

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

241

Date Received

07-JUN-2000

 Od_or _____
 Rt_dt _____
 Od_rt _____
 Up_ltr _____

Reference No.

863184

 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) _____ (located at front of vehicle or driver's side)	Vehicle Make GMC	Vehicle Model JIMMY	Vehicle Year 1998	Current Odometer Reading
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Purchase Date	Dealer's Name _____	Engine Size _____	☐ Turbo
☒ New ☐ Used	City _____ State _____ Zip Code _____	(CID/CCL) _____	☐ Diesel
		No. Cylinders _____	☐ Gas
			☐ Fuel Injection

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other	Body Style ☐ Sport Vlt ☐ Truck ☐ Motorcycle ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☒ Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 03250000	Part Name(s) BRAKES:HYDRAULIC/ANTI-LOCK SYSTEM	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Dates of Failure(s) 17-MAR-2000 Mileage at Failure(s) 54500 Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ABS BRAKE FAILURE. DEALER NOTIFIED, AND WAS UNABLE TO CORRECT THE PROBLEM. ABS LIGHT SENSOR REMAINED ON. *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 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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241 Date Received 07 JUL 18 PM 3:53 07-JUN-2000 OFFICE DEFECTS INVESTIGATION Od_or _____ rt_dt _____ od_rt _____ up_lr _____ Reference No. 863184 Work Number _____ Home No. _____	
OWNER INFORMATION (Type or Print) [Redacted] 613081			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of a signature, address to the vehicle manufacturer. ☒ YES ☐ NO Signature of Owner [Redacted] Date 6/27/2000			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year
1GKDT13WXW2523378	GMC	JIMMY	1998
Purchase Date 12-99	Dealer's Name MATTHEW BUICK		Current Odometer Reading 59,000
☒ New ☐ Used	City MARION State IN Zip Code 46952		Engine Size (CID/CC) 3.4 No Cylinders 6 ☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☐ Yes ☒ No
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other ☒ Sport Utl ☐ Truck ☐ Motorcycle		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 63250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location ☐ Left ☒ Front ☐ Right ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 17-MAR-2000 Mileage at Failure(s) 54900 Vehicle Speed at Failure(s)	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☒ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
ABS BRAKE FAILURE. DEALER NOTIFIED, AND WAS UNABLE TO CORRECT THE PROBLEM. ABS LIGHT SENSOR REMAINED ON. *AK WENT IN FOR RIGHT FRONT WHEEL BEARING AND THE ABS LIGHT CAME ON WHILE REPLACING THE PART. FIEHRER PONTIAC, HAMILTON OHIO SAID WE HAD TO REPLACE THE ABS BRAKES, AND PAY ADDITIONAL MONEY. WE SAY IT WAS THERE FAULTOR FAULTY ABS BRAKES			
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 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.			

June 26, 2000

NHTSA, U.S. Department of Transportation
Washington, D.C. 20590

On Thursday, March 16, 2000, we took our new vehicle, a 1998 GMC Jimmy with 54,931 miles on it, into the service department of Fiehrer Motor Company, because of a thumping noise in the right front wheel area. The Assistant Service Manager, Jason Moore, took the vehicle for a test drive (the ABS light was not on which Mr. Moore later confirmed), and he heard the thumping noise. He ordered a diagnostic test system and said the hub bearing assembly was out in the right front wheel. Mr. Moore proceeded to find the part but it was wrong (a 1997 hub bearing assembly came in instead of a 1998). He said he would then have to order the part. I told him that I had just recently retired from General Motors after 32 years and may be able to get the part sooner at the GMC warehouse in Sharonville, Ohio. So we left the vehicle overnight as it was up on the lift and the wheel was off and came home, called the warehouse and was told we could pick the part up in the morning (Friday, March 17, 2000).

On Friday, my wife and I picked up the part and took it to the Service Department at Fiehrer Motor Company. Jason Moore said it would take about 1 1/2 hours to put it on. At 3:00 p.m., my wife dropped me off to pick up my vehicle, and as I walking through the service department to the counter where you pay, I noticed my vehicle was down from the lift with the hood up and a mechanic was working on it. Knowing the trouble was in the right front wheel I was curious as to why he was under the hood. He proceeded to tell me that the ABS brake light had come on. I didn't think much about it as I felt he would get it off. I went on into the waiting area and 2 hours later they called me on the intercom in come back to the service counter where they proceeded to tell me that they had put the right front hub bearing assembly on but the ABS brake light had come on indicating my ABS brakes were out and it would cost me an additional \$600.00 to fix that.

At that point, I told them "How is that possible, when the ABS brake light was not on when I brought the vehicle in?" They said that they could not give me an answer. So I asked to speak to the Service Manager, Mr. McMillian. They said that he would not be available until Monday. On Monday, March 20, 2000, my wife and I were brought into a meeting with Jason Moore, Jay - another Service Assistant, the mechanic, Mr. McMillian, the Assistant Sales Manager for Fiehrer Pontiac - Mr. Tinley, to discuss the situation. They all including the mechanic could give no reason why the ABS brake light was on now and not on when we brought the vehicle in. When we asked Mr. McMillian directly how many other codes came up before this one that was showing, he stated that the vehicle had numerous codes that should be documented. The Sales Manager told my wife and I that we could take the vehicle to another GMC Service Department and if they could confirm that indeed that they could have possibly done something to cause this problem that they would pay for the ABS brakes. They gave me a code number to take with me.

We went to Walker Tri-County GMC Dealership. We asked for the Service Manager, Carl, to come out and told him our situation. He immediately looked at the old part that we had with us that Fiehrer Pontiac had replaced and said yes, they could have done something to cause the ABS brake light to come on because the part itself has a ABS sensor line attached. We also had to check the code number they gave us and when he returned he said with this code number it wasn't directly related to the ABS brakes. He also checked with his best ABS brake mechanic who confirmed that yes, something could have happened to the ABS brakes by putting the part on like crushed wires, etc.

When we returned to the Service Department at Fiehrer Pontiac and met with the same men except for the mechanic. The Sales Manager asked where we went and we told him he asked to get the Sales Manager, Carl from Walker Tri-County GMC on the phone. While they were on the intercom phone with Carl, he was relating how the code did not relate to the ABS brakes and we interrupted and asked Carl if he had not told us that it was possible that something could have happened to cause our ABS brake light to come on while replacing our part. Carl answered yes, and gave reasons and confirmed his mechanic also said it was possible.

The meeting ended with "Your car, you pay scenario is the only option to get the ABS brakes lights off." I had picture day with my high school baseball team which I coach, so I had to leave. So my wife went in to try to speak to Mr. Fiehrer himself to make him aware of the situation. The Secretary gave my wife the son of Mr. Fiehrer instead and said he lets the son handle these situations.. He took my wife into an office, fully aware of the whole situation (they had already told him), to remind us that the bottom line was "Your car, you pay. You did not even purchase your car here." My wife and I just transferred from Indiana where we purchased our new vehicle. My wife asked him what about customer service and relations to which he did not relate to at all. When it was obvious that he did not want to deal with the situation, she again requested to speak directly to Mr. Fiehrer after literally begging the Secretary to speak to Mr. Fiehrer. She left and came back and said Mr. Fiehrer would not see my wife.

We notified the Better Business Bureau. We also notified the GMC Customer Assistance.

The real question of course is why did we bring our GMC Jimmy with only 54,931 miles on it for a front wheel bearing assembly and leave with no ABS brakes. Why did the light come on? Why did they try for two hours to fix the problem that they said was not theirs? Why did they leave me in the waiting area for two extra hours without being told of any complication by the Service Manager or anyone else. Why is the part they replaced have a ABS sensor line on it and they say it doesn't have anything to do with the ABS brakes? How many codes were displayed prior to the code that Fiehrer gave us and what did they mean? How could my ABS brakes go completing out up on a lift in a Service Department?

Could you please help us as a consumer to find out what happened with our vehicle?



TELEPHONE
513.863.8117

FAX
513.856.7517

fiehrer

IT'S TIME YOU FIND...
PONTIAC AND GMC TRUCKS

P.O. BOX 15037 • 2531 DIXIE HIGHWAY • HAMILTON, OHIO 45015

SERVICE HOURS

MONDAY

7:30 a.m. - 9:00 p.m.

TUES - FRI

7:30 a.m. - 5:30 p.m.

CUSTOMER NO. 28552	ADVISOR JASON C MOORE 2486	TAB NO.	INVOICE DATE 03/17/00	INVOICE NO. GCCS131365
	LABOR RATE	LICENSE NO. AUG7545	MILEAGE 54831	COLOR RED
	YEAR / MAKE / MODEL 98/GMC/JIMMY/4WD 4DR WAGON			STOCK NO.
	VEHICLE ID. NO. 16KDT13WXXW2523378			DELIVERY DATE
	F. T. E. NO.			DELIVERY MILES
	P. O. NO.			SELLING DEALER NO.
BUSINESS PHONE	COMMENTS	R. O. DATE 03/16/00		

LABOR & PARTS

J# 1 21GCZ WHEELS AND TIRES HOURS: 2.00 TECH(S):2407 120.00
CHECK FOR THUMP NOISE FROM RIGHT FRONT WHEEL AREA - WORSE
WHEN GOING AROUND LEFT HAND SWEEPING TURNS
DIAGNOSE NOISE IN RIGHT FRONT HUB/BEARING ASSY
INSTALL CUSTOMER SUPPLIED GM HUB/BEARING ASSY

JOB # 1 TOTAL LABOR & PARTS 120.00

TOTALS

PAYMENT METHOD				TOTAL LABOR	120.00
☐ CASH	☐ GM CARD	☐ VISA	☒ MASTERCARD	TOTAL PARTS	0.00
☐ DISCOVER	☐ AMEX	☐ CHECK	☐ NUMBER	TOTAL SUBLET	0.00
☐ DINERS	☐ OTHER			TOTAL G.O.G.	0.00
				TOTAL MISC CHG.	0.00
				TOTAL MISC DISC	0.00
				TOTAL TAX	6.60
TOTAL INVOICE \$					126.60

CUSTOMER SIGNATURE

Limited Warranty

This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

NOTICE

- YOU MAY RECEIVE A SERVICE QUESTIONNAIRE/FOLLOW UP REGARDING THIS SERVICE VISIT.
- OUR GOAL IS FOR YOU TO BE COMPLETELY SATISFIED.
- OUR SERVICE TEAM IS EVALUATED BASED ON COMPLETELY SATISFIED RESPONSES.

COMPLETELY SATISFIED



- IF YOU ARE UNABLE TO MARK COMPLETELY SATISFIED, PLEASE CONTACT YOUR SERVICE ADVISOR IMMEDIATELY.

THANK YOU

fiehrer

HAMILTON, OHIO 45015

Vin. No. _____ Lic. No. _____ Mileage _____

BODY LABOR		
REFINISH		
MECH. LABOR		120.00
PARTS		438.76
PARTS <i>Shocks, Springs</i>		7.30
SUBLET		
(TOWING)		
TAX		31.12
TOTAL \$		597.08

513.856.7517

fiehrer IT'S TIME YOU FIND...
PONTIAC AND GMC TRUCKS

P.O. BOX 15037 • 2531 DIXIE HIGHWAY • HAMILTON, OHIO 45015

SERVICE HOURS

MONDAY

7:30 a.m. - 9:00 p.m.

TUES - FRI

7:30 a.m. - 5:30 p.m.

RECOMMENDED MAINTENANCE

OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/M	TOTAL
00GCZAH	INSTALL AIR FILTER	MI		12GCZNSP	BRAKE INSPECTION	MI	
20GCZTA	THRUST ALIGNMENT	MI		21GCZROT4	ROTATE FOUR TIRES	MI	
30GCZBLTSUR	SURPENTINE BELT	MI		33GCZCFUSH	COOLING SYSTEM FLUSH	MI	
37GCZFF	FUEL FILTER-REPLACE	MI		45GCZTSERV	SERVICE TRANSMISSION	MI	
01GCZ54	54,000 MILE MAINT	MI		016CZ80	60,000 MILE MAINT		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

TEAMS	VEHICLE ID NO. 1GKDT13WXXW2523378	VEHICLE MAKE/MODEL 88/GMC/JIMMY/4WD 4DR WAGON	PRODUCTION DATE S10C4 NO.	LICENSE NO. AUG7545	R.O. NO. 131365
CASH ☐	[REDACTED]	CUSTOMER NO. 28552	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES
CREDIT ☐					SELLING DEALER NO.
CHARGE ☐					R.O. DATE 03/16/00
BY					
		COLOR RED	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
		TURBO	MARAC SCZZ	AIR COND Y	P.E. Y
			TRANS A	MILEAGE 54931	ADVISOR NO. 2488
				ADVISOR JASON C MOORE	
	TIME RECEIVED 01:40pm	DATE/TIME PROMISED 03/16/00 05:30pm	PROPERTY	I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason, that you neither assume or authorize any other person to assume for you any liability in connection with such repair that you shall not be responsible for loss or damage to the above vehicle, or anything left therein in case of fire, theft or other cause beyond your control; that an express acknowledgment is hereby acknowledged on the above vehicle to secure the amount of repair thereon, that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of making and/or inspecting such vehicle.	
ADJUSTMENT ☐ Yes ☒ No		Labor RATE	DEDUCTIBLE	AUTHORIZATION #	

C 216CZ WHEELS AND TIRES CHECK FOR THUMP NOISE FROM RIGHT FRONT WHEEL AREA - WORSE WHEN GOING AROUND LEFT HAND SWEEPING TURNS		1. ACKNOWLEDGE THE INDICATED CONDITIONS, CONCERNS, AND/OR REQUESTED SERVICES ARE ACCURATE CUSTOMER INITIALS _____ REPLACED PARTS WILL BE RETURNED FOR YOUR INSPECTION. IF YOU DO NOT WANT THEM, PLEASE CHECK THE BOX BELOW. ☐ DISCARD REPLACED PARTS ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS. INITIAL YOUR CHOICE. <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; width: 33%;">WRITTEN</td> <td style="text-align: center; width: 33%;">ORAL</td> <td style="text-align: center; width: 33%;">NO. EST.</td> </tr> <tr> <td style="text-align: center;">ESTIMATE</td> <td style="text-align: center;">ESTIMATE</td> <td style="text-align: center;">REQUIRED</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%; padding: 2px;"> ORIG. EST. \$ _____ </td> <td style="width: 25%; padding: 2px;"> ADJUST. AMT. \$ _____ </td> <td style="width: 25%; padding: 2px;"> REPAIR AMT. \$ _____ </td> <td style="width: 25%; padding: 2px;"> DATE _____ </td> </tr> <tr> <td colspan="3" style="text-align: center; padding: 2px;">INITIAL HERE</td> <td style="padding: 2px;">BY _____</td> </tr> </table> In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for diagnosis, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. LIMITED WARRANTY This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor falls in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment manufacturer parts are made solely by the manufacturer or supplier of such parts. Except for any limited warranty given above, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of sold parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase. ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE. THIS FACILITY CHARGES 6% OF THE TOTAL LABOR CHARGES UP TO A MAXIMUM OF \$20.00 FOR SHOP MATERIALS.		WRITTEN	ORAL	NO. EST.	ESTIMATE	ESTIMATE	REQUIRED	ORIG. EST. \$ _____	ADJUST. AMT. \$ _____	REPAIR AMT. \$ _____	DATE _____	INITIAL HERE			BY _____
WRITTEN	ORAL	NO. EST.															
ESTIMATE	ESTIMATE	REQUIRED															
ORIG. EST. \$ _____	ADJUST. AMT. \$ _____	REPAIR AMT. \$ _____	DATE _____														
INITIAL HERE			BY _____														

THANK YOU!