABS may perform as if the vehicle were still on the slippery surface and the vehicle may not stop as quickly. However, this will not happen every time these conditions are encountered. It depends on several additional factors, such as vehicle speed and the length of the slippery surface.

Your ABS system was designed with increased sensitivity to wheel slip in order to improve vehicle steerability while braking on very slippery surfaces. This improvement for steerability, however, made it possible for reduced front braking effectiveness to occur as described above. Therefore, GM has developed a software change that will make your vehicle less sensitive to wheel slip under the circumstances described above.

What Will Be Done: Upon your request, your GMC dealer will make a change to your antilock braking system software to prevent this phenomenon from occurring. This software change will have only a slight effect on vehicle steerability during braking on very slippery surfaces and is designed to have no effect on normal ABS or other braking operations. This change should not affect how your brakes feel or create any perceptible difference in the steerability or stability of your vehicle while braking. This modification will be performed for you at no charge at any time until December 1, 2002.

How Long Will The Repair Take: Your GMC dealer will modify your vehicle's ABS software. We estimate that it will take your dealer 45 minutes to perform this modification. Additional time may be required to schedule and process your vehicle. If your dealer has a large number of vehicles awaiting service, this additional time may be significant. Please ask your dealer if you wish to know how much additional time will be needed.

Contacting Your Dealer: Repairs and adjustments qualifying under this special coverage must be performed by a GMC dealer. You may want to call the service department to arrange a convenient appointment. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the GMC Customer Assistance Center at 1-800-462-8782. The deaf, hearing impaired, or speech impaired should call 1-800-462-8583 (utilizes Telecommunication Devices for the Deaf/Text Telephones, TDD/TTY).

Pontiac-GMC Division
General Motors Corporation

[REDACTED]
BROOKLANDS VILLE MD

[REDACTED]
APRIL 19 2002

U
• GENERAL MOTORS
• GMC DIVISION
P.O. Box 33172
DETROIT MICH 48232

RE: 1996 Jimmy
1 GKDT13 WBT2575572
SEE ATTACHMENTS
G99046 AND G98066

GENTLEMEN:

IN OCTOBER 2001, AS THE OWNER OF 5 GM PRODUCTS, I DECIDED TO OBTAIN A '96 JIMMY FROM FOX CHEVROLET OF TIMONIUM (MD.). THE VEHICLE HAD APPROX. 74000 MILES ON IT (SEE ATTACHED MD. TEMPORARY REGISTRATION COPY).

SINCE I HAVE THE OTHER GM PRODUCTS INCLUDING A '94 S-10 BLAZER, A 2000 S-10 BLAZER, A '91 CAPRICE CLASSIC, (AND OTHERS) I WAS FAMILIAR WITH SOME OF THE ABS PROBLEMS YOU HAVEN'T, AS WELL AS EGR PROBLEMS.

PRIOR TO & AT PURCHASE I INQUIRED & ASKED ABOUT ANY EXISTING SUCH PROBLEMS ^{NOTICE OF} ON THE '96 JIMMY.

- PERFORMANCE SUPERSTORES - SAID NO 12/26/01
- FOX CREV. OF TIMON. - SAID NO 10/18/01 (NOT NOTED BUT)

HOWEVER, WITHIN A FEW MONTHS, I HAD ABS BRAKE PROBLEMS. I SPENT \$791.57 AT FOX OF WHICH I ATTRIBUTE \$489.22 TO THE ABS SYSTEM. I WOULD LIKE YOU TO SEE TO A SUBSTANTIAL CREDIT IN THAT REGARD, TO APPARENTLY MAKE THE SYSTEM "RIGHT."

SINCERELY, [REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**