



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 252

Date Received

09-FEB-2001

Od\_or \_\_\_\_\_  
R\_dt \_\_\_\_\_  
Pd\_rt \_\_\_\_\_  
Ip\_ltr \_\_\_\_\_

Reference No.

880273

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>(Located at bottom of windshield on driver's side)</small>	Vehicle Make <b>GMC</b>	Vehicle Model <b>SIERRA</b>	Vehicle Year <b>1998</b>	Current Odometer Reading
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Purchase Date <input type="checkbox"/> New <input checked="" type="checkbox"/> Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) _____ No. Cylinders _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
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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"/> Motorbelt <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 Util 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 01250000	Part Name(s) BRAKES:HYDRAULIC:ANTI-SKID SYSTEM	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures 0	Date(s) of Failure(s) 08-JAN-2001 Mileage at Failure(s) Vehicle Speed at Failure(s) 0	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <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 0	Number of Fatalities 0	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)

CONSUMER WAS TRAVELING 60MPH ON HIGHWAY AND APPLIED BRAKES, AND THERE WERE NO BRAKES. HE WAS ABLE TO PULL OVER TO SHOULDER, AND VEHICLE HAD TO BE TOWED. DEALERSHIP WAS AWARE OF PROBLEM. \*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.



**Vehicle Owner's Questionnaire (VOQ)**  
 DOT Auto Safety Hotline  
 U.S. Department of Transportation  
 National Highway Traffic Safety Administration  
 1-888-DASH-2-DOT  
 1-888-327-4236  
 www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 25Z**

Date Received: 01 MAR 2001  
 Reference No.: 860273  
 Work Number: [Redacted]  
 Home Number: [Redacted]

**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: [Redacted] Date: 2/28/01

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN): 1G1GK295XWE501490  
 Vehicle Make: GMC  
 Vehicle Model: SIERRA  
 Vehicle Year: 1998  
 Current Odometer Reading: 46,400

Purchase Date: 10-13-97  
 Used  New   
 Dealer's Name: Midway GMC  
 City: Pax State: Az Zip Code: \_\_\_\_\_  
 Engine Size: 7.4 CID/CCL No Cylinders: 8  
 Turbo  Diesel  Gas  Fuel Injection   
 Transmission Type:  Automatic  Manual  
 Antilock Brakes:  Yes  No  
 Restraint System:  3-Point Belt  2-Point Belt  Motorized  
 Cruise Control:  Yes  No  
 Drive Train:  Front  Rear  4-Wheel  
 Vehicle Type:  Sport Utv  Truck  Motorcycle  
 Car  Van  Minivan  Other  
 Body Style:  2-Door  4-Door  Stationwagon  Pick Up Truck  Other

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component: 03250000  
 Part Name(s): BRAKES:HYDRAULIC:ANTI-SKID SYSTEM  
 Location:  Front  Left  Right  Rear  
 Failed Part(s):  Original  Replacement  
 Date(s) of Failure(s): 08-JAN-2001  
 Mileage at Failure(s): 45,518  
 Vehicle Speed at Failure(s): 55  
 No of Failures: 2  
 NHTSA Previously Contacted?  Yes  No  
 Failed Part(s) Available?  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: 0  
 Number of Fatalities: 0  
 Estimated Property Damage: \_\_\_\_\_  
 Reported to Police:  Yes  No

**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(ES)**  
 CONSUMER WAS TRAVELING 60MPH ON HIGHWAY AND APPLIED BRAKES, AND THERE WERE NO BRAKES. HE WAS ABLE TO PULL OVER TO SHOULDER, AND VEHICLE HAD TO BE TOWED. DEALERSHIP WAS AWARE OF PROBLEM. AK

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COVERED ON BACK IF NEEDED



NEED A TOW?  
CALL A PRO!  
Dir. of URS Southwest, Inc.  
(602) 257-1665 Fax (602) 274-0679  
2923 W. WELDON AVE.  
PHOENIX, AZ 85017

Invoice No. 630482  
Est. ID#52-2107284

Date 2-9-2001  
P.O.#  
R.O.#

Year 1998 Make Same 2500 P/A WHT  
VIN No. 1G7GK29JXME501490 No. 530-BGY  
Unit #  
Towed Message 45518  
Call Time 02

Hook Up & Prepare to Tow  
Towing From: 7432 E. CARTRIDGE  
To: 15200 N. 41st St  
90.00

Recovery  
Dollies/Axle/Driveline  
A.P.O.  
Storage from to  
Yard

Paid by: CASH  OK  1236  
TOTAL 103.00  
Owner: CHARLES ROBERTSON  
Phone #  
Acct #  
Defect: No Brakes

Remarks: I hereby authorize Sherlock Towing to tow the above-mentioned vehicle and acknowledge that Sherlock Towing will not be responsible for personal injuries or in case of fire or theft and will not be liable for any loss or damage, singular or aggregate, resulting from the above described vehicle and full responsibility for all insured charges. I understand that Sherlock Towing does not collect this bill. I am further obligated to pay all reasonable collection charges including court costs and attorney fees. I understand that a \$25.00 charge will be made on all returned checks.

Driver Name: GENE - 31  
Driver Number: 31  
Call Number: 202 - 1  
Account Number: 630482

X 1111 A

# MIDWAY

Auto Team

PARTS WAREHOUSE



Retail Parts (602) 866-6661 • Inflight Wholesale Direct (602) 866-6693  
 Wholesale Direct Hotline (602) 866-6650 • National Hotline 800-321-6926 • FAX (602) 866-6643  
 2201 West Bell Rd. Phoenix, AZ 85023  
 "Service is our best part"

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE  
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS  
 NO RETURNS AFTER 30 DAYS, 10% RE-STOCK CHARGE ON ALL RETURNED PARTS

www.(mail.com/stores/midwayparts  
 www.(mail.com/midwayparts

DATE ENTERED 19 OCT 00

YOUR ORDER NO. 19 OCT 00

DATE SHIPPED 19 OCT 00

INVOICE DATE 19 OCT 00

INVOICE NUMBER 836329

ACCOUNT NO. 98009

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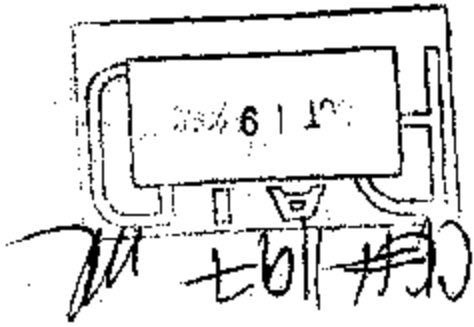
BRANDI AUTOMOTIVE

PH 01

01 DIOS

SHIP VIA	STMT	STMT NO.	TERMS	F.O.B. POINT
	1515		CASH	PHOENIX, AZ
	0	1500310		
	1	4901 BOOSTER		
	1	1019		
		777.00		543.90
				543.90
				AMOUNT

PART NO.	DESCRIPTION	LIST	NET	AMOUNT
15757258	REPLACING PART-NO. FOR ABOVE PART-			



\*\*THANK YOU FOR CHOOSING\*\*  
 \*\*\*AUTO TEAM WAREHOUSE\*\*\*  
 \*OPEN MON-SAT 7 A.M.-6 P.M.\*  
 \*\*\*SERVICE IS OUR BEST PART\*\*\*

CUSTOMER SIGNATURE

PARTS	543.90
SUBLET	
FREIGHT	0.00
SALES TAX	40.79
TOTAL	584.69

CUSTOMER COPY

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for a any liability in connection with the sale of said products

# MIDWAY

## Auto Team

### PARTS WAREHOUSE



Retail Parts (602) 866-6661 • Int'l Wholesale Direct (602) 866-6683  
 Wholesale Direct Hotline (602) 866-6650 • National Hotline 800-321-8928 • FAX (602) 866-8643  
 2201 West Ball Rd. Phoenix, AZ 85023  
 "Service is our best part"

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.  
 NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.  
 NO RETURNS AFTER 30 DAYS. 10% RE-STOCK CHARGE ON ALL RETURNED PARTS.

www.midway.com/store/midwayparts  
 www.chicomaill.com/midwayparts

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
10 FEB 01		10 FEB 01	10 FEB 01	854276

ACCOUNT NO: 1001

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GM PARTS WARRANTY

QTY	DESCRIPTION	UNIT PRICE	AMOUNT
1	BRANDI AUTOMOTIVE		
1	15202 W 41ST ST		
1	PHX, AZ 85032		
1	EMC 3/4 TRUCK 58		
1	1GTEK290XN2501490		
1	41000		
1	1/58		
1	838329-10-19-00		
1	15757258		
1	SEALS FAILED		
1	CHANGE TO ACCT# 25300*		
1	8901 BOOSTER	777.00	543.90
1	1019	543.90	543.90
1	1515		
1	WARRANTY		
1	PHOENIX, AZ		
1	NET AMOUNT		543.90
1	PARTS		543.90
1	SUBST		0.00
1	FREIGHT		0.00
1	SALES TAX		0.00
1	CUSTOMIZATION		543.90

\*\*\*THANK YOU FOR CHOOSING\*\*\*  
 \*\*\*AUTO TEAM WAREHOUSE\*\*\*  
 \*\*\*SERVICE IS OUR BEST PART\*\*\*  
 OPEN MON-SAT 7 A.M.-6 P.M.  
 X

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, whether written or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller further disclaims any other implied warranties. No amount of liability is assumed for any liability in connection with the sale of said product.

CUSTOMER COPY

9836 1116

To Whom It May Concern:  
On October 17<sup>th</sup> 2000 my brakes on my 1998 GMC ¾ ton truck failed me. The hydraulic brake booster went bad leaving me with almost no brakes due to a leak in the unit. When I purchased my new brake booster from Midway GMC the parts man told me that they are selling many of these. I had also called Courtesy Chevrolet and the parts man there told me that he sold 5 of these that week alone and that there is obviously a problem. He also told me that they did not have a recall at this time.  
The brake booster runs off the power steering pump and the 1" brake booster leaked power steering fluid on the inside of the cab and it runs under the carpet. With this leak it causes you to lose pressure in your brake system and if it leaks enough power steering fluid you will lose most of your steering ability.  
The second booster failed completely. I was pulling a 3,000-pound trailer and lost all brakes! I think this is a very serious problem that has not been addressed yet and I hope you can help me in any way possible so it will become a recall. The original booster lasted 37,000 miles, the second booster lasted 8,000 miles, and now the 3<sup>rd</sup> has made it 1,000 miles. The dealership only offers a 12 month 12,000 mile warranty on the new booster. Thanks for your help and please notify me at 602-493-4640 if you need anything else.

Sincerely,