

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT
1-888-327-4236
www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 437

Date Received

09-MAR-2000

 Od_or _____
 rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

858252

 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>(Listed at front of windshield or drivers side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
NOT AVAILABLE	GMC	JIMMY	1995	

Purchase Date	Dealer's Name _____	Engine Size (CID/CC/L) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input type="checkbox"/> New <input checked="" type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> Passengerside Airbag <input type="checkbox"/> Motorbell <input type="checkbox"/> 2-Point Belt	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"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other _____ <input type="checkbox"/> Sport Ult. Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Frnt <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures 2	Date(s) of Failure(s) 09-MAR-2000 Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
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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 checked="" 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 Damage	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)

BRAKING SYSTEM FAILED, RESULTING IN TWO CRASHES. *AK

CONTINUED ON BACK (REVERSE)

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.

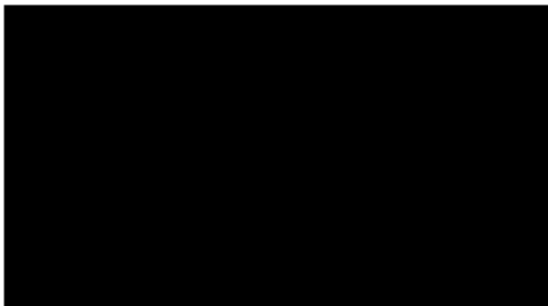
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire (VOQ) DOT Auto Safety Hotline 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		Date Received: 09-MAR-2000 Reference No.: 856252	
For Agency Use Only 437		Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Signature of Owner: [Redacted] Date: 3/15/00	
Do you authorize NHTSA to provide your name and address to the vehicle manufacturer? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO		In the absence of an authorization, NHTSA will NOT provide your name and address to the vehicle manufacturer.		Home Number: [Redacted] Work Number: [Redacted]	
Vehicle Ident. No. (VIN): 1GKDT13W552554158 <small>(Located at bottom of driver's side)</small>		Vehicle Make: GMC		Vehicle Model: JIMMY	
Vehicle Year: 1995		Current Odometer Reading: 90,000		Purchase Date: 5/98	
Dealer's Name: Mick Motors City/State: Chicago, IL Zip Code: 60626		Engine Size (CID/CYL): 6 No. Cylinders: 6 Turbo: <input type="checkbox"/> Diesel: <input type="checkbox"/> Gas: <input type="checkbox"/> Fuel Injection: <input checked="" type="checkbox"/>		Antilock Brakes: <input checked="" type="checkbox"/> Manual <input type="checkbox"/> Automatic <input checked="" type="checkbox"/> Restraint System: <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> 2-Point Belt <input type="checkbox"/> Driver's Side Airbag <input checked="" type="checkbox"/> Passenger's Side Airbag <input type="checkbox"/>	
Drive Train: <input checked="" type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel <input checked="" type="checkbox"/> Other: <input type="checkbox"/> Vehicle Type: <input checked="" type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle <input type="checkbox"/> Sport UK <input type="checkbox"/>		Body Style: <input checked="" type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other: <input checked="" type="checkbox"/>		Failed Part(s): <input type="checkbox"/> Original <input type="checkbox"/> Replacement 2	
Component: 03250000 Part Name(s): BRAKES:HYDRAULIC:ANTI-SKID SYSTEM		Location: <input checked="" type="checkbox"/> Left <input checked="" type="checkbox"/> Right <input type="checkbox"/> Rear		No of Failures: 2	
Date(s) of Failure(s): 09-MAR-2000 6-17-99 & 1-22-00 Mileage at Failure(s): 25,000 Vehicle Speed at Failure(s): 15 MPH		Failed Part(s) Available? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No NHTSA Previously Contacted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Application Incident Information (Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(s) on the back of this form)	
Crash: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Fire: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Number of Persons Injured: 1		Number of Fatalities: 0	
Estimated Property Damage: 3,500.00 Reported to Police: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES) BRAKING SYSTEM FAILED, RESULTING IN TWO CRASHES. *AK			
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 Administration 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.

Let me start my nightmare from the beginning with my first incident.

The first accident happened on June 17, 1999. My husband was driving, with my son as a passenger and while on a wet roadway, he was rounding a bend/curve in the road, going approximately 25 miles per hour and while applying the brakes, to take the bend/curve the car did not slow and the car's right front fell into a ditch on the side of the road.

My insurance company Allstate was notified at the time. A few months later sometime in November 1999, I received a notice from GMC stating the National Highway Traffic Safety Admin. has identified and GMC has confirmed, the existence of a condition in the anti-lock braking system (See attachment #1) stating "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 wheels of your vehicle then pass onto a slippery surface (such as ice-covered or wet patch asphalt part of



the road) your ABS 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. However, if you are still braking while the vehicle leaves the slippery surface and both front wheels get back on 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.”

After receiving the notice from GMC, I gave a call to the number on the notice and they took a statement from me. The next day a lady called Ms. Johnson at 800-231-1841 ext. 58050 and we talked about the incident. She told me she would get back to me.

Ms. Johnson told me to bring my vehicle to the GMC dealer in my area. So I called Ableoff Pontiac-GMC located on Rt. 611 in Stroudsburg, PA. 18360. Talked to the service manager Ken Bullock at 570-421-9900. Since the dealer didn't have a body repair shop they must send it out. So he told me to bring it to Sturber Body & Fender Shop, located on Rt. 611 in Bartonsville, PA., phone is 570-629-3281. They were the shop that handled the dealers auto body repairs. So I brought it there and he looked at it and gives an estimate of \$1872.24 to repair the vehicle. Ken Bullock of the dealership deals with Ms. Johnson at GMC and she AUTHORIZED the repair to be

made to my vehicle. GMC dealership will order the parts and take care of the repair at Sturber Auto Body & Fender will make the repairs. Well this took about 7 weeks before the parts arrived, YES 7 weeks, and the Body Shop was available to make to repairs. Now they are ready to call me to tell me to bring in the vehicle, but I call them on January 24, 2000 and tell John Sturber of the body shop that the vehicle was in another accident with front end damage on top of the first accident that did not get repaired yet.

On January 24, 2000, I called to Ms. Johnson at GMC and told her on January 22, 2000 while rounding a curve in the road on wet roadway, while applying the brakes the car didn't respond to the brakes and made the vehicle go into a tree dead center. I was not doing more that 15 MPH and was using caution to round the curve in the road. I hit the tree dead center, my face, i.e.: upper lip, nose hit the steering wheel causing injury. the air bag DID NOT come out.

On January 25, 2000, Ms. Johnson told me to have the vehicle towed, at my own expense, to Struber Body Shop. On January 27, 2000 they came an towed the vehicle to Struber Body Shop. This cost was \$70.00.

Call to Ms. Johnson on January 31, 2000 no return call. Call to Ms. Johnson on February 1, 2000 no return call. Call to Ms. Johnson of February 2, 2000 no return call. I then called the main switchboard and asked where is Ms. Johnson and was told that Ms. Johnson no longer works in that department and that someone would be calling me back that would now have the case. Asked who is the supervisor of Ms. Johnson was told Sharon Lindley. I left at message on her voice mail on February 2, 2000, no return call.

On February 7, 2000 (9 days later) a Mr. Copland calls me and tells me he is handling the claim now. Mr. Copland states that a special auto detective will need to look at the vehicle. I asked him how much longer is this going to drag on because I have now been borrowing cars from friends since mine is not available. He tells me approximately 10 days to complete the inspection and for him to get a report.

On February 11, 2000 a Mr. Vernon Smith goes to the body shop where the vehicle is an makes his inspection. Mr. Smith calls me and we discuss the incident. I told him that I have every maintenance bill that I had done to the vehicle. He states the vehicle was in proper working order. I also told him, when I purchased the vehicle, the brake light would stay on. The dealership,

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Mick Motors on Rt. 390, Cresco, PA. 18326 replaced whatever had to do with the brake light problem and the light never came on again.

On February 21, 2000, 1 month after the accident, Mr. Copland calls to tell me the accident will not be covered by GMC (second accident). I requested him to put this in writing and send it to me.

On February 21, 2000, I called to my insurance company, Allstate and told them this bizarre story. They sent the adjuster out on February 22, 2000 and he gets back to me that day and tells me the additional cost for the second accident is about \$2000.00.

My insurance company now will pay for the second accident, because there Body Shop has the parts for the first accident already. Now again it will take at least another 2 weeks for a total of 6 plus weeks for my car to be down and unavailable to me.

At this point, I cannot believe that the 2nd accident was not related to the ABS modification letter that to date has still not been fixed, not from fault of mine but was told the modification would be fixed after the first repair was made, that never happened as per the Service Manager, Ken Bullock at the dealership.

I will not let this go, since I honestly believe this was a GMC problem with the ABS system.

On February 23, 2000, Mr. Copland calls to tell me I need to make some choices he will be offering me. He states they will not make repairs without all GMC parts and if the costs are to much because of the GMC parts they will make some sort of offer.

Now the body and fender shop is to make an estimate on how much the 1st repair is along with the 2nd repair will cost with all GMC parts. Mr. Copland will get back to me the week of February 28,2000.

On March 1, 2000 I call Mr. Copland wanting to know the status of the claim, no return call. Call to Ken Bullock at the GMC dealership and call to body and fender shop, they both state they are waiting for a price on a frame from GMC and they don't know how far GMC wants to go about the GMC parts.

On March 3, 2000 call to Mr. Copland 2 times, no return call.

On March 6, 2000 Mr. Copland's voice mail states he is off for the day.

On March 7, 2000 spoke to Mr. Copland, he states the claim is in another department now. SURPRISE, he now states the first repair authorized by Ms. Johnson is now being taken away because the cost is up to \$5,000 for the both repairs. He will call me back today.

March 8, 2000 call to Mr. Copland and left message on voice mail to call me back by 10 AM today or I am going to go to his supervisor Sharon Lindley because this is just crazy. Call to Ms. Lindley at 10:15 and left message to call me back to discuss this situation.

On March 8, 2000 call to Allstate to issue check for 1st and 2nd repair because I am at my end no more bull now and I want my vehicle repaired. Call to body shop and was told at least a 3 week wait.

On March 9, 2000 call to Ms. Lindley at 9:30 AM left message to give me a courtesy call at least. Call again at 3 PM to see who her supervisor is because no one wants to call me back. Call to switchboard and no one knows who is the big supervisor overthere is.

On March 9, 2000 call to NHTSA 800-424-9393 they took info of the 2 accidents and they state when the recall comes out I will be assured to get one.

On March 10, 2000 call again to Ms. Lindley at 10 AM and 12:15PM to please give me a courtesy call.

I am really fed up now for this run-around.
Complaint to Pontiac/GMC, P.O. Box 33172, Detroit, MI.
48232-5172.

March 11, 2000 Mr. Copland calls says repair for the 1st accident for \$1872.24 is GMC responsibility.
SURPRISE now I have back what I originally had already from Ms. Johnson.

On March 11, 2000 file complaints with Office of the Attorney General Consumer Products, Lansing, MI; also Florida Dept. of Consumer Services, Tallahassee, FL; also Better Business Bureau of West Florida, Clearwater, FL.

As of March 20, 2000, I still have no vehicle and the body shop still has my vehicle which is 2 full months of aggravation and inconvenience.

Hoping this tells what you want to know of my nightmare. This will be updated on a daily basis if I talk with anyone that has news on this subject.

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.