

PE10-010

GM

5/31/2012

QUESTION 2

AND

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PE10-010

GM

5/31/2012

QUESTION 2

TABLE

Q_02_Tables:

Table 2-1 below summarizes the updated responsive complaints, field reports and lawsuit records that may relate to the alleged defect in Non-Salt Belt states for the 1999 – 2003 MY subject vehicles. The records summarized in Table 2-1 are the records gathered since our January 6, 2012, update.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	FIRE	NUMBER WITH INJURIES/FATALITIES*
Owner Reports	22	4	0	0	0	0/0
Field Reports	1	0	0	0	0	0/0
Not-In-Suit Claims	0	0	0	0	0	0/0
Subrogation Claims	0	0	0	0	0	0/0
Third Party Arbitration Proceedings	0	0	0	0	0	0/0
Product Liability Lawsuits	0	0	0	0	0	0/0
Total Reports (Including Duplicates)	23	4	0	0	0	0/0
Total Vehicles with Reports (Unique VIN)	23	4	0	0	0	0/0

TABLE 2-1: GM NON-SALT BELT STATES UPDATED GM RECORDS FOR 1999 – 2003 MY THAT MAY RELATE TO ALLEGED DEFECT

Table 2-2 below summarizes the responsive complaints, field reports and lawsuit records that may relate to the alleged defect in Non-Salt Belt states for the 2004 – 2006 MY subject vehicles.

TYPE OF REPORT	GM REPORTS	SUBCATEGORIES				
		CORRESPONDING TO NHTSA REPORTS	NUMBER WITH PROPERTY DAMAGE	NUMBER WITH CRASH	FIRE	NUMBER WITH INJURIES/FATALITIES*
Owner Reports	11	0	0	1	0	0/0
Field Reports	1	0	0	0	0	0/0
Not-In-Suit Claims	0	0	0	0	0	0/0
Subrogation Claims	0	0	0	0	0	0/0
Third Party Arbitration Proceedings	0	0	0	0	0	0/0
Product Liability Lawsuits	0	0	0	0	0	0/0
Total Reports (Including Duplicates)	12	0	0	1	0	0/0
Total Vehicles with Reports (Unique VIN)	12	0	0	1	0	0/0

TABLE 2-2: GM NON-SALT BELT STATES GM RECORDS FOR 2004 – 2006 MY THAT MAY RELATE TO ALLEGED DEFECT

The sources of the requested information and the last date the searches were conducted are tabulated in Table 2-3 below.

Source System	Last Date Gathered
Customer Assistance Center	05/12/2012
Technical Assistance Center	05/19/2012
Field Information Network Database (FIND)	05/22/2012
Field Product Report Database (FPRD)	05/22/2012
Company Vehicle Evaluation Program (CVEP)	05/22/2012
Captured Test Fleet (CTF)	05/22/2012
Early Quality Feedback (EQF)	05/22/2012
Legal/Employee Self Insured Services (ESIS)/Product Liability Claims/Lawsuits	05/24/2012

TABLE 2-3: DATA SOURCES

Table 2-4 summarizes the GM regular warranty claims and goodwill warranty claims that may be related to the alleged defect in Non-Salt Belt states for the 1999 – 2003 MY subject vehicles gathered since our July 2, 2010 response.

MAKE/MODEL	MODEL YEARS					TOTAL
	1999	2000	2001	2002	2003	
Chevrolet Silverado	0	1	0	13	0	14
Chevrolet Tahoe	0	0	1	0	0	1
Chevrolet Suburban	0	0	0	0	0	0
Chevrolet Avalanche	0	0	0	0	0	0
GMC Sierra	0	0	0	0	0	0
GMC Yukon	0	0	0	0	0	0
GMC Yukon XL	0	0	0	0	0	0
Cadillac Escalade	0	0	0	0	0	0
Cadillac Escalade EXT	0	0	0	0	0	0
TOTAL	0	1	1	13	0	15

TABLE 2-4: GM NON-SALT BELT STATES UPDATED REGULAR WARRANTY AND GOODWILL CLAIMS FOR THE 1999 – 2003 MY SUBJECT VEHICLES

Table 2-5 summarizes the Motors Insurance Corporation (MIC) and Universal Warranty Corporation (UWC) service contract claims that may be related to the alleged defect in Non-Salt Belt states for the 1999 – 2003 MY subject vehicles gathered since our July 2, 2010 response.

MAKE/MODEL	MODEL YEARS					TOTAL
	1999	2000	2001	2002	2003	
Chevrolet Silverado	0	0	0	0	1	1
Chevrolet Tahoe	0	0	0	0	0	0
Chevrolet Suburban	0	0	0	0	0	0
Chevrolet Avalanche	0	0	0	1	0	1
GMC Sierra	0	0	0	0	0	0
GMC Yukon	0	0	0	0	0	0
GMC Yukon XL	0	0	0	0	0	0
Cadillac Escalade	0	0	0	0	0	0
Cadillac Escalade EXT	0	0	0	0	0	0
TOTAL	0	0	0	1	1	2

TABLE 2-5: GM NON-SALT BELT STATES UPDATED MIC AND UWC SERVICE CONTRACT CLAIMS AND MIC GOODWILL CLAIMS FOR THE 1999 – 2003 MY SUBJECT VEHICLES

Table 2-6 summarizes the GM regular warranty claims and goodwill warranty claims that may be related to the alleged defect in Non-Salt Belt states for the 2004 – 2006 MY subject vehicles.

MAKE/MODEL	MODEL YEARS			TOTAL
	2004	2005	2006	
Chevrolet Silverado	2	2	3	7
Chevrolet Tahoe	0	0	0	0
Chevrolet Suburban	1	2	0	3
Chevrolet Avalanche	1	0	0	1
GMC Sierra	0	2	4	6
GMC Yukon	0	0	0	0
GMC Yukon XL	0	1	0	1
Cadillac Escalade	1	1	0	2
Cadillac Escalade ESV	0	1	0	1
Cadillac Escalade EXT	0	0	0	0
TOTAL	5	9	7	21

TABLE 2-6: GM NON-SALT BELT STATES REGULAR WARRANTY AND GOODWILL CLAIMS FOR THE 2004 - 2006 MY SUBJECT VEHICLES

Table 2-7 summarizes the Motors Insurance Corporation (MIC) and Universal Warranty Corporation (UWC) service contract claims that may be related to the alleged defect in Non-Salt Belt states for the 2004 – 2006 MY subject vehicles.

MAKE/MODEL	MODEL YEARS			TOTAL
	2004	2005	2006	
Chevrolet Silverado	2	4	0	6
Chevrolet Tahoe	0	0	0	0
Chevrolet Suburban	0	0	0	0
Chevrolet Avalanche	0	0	0	0
GMC Sierra	0	1	0	1
GMC Yukon	0	0	0	0
GMC Yukon XL	0	0	0	0
Cadillac Escalade	0	0	0	0
Cadillac Escalade ESV	0	0	0	0
Cadillac Escalade EXT	0	0	0	0
TOTAL	2	5	0	7

TABLE 2-7: GM NON-SALT BELT STATES MIC AND UWC SERVICE CONTRACT CLAIMS AND MIC GOODWILL CLAIMS FOR THE 2004 - 2006 MY SUBJECT VEHICLES

The sources of the requested warranty information and the last date the searches were conducted are tabulated in Table 2-8 below.

SOURCE SYSTEM	LAST DATE GATHERED
GART - Regular Warranty	05/15/2012
Motors Insurance Corporation (MIC) - Service Contract Claims	05/18/2012
Universal Warranty Corporation (UWC) - Service Contract Claims	05/09/2012

TABLE 2-8: DATA SOURCES

The warranty data provided has limited analytical value in analyzing the field performance of a motor vehicle component. The warranty records do not contain sufficient information to establish the condition of the part at the time of the warranty correction; and service personnel may not consistently use the appropriate labor and trouble codes. Warranty numbers represent claims by our dealers for reimbursement for parts and labor costs incurred in performing warranty service for our customers.

PE10-010

GM

5/31/2012

QUESTION 2

March 28, 2013

[REDACTED]
[REDACTED]
Arcadia, FL [REDACTED]

Service Request: 1-313981926
Customer Relationship Manager: Hollis Simmons

Dear Mr. [REDACTED]:

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP). The processing time will take approximately eight weeks. The Value Guard plan for your 2004 Chevrolet Suburban, Vehicle Identification Number 1GNEC16T94J[REDACTED], is for the following:

- 48 months or 60,000 miles, whichever occurs first, beginning on February 10, 2005 and ending on February 10, 2009 and begins with 15,000 and ends with 75,000 odometer miles
- Standard rental
- A \$0.00 deductible

You will be notified by GMPP once the plan has been processed. This letter will serve as your policy until the plan confirmation is received. Please contact your local GM Dealer if you have coverage questions. Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Chevrolet customer.

If you have any future questions, please feel free to contact our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your request number above and any of our Customer Relationship Managers will be happy to assist you.

Thank you for allowing us the opportunity to assist you.

Sincerely,

General Motors Corporation

For more information regarding the maintenance and care of your vehicle, please visit www.mygmink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

1097/ Sent @ 12:24p 2/22/05 AW
GMPP Request for Processing

Done
Over

SR#

New/Used: Division: Vehicle Style:

Complete VIN: Vehicle Year:

Division - Dealer Code:

General Motors has agreed to :

Special Instructions: Check if applicable

(Selling dealer to keep profit. Division is debited the dealer's profit)

Delivery Date: Odometer Reading:

Plan Purchase Date: Customer Ownership:

Business Name:

Customer Name - Title: (First - M.I. - Last):

Address Line 1:

Address Line 2:

City: State: Zip:

Plan Type: # of Months: Mileage:

Plan Type: # of Months: Mileage:

GMPP MSRP: Deductible:

Plan Lien Holder (Select Division below):

Division Address:

CRM (Decision Maker):

Team Manager / Liaison:

Team CARS Site: Date:



March 28, 2013

██████████
██████████
██████████
Jacksonville, FL ██████████

Service Request Number: 71-682437092

Dear ██████,

We are sorry you have experienced concerns with your 2005 Chevrolet Suburban. At Chevrolet, we take pride in the vehicles we produce and are thankful you took the time to contact us.

Because customer satisfaction is a top priority for us, we are providing you with one complimentary Maintenance Letter, valued up to \$200.00, to be used on your 2005 Chevrolet Suburban. This offer can only be applied to the costs incurred from one service visit and can be redeemed for up to \$200. In the event the cost of your service visit exceeds the \$200 maximum value, you will be responsible for paying the difference. We hope this gesture demonstrates our appreciation of you as a valued customer. Simply, present this letter to any Chevrolet dealership for redemption.

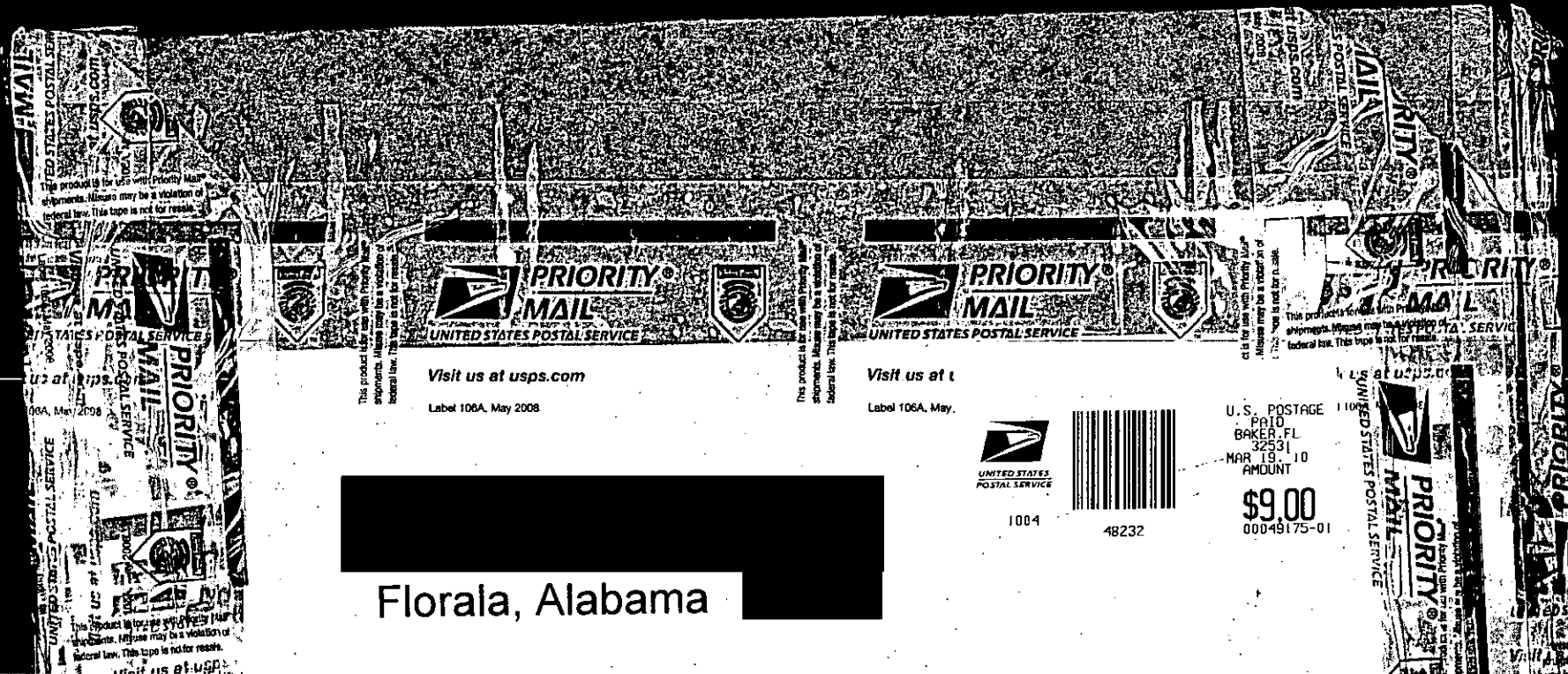
If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center

ATTENTION: DEALERSHIP SERVICE MANAGER
Complimentary Maintenance Letter up to \$200

Submit the claim for the reasonable/customary price using labor operation number Z7410, failure code 98, authorization code "G" and insert the amount in the net item column. This original letter should be retained in the customer's file.



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Floral, Alabama

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Label 106A, May 2008



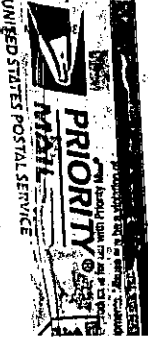
1004 48232

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MAR 19 10
AMOUNT
\$9.00
00049175-01

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UNITED STATES POSTAL SERVICE

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From

[REDACTED]
Floral, Alabama [REDACTED]

Subject: Dangerous rusted brake lines on 2006 Chevy Silverado

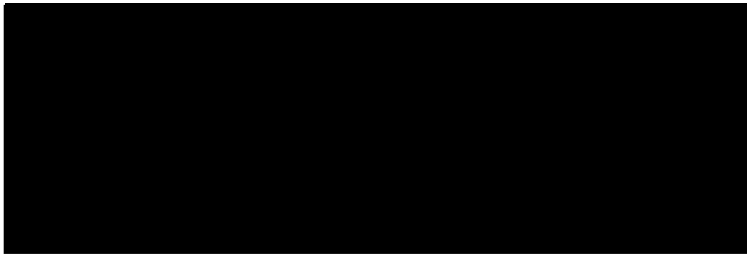
To: Customer Assistance Center
Chevrolet Motor Division, General Motors Corp.
PO Box 33170
Detroit, MI 48232-5170

To Whom It May Concern;

I am writing to you concerning a very dangerous situation that occurred with my Chevrolet Silverado 1500 Truck, vin # 3GCEC14X86G [REDACTED]. I have owned this truck since it had 13,000 mile on it. I have never driven in the mud, snow, ice etc since in live on the Alabama Florida line. I am enclosing the brake lines that were RUSTED. My wife was driving the truck when at an intersection not far from the house the brakes completely failed. Luckily it was the DAY before she left on a trip towing a horse trailer with two horses in it. I don't believe that brake lines should rust like this on a truck that is only 3.5 years old. I have always taken pride in keeping up with service and maintainance. This is a very dangerous situation that occurred. Luckily the mechanic near my house was available and had to replace nearly ALL of the brake lines on the driver side and the crossover to the passenger side. This cost me \$194.00 and he gave me a tremendous break on the price. I have enclosed the brake lines for you to see the condition. Since this was an ON ROAD vehicle 100% of the time I am confused as to how this could happen. I did bend the lines to get them in the box, but the bends are not the issue, the rusting through is the issue. I would appreciate it if you would address this situation. This has put doubt in my mind about the safety of the brake system in the future that the lines could rust like this. I am 59 years old and have NEVER seen brake lines rust like this unless the vehicle was subjected to salt on the roads or beach and this vehicle never was. I would appreciate hearing from your department concerning this issue.

[REDACTED]

7



22-07-10 A08:58 IN

CHEVROLET DIVISIONAL ADDRESS

P.O. BOX 3310

DETROIT, MI 48232-5170

CASE# 71-P4P360909

4820380310



REF CASE #

71-848360909



July 12, 2010

GM Customer Service

Reference: Brake Line Failures

To Whom It May Concern,

I have been a loyal GM customer since I purchased my first Chevy Impala in 1967. Needless to say, I have dealt with my share of mechanical issues over the years but none as disturbing as the recent problem with my 2004 Suburban. I have attached copies of the service tickets for your review. I am not at all dissatisfied with the service I have received from Bill Cramer Chevrolet.

I have experienced total brake failure twice this year. I consider myself quite lucky since both times the failures occurred in my driveway just prior to trips that I had planned on towing a boat. Had the failures occurred a day later the result could have been disastrous, if not fatal.

Both incidents were caused by brake line failures resulting in fluid loss and a total loss of brakes. The lines themselves were rusted and deteriorated to the point where they sprung leaks. I have been asked by service techs if this was a "Katrina" vehicle or if I moved here from an area where I drove in a lot of snow. Neither is true.

I purchased the vehicle from Crown Automotive of High Point N.C. and immediately returned to my home in Panama City, Florida. Except for the occasional trip the vehicle has been here in Panama City and has never been in snow. While I do reside in a coastal environment, I feel the deterioration of the brake line is not "normal", especially when you consider multiple incidents and the relatively low mileage on the vehicle.

I ask that GM provide me with some relief from the expensive repair bills that are attached. I am also quite concerned about the remaining brake line on the vehicle that has not been replaced. I feel that I have used up all the luck on the last two failures and the next one won't happen in my driveway. I find myself tapping the brake to make sure they work long before I really need to apply them which translates to a lack of confidence in the vehicle.

Thank you for your prompt attention to this matter. I can be reached by phone @ [REDACTED] during normal business hours.

cc Bill Doramis Cramer Chevrolet

CUSTOMER #: L8727865

340510

BILL CRAMER



INVOICE

2251 West 23rd Street
P.O. Box 490
Panama City, Florida 32402
850-785-5221 · 800-342-1131
"Three Generations. One Tradition"

57

PANAMA CITY, FL

PAGE 1

Motor Vehicle Repair Registration: MV283

HOME [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 387 SHERRY LYNN BRANHAM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE: IN / OUT	TAG	
SILVER	04	CHEVROLET Suburban	1GNEC16Z94R [REDACTED]	[REDACTED]	69125/69125	T4052	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22DEC03 IS			17:00 03JUN10		0.00	CASH	04JUN10
R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_MFI_Iron_Flex_Fuel					
07:44 03JUN10	16:39 04JUN10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	*TOTAL
A CUSTOMER STATES: THAT THERE ARE NO BRAKES AND BRAKE FLUID IS LEAKING LEFT FRONT. CHECK AND ADVISE.							
40			BRKES				
				200 C 6.00		540.00	540.00
6	4680		BRKLINE		4.95	4.95	29.70
4	43376		1/4 BRK CONN		5.23	5.23	20.92
2	12377967		FLUID		8.71	8.71	17.42
PARTS:	68.04	LABOR:	540.00	OTHER:	0.00	TOTAL LINE A:	608.04

69125 CLEAN DOWN BRAKE FLUID DIAG REPLACE BRAKE LINES FROM EBCM TO BOTH FRONT BRAKE HOSES



CUSTOMER PAY SHOP SUPPLIES AND/OR WASTE DISPOSAL FOR REPAIR ORDER 30.00



Thank You For Your Business!

COPY

*(N/C) "NO CHARGE" ITEM COVERED UNDER WARRANTY.

NOTE: All parts are new unless specified otherwise. Florida Statute 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. Florida Statute 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed 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 it any liability in connection with the sale of the said products.

DESCRIPTION	TOTALS
LABOR AMOUNT	540.00
PARTS AMOUNT	68.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	638.04
LESS INSURANCE	0.00
SALES TAX	45.04
PLEASE PAY THIS AMOUNT	683.08

CUSTOMER SIGNATURE _____ DATE _____

CUSTOMER #: L8727865

333065

BILL CRAMER



INVOICE

2251 West 23rd Street
P.O. Box 490
Panama City, Florida 32402
850-785-5221 · 800-342-7131
"Three Generations. One Tradition"

Motor Vehicle Repair Registration: MV283

PANAMA CITY, FL
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

PAGE 1

SERVICE ADVISOR: 163 JIMMIE D MARTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SILVER	04	CHEVROLET Suburban	1GNEC16Z94R		65694/65694	T7685	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22DEC03 IS							
22DEC03 DD			WAIT 20JAN10		0.00	CASH	21JAN10

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:5.3_Liter_MFI_Iron_Flex_Fuel

10:34 20JAN10 17:27 21JAN10

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	*TOTAL
------	--------	------	------	-------	------	-----	--------

A. CUSTOMER SAYS BRAKE PEDAL GOES TOO THE FLOOR AND DASH BRAKE LIGHT IS ON ADVISE

40			BRAKES				
		392	C	3.00		270.00	270.00
1	25846360		VALVE		5.39	5.39	5.39
1	15116160		F-PIPE		13.87	13.87	13.87
1	15116162		F-PIPE		14.62	14.62	14.62
1	12377967		FLUID		8.71	8.71	8.71
1	FRT FREIGHT				9.58	9.58	9.58
1	FRT FREIGHT				9.58	9.58	9.58

PARTS: 61.75 LABOR: 270.00 OTHER: 0.00 TOTAL LINE A: 331.75

65694 BRAKE LINE RUSTED AND LEAKING REPLACE FRONT AND REAR FEED LINES TO BRAKE VALVE (EBTCM) AND BLEED VALVE TO LEFT FRONT BRAKE CALIPER

CUSTOMER PAY SHOP SUPPLIES AND/OR WASTE DISPOSAL FOR REPAIR ORDER 30.00

PAID
JAN 21 2010

Thank You For Your Business

COPY 16997

*(N/C) "NO CHARGE" ITEM COVERED UNDER WARRANTY.

NOTE: All parts are new unless specified otherwise. Florida Statute 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida. Florida Statute 403.7185 mandates a \$1.50 fee for each new or remanufactured battery sold in the State of Florida

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed 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 it any liability in connection with the sale of the said products.

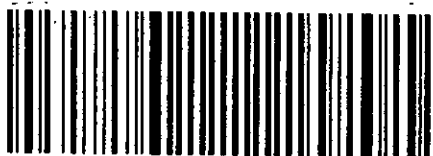
DESCRIPTION	TOTALS
LABOR AMOUNT	270.00
PARTS AMOUNT	61.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	361.75
LESS INSURANCE	0.00
SALES TAX	25.54
PLEASE PAY THIS AMOUNT	387.29

CUSTOMER SIGNATURE

DATE

CERTIFIED MAIL™

Fincaastle, VA



7010 0780 0000 0100 4903



01-00011A114252 RCVD

U.S. POSTAGE
PAID
ROANOKE, VA
24018
JAN 04, 11
AMOUNT

\$3.24
00037119-08

ATTN:

Chevrolet - General Motors

P.O. Box 33170

Detroit, MI 48232-5170

Case # 71-903 276550

4823285170



[REDACTED]
Fincastle, Va [REDACTED]

Chevy 2500 HD 2004
VIN:1GCHK23G74F [REDACTED]
Case # 71-903276550

To Whom It May Concern:

I'm writing to you in regards to an issue with a truck I own. I purchased it brand new near the end of 2003 when the 2004 models were available. I've typically bought Ford trucks in the past, but decided to try a Chevy.

I was satisfied with my purchase until December 27, 2010 around 7:00 pm. I was on my way home from work when my brakes stopped working. In order to stop I had to push the brake pedal to the floor, gear down, and use the trailer gear to be able to stop. I put it in park at stop lights, in case the truck lunged forward, to prevent hitting the person in front of me.

I took the truck to a private mechanic that night to leave for inspection the next day. On Tuesday December 28 after he looked at the truck he called me at work to inform me that all the brake lines were rusting and leaking in some areas. He said this was a very dangerous situation. He also said he's never seen this happen on any vehicle he had repaired in the past. Especially on a truck that is only six years old.

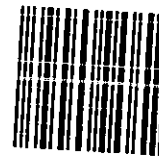
He suggested I call General Motors to see if there were any manufacturer recalls I may have missed. On Wednesday December 29, 2010 at approximately 2:00 pm I called and spoke with Dax at extension 21139. I explained my situation and he looked for any open recalls. He said there were none at this time. He mentioned cost assistance for the repairs, but I had to take it to a certified dealer in order for GM to be willing or able to help in this situation. He contacted Randy at Pinkerton in Salem Virginia to set up an appointment. Dax connected me with him to discuss when would be a good time. We decided on Friday December 31, 2010. I dropped it off the evening of December 30, 2010.

After inspection on that Friday by mechanics at Pinkerton, Randy called me at work. He said that all the brake lines on the truck were rusted and leaking and needed to be replaced. The estimate he gave me was between eight hundred to eleven hundred dollars, I thought this was a little high. I told him not to do anything until I spoke with Dax. I contacted him and gave him the

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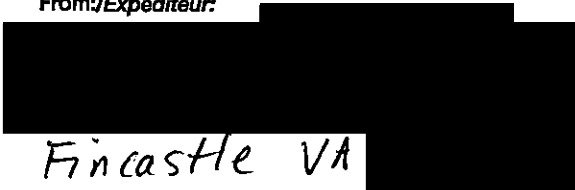
01-13-11P12:03 RCV



2308 3250 0000 2438 1199

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its are
hesive

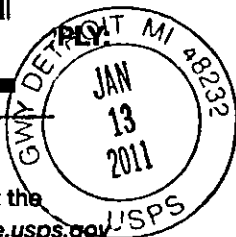
From:/Expéditeur:



Fincastle VA

INTERNATIONAL APPLIES

Customs forms are required. Consult the
International Mail Manual (IMM) at pe.usps.gov
or ask a retail associate for details.



To:/Destinataire:

ATTN: mark Reuss
Chevrolet CEO
P.O. BOX 33170
Detroit MI 48232-5170

Country of Destination:/Pays de destination:



USPS packaging products have been awarded Cradle
to Cradle Certification™ for their ecologically-intelligent
design. For more information go to mbdc.com/usps
Cradle to Cradle Certified™ is a certification mark of MBDC.

Please recycle.



Recycled
Paper



EP14F

10 January 2011

General Motors
P.O Box 33170
Detroit, MI 48232-5170

Chevy 2500 HD 2004
VIN 1GCHK23G74F [REDACTED]
Case # 71-903276550

Dear Sir/Madam:

I write to you concerning a 2004 Chevy Silverado 2500 I purchased at the end of 2003. I was returning home from work on December 27, 2010 and the brakes stopped working. Normally I drive this truck to haul a horse trailer, mostly during the summer, but was driving the 2500 that day due to its excellent handling in the snow. It was a miracle that I was able to avoid an accident.

I immediately took my truck to a private mechanic. After inspecting the truck, he called me the next morning and explained that the entire brake line system was rusted and leaking. I was quite taken aback as the truck is not even seven years from date of purchase.

I called General Motors on Dec, 29 and spoke with a representative (Dax @ extension 21139) to determine if there may have been recalls on this particular truck issue. He informed me there had not been any. He then mentioned Cost Assistance, but iterated that I would need to use a GM certified dealer in order to qualify for assistance. I spoke with Ramsey @ Pinkerton after they were able to look at my truck on December 31. He confirmed what my mechanic had originally found and estimated repair at \$800-1,100. I was then referred to a district manager, David (extension 22565), who I was never able to reach. On January 6 I did hear from another district manager, Ross, who called me and explained that after investigating my situation, he found that this type of problem is considered "normal wear and tear" and GM would not be able to help defray any of the costs towards repair. He did, however, offer me a voucher of \$1,000 towards the purchase of a another GM vehicle. I asked if the voucher could be used towards the actual repair but was told that was not possible and that was the best he and GM could do.

In speaking with my private mechanic whom I've used many times over the years, he thought it quite unusual that this should have happened to a fairly new truck. He felt that brake lines often last the lifetime of the vehicle (which has been my experience with past vehicles until now).

In summary, I don't see how GM is standing behind their product nor do I feel that I've been treated in a way consistent with how one would treat a valued customer. After repeated and ongoing unsuccessful attempts to get some assistance or support, I contacted a lawyer who recommended I contact the Better Business Bureau and the Highway Traffic Safety Administration & Consumer Reports which I have done. I am certain that you can understand the concerns that I have should these brakes have given out while hauling my horse up or down the mountains here in Roanoke or going to any of my riding shows.

Please find attached a list of complaints by others like myself that I found at the Consumer Affairs website.

Thank you for your attention to this matter.

Respectfully,

[REDACTED]
Fincastle, VA [REDACTED]

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Dave of Marlton, NJ September 20, 2010

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Steven of Chesapeake, OH September 13, 2010

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Same complaint as everyone else. Brake lines corroding and bursting. First time was rear lines over gas tank. Barely got stopped before I hit the intersection. Last time was on 9-11-10. Two brake lines behind the left front wheel well. Stopped at the very edge of the creek. I have been a life-long Cheman, but NO MORE. I have purchased my LAST CHEVY product unless they make this right with people! SOMEONE IS GOING TO BE KILLED! and they don't seem to [care]!

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I have a 2002 Chevy Silverado 1500 ext cab that has had all rotors replaced due to rust. 3 calipers fail due to rust. Entire undercarriage is completely rusted and looks like it is 30 years older than it is. Early this year I had a hard brake line to front drivers side burst from corrosion causing me to almost run into an intersection. After driving to Midas with E-brake I had it replaced thinking it was an isolated incident.

Aug 15th my wife had the rear line burst on her. This is a result of low grade materials in the vehicle construction. I inspected brakes and found all lines severely corroded and in need of replacement. I have done rear but others are falling apart as I remove them. Rear Calipers are in such bad shape that they could not be bled so they have been replaced with aftermarket as well so they will not fail like OEM parts. I have never seen any vehicle corrode like this. It has 45k miles on it is not used as plow or

really even driven in snow at all and looks worse than a 97 Ford that sits next to it. If GM doesn't do something about this issue it will be my last GM vehicle.

Lee of Troy, OH September 8, 2010

I own a 2000 GMC Sierra and the brakelines have rusted through and falling apart. I now need to replace all brakelines to feel safe in this vehicle due to the poor condition of brakelines

Michael of Newport, NJ September 6, 2010

My wife and I were on our way home to New Jersey after a week in South Carolina on vacation . As we were traveling North on I-95 just south of Fredricksburg V.A. a white mororcycle passed us at a high rate or speed. About 5 mins later as we rounded a curve we noticed traffic coming to a stop. Needing to stop within a few hundred feet a had so jam on the brake peddel. Well, It went to the floor, yup no brakes and we were doing about 70 or so.

Scanning at the cars and other vehicles in front of me that stopped wondering what one had the least amount of people in it because this was going to get ugly. Who do i want to run into doing 70. as we got neer impact i noticed a car move on the burm so i shot for the very small hole. as i lined up on the hole i saw the motorcycle to the right side of the hole in the durt on its side. On the left side of the hole was a red mini van. I thouht, his was going to be close. As i neered the mini van i saw the side door open and the hands and feet of a person trying to get out. Thinking i was going to kill this person I laid on the horn and with a flast of red we shot the hole.

As we went through my right rear tire hit sonethin an bounced my trunk a lil sideways. after correcting and over correcting i finally got my truck back on the black top. after using my e-brake and slowly stoppin i got out of the truck and found a had suffered a blown brake line near the gas tank. I limped the truck to the next exit using e-brake and found that the only service station was 1/2 hour away in Fredricksburg. Abon arriving at Firestones service center on Sunday they said that they cant get to it till Monday. So I had to get a hotel room for the night for My wife and I.

Monday afternoon we got a ride back to our truck to find out that wile bleeding the brakes that another line blew out. well late Monday afternoon I finally get my ride back and go home. now i am lookin forward to replaceng the rest of em. After 400 for line repair and 100 for hotel room. 175 for a new bfg 33 inch tire. Two days of feed for two 150. and anothed 1000 to do the rest of the lines im up to almost 2 grand.

I cant believe there is not a recall on this. Are they waiting for people to start dieing like honda. Im not happy at all with this and think something should be done. Chevy needs to step up! Anyone starts a lawsuit up let me know. iv got all my reciepts. Concerned Chevy driver.

William of Franklin, TN September 3, 2010

Brake line ruptured due to corrosion in my 2004 Chevrolet Silverado. The truck, which I purchased new, has only 48,800 miles. Had truck towed to the dealer, who said all six brake lines are severely rusted and must be replaced at a cost of over 1400. No wonder GM went bankrupt. Cost me 1,430 for repair at Chevrolet dealer.

Johnny of Germantown, OH September 2, 2010

I have a 2002 gmc truck and the brake lines are all rusted. I was pulling a trailer and had to stop when both sides of the lines blew holes in them. Stainless should not rust like this gm must have used inferior parts. Thank god for e brakes

john of lackawanna , NY September 1, 2010

brake lines rusted through. yikes. 300 for new set and LOTS of labor

J of Blandford, MA August 31, 2010

While parking our 2001 GMC Sierra in driveway, lost all brakes. Used E-brake to stop (thank God had that rebuilt a couple of years ago due to corrosion/rust). Brake lines are all completely rusted through, one burst at this time causing complete lack of braking. Called GM--no recall for this defect as of now, would schedule towing (80) and evaluation (89) (you can SEE what's wrong!) before giving us an estimate from their dealer. Loss of use of truck

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Have lost use of truck until repaired, narrowly misses other family member's cars in driveway.

J. of Blandford, MA Aug. 31, 2010

99.5 chevrolet silverado brake problems. all calipers frozen, abs pump failiure.

rm of allison park, PA Aug. 31, 2010

2004 Chevrolet 1500 4X4 pickup brakes. Today this vehicle failed state safety inspection due to rusted brake lines, with estimated \$900 cost. Truck has 54665 miles and has had all the rotors replaced once and the front a second time a month ago. There has been no accident, but brakes are poor at best compared to previous vehicles. \$900 estimated to replace rusted brake lines.

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In addition, an equivalent amount in the past to replace rotors twice.

Richard of Casco, ME Aug. 25, 2010

2000 Silverado brake problems since new. Latest problem, backing plates rotted. Last week complete brake failure, no brakes. Seems there is a lot of these trucks with the same problem.

Paul of Kissimmee, FL Aug. 18, 2010

had my abs sytem repaired at local shop on mt 99 tahoe and 02 silverado 2500. found out about recall later. wrot to gm customer service, was told my vin numbers were not on recall list refused to refund. i now have a broken brake line on the silverado do to rust. will check with dealer 8-2-10 to see if there is a recall,all for lines are rusted severly. 100,00 miles on both vehicles

victor of wellington, OH Aug. 1, 2010

I was traveling on I-26 near Columbia, SC pulling my 5th wheel camper. Traffic stopped ahead and I mashed my brakes but there was none. I could not stop and was quickly approaching stopped traffic. I was in the left lane with no chance of getting in the right lane and then emergency lane. To keep from wrecking into the stoped traffic in front of me, I went in the grass between the guard rail and cars, with a camper in tow. I must have went by 15 -20 stopped cars before I came to a stop. I took it to the garage here in Mooresville, NC and the brake lines are rusted and ruptured. There is a lot of rust on the under side of my truck.

Daniel of Cleveland, NC July 27, 2010

I was driving down a street approceing a stop sign, Im driving a 2005 f-150 truck. I went to step on the brakes and it didnt feel like it was stopping at all. I pumped them once and still nothing and i went into the intersection and hit a car going from my left to right. i braced for inpact riding the brake pedal. we collided and i hit the passagener side of there car which had a 5 month pregnant women sitting there. the air bag blew we ended up on the other corner and had to have a major 911 call. i was dazed and was still on the brakes till i rolled up on the curb. i checked the peddle and it feels like i have brakes but they didnt stop me.

it all seems so weird stepping on the brake and not feeling the truck slowing down. it was smashed pretty good and hopefully the

pregnant girl will be ok the baby im worried about.but does any body reported this problem. i felt like a idiot telling the highway patrol i was steeping on the brake and it just wasnt stopping me. i was wondering if this is brake fade.i had peddle but no action. it all happens fast ive never experenced any thing like this. is there some way of checking this for a problem now? Thanks in advance for any help.

Bob of Pomona, CA July 24, 2010

2001 GMC 3/4 ton with duramax and allison transmission, rusted brakes and brake lines, undercariage. brake line failed at 21k miles cost \$500 to fix the first time, they balked at the repairs (dealer) but did it anyways, 3 month later out of warranty the rear lines faied between the master cylinder and rear line another \$250.now at 50k miles on a vacation the rear line from the LAST repair failed and this too another \$250.. troubles with tranny, window (electric) cable pulls. last three repairs \$500 then \$250 and \$250 and now another \$250. loss of vacation, dependability of this truck and uncertiany if this will continue what NEXT? someone got a lake to dump it in?

Steven of Marietta, NY July 15, 2010

my 2002 Chevy Silverado has under 56,000 miles my brake lines ruptured due to extreme rust, my entire under-carriage is almost completely rusted out. I've had to replace the transfer Case, the Injectors went bad at 50,000 miles. I've had service at every 4k miles and wash the truck weekly and after it snows almost daily. The truck is used to pull my motorcycle trailer and do my driveway plowing so that way over the past 8 years i haven't put any miles on it. It is a duromax Diesel and runs great the frame and exposed parts are rusting away. Cost has exceeded \$12,000 to date. I am thinking about removing the body and replacing the entire frame cause the Diesel motor and trans are in excellent shape. Shame on GM for making a rust bucket truck and me paying over \$40k for this truck

Jim of Milford, NJ July 13, 2010

Like many others, my 04 GMC Serria will not stop. When I have a hard braking situation the pedal goes to the floor, ABS does not even kick in. Even just sitting in the driveway the pedal will go to the floor. I replaced all pads and rotors and bleed everything but no improvement. Called the local chevy dealer and they said there were no recalls on this despite the news of over 77,000 trucks being recalled by GM. No more GM products for me ever!

Darwin of Fremont, CA July 6, 2010

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andrea of Wood River, IL May 15, 2010

Excessive rust due to faulty metal rotors manufactured with; faulty braking system while crossing bumps, railroad tracks, speed bumps, etc.; wheel barrings fall out; brake line erupted brake fluid mixed with rust ruining clear coat over paint; rust on aluminum alloys cannot get off, never a brake sensor going off; every year having to re-do brake system

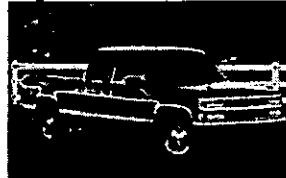
Jennifer of Munith, MI May 15, 2010

My 2002 Chevy Silverado has started having a problem stopping at low speeds. At first I didn't know what was happening. The problem is intermittent and is just as many people here describe. At low speeds, coming to a full stop the brake pedal gets hard and the truck just keeps rolling. When I called the dealer and described the problem they acted like they never heard of it and when I specifically asked about the ABS they said it wasn't that if the idiot light wasn't on.

I then did a quick Google search on the problem and I see so many people have posted here I can't believe it. So I call GM's recall hotline and am told based on my VIN my truck doesn't qualify, not because of where I live, but because I don't have the "part" in my car. I grilled the guy on it for a while but he wouldn't budge. He finally found in his notes somewhere that when I had the brakes done in the past that the Wheel Sensor had been inspected and cleaned, which is all the recall required they do anyway.

This problem is a safety issue just as bad as Toyota's and the recall should be reissued and expanded to include rusting break lines. They won't because they can't afford to, but the government should make them. I will be pulling the fuse on my ABS and hopefully that will stop the problem I have, but who knows about the rusted lines. The scary thing is I can't afford a new truck so I'm stuck with this one.

Regional Recalls



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- GM Regional Truck Recall Stops Short
- Consumer Advocates Challenge Regional Auto Recalls
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David of Lansing , MI May 8, 2010

I have a 1999 GMC truck and the brake lines have rusted thru a couple of times and each time my brake's are gone right now. At fist I thought the brake booster went bad I had fluid in the container and no brakes. then I saw the fluid leaking by the rear end. Then it happened on the right front line and no brakes. I had a near miss each time. I read something about they have a problem with them. What do I do??

- Salsa Cycle Recalls Hand
- More Recalls ...

Philip of Tolland, MA May 7, 2010

My rear brake lines on my 2001 GMC Sonoma SLS corroded and burst rendering my rear brakes useless. Since GMC replaced the tailgate cables on these trucks in recent years, it seems that GMC recognizes corrosion issues on this model. The truck has only 81,000 miles on it. It seems that for something as important as brake lines that more rugged materials should have been used. 200 plus dollars for repair plus loss of use of the vehicle. The line burst when it was in a repair shop for an unrelated issue so thankfully they did not fail when I really needed them. Could have been very serious.

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Ricke of Mulliken, MI April 26, 2010

Brake lines rusted out 2000 silverado. I feel this premature. no brakes

william of North Windham, CT April 25, 2010

2003 GMC sierra 1500hd pickup truck brakes lines rusting out. Only 50,000 miles

Charles of Essex, MD April 17, 2010

I am questioning the recall of the 2002 trucks for brakes. I have a chevy silverado that has brake issues. Can you give me some information on where i need to go to try to resolve this issue.

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marty of wolfforth, TX April 2, 2010

2000 chevrolet Emergency brake system is of poor design. I have replaced the rear rotors 3 times and had to remove the rear rotors every year and either replace or free up the the linkage just to get the car in spected. Now I find out this is a very common problem for a lot of year models. I'm not the type to go to the trouble to find a site like this and take some kind of action, however gm needs to recall or correct this problem. Very poor design. rotor replacement and trouble getting state inspection

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Fitzhugh of Pound, VA March 31, 2010

front discs need to be turned every 5 thousand miles. Bad wheel bearing. Had to replace wheel bearing before 36,000 mi. Trans line from park to reverse does not engage trans. Door locks do not open doors every time. Windshield wipers do not work properly. 2008 chevy hhr. All that comes to mind at this time. assuming this continues the possibilities of great damage to my family and others is a very real thing.

Dan of FOUNTAIN , CO March 26, 2010

Writting to complane about the problem with my 2002 chevy silverado anti-lock brake problem. the vehical has already hade the recall done and the problem is still there. called dealer and thay said that the recall was already done and there nothing that GM will do at this time.

10 January 2011

General Motors
P.O Box 33170
Detroit, MI 48232-5170

RECEIVED

JAN 13 2011

D.F. AKERSON

Chevy 2500 HD 2004
VIN 1GCHK23G74F [REDACTED]
Case # 71-903276550

Dear Sir/Madam:

I write to you concerning a 2004 Chevy Silverado 2500 I purchased at the end of 2003. I was returning home from work on December 27, 2010 and the brakes stopped working. Normally I drive this truck to haul a horse trailer, mostly during the summer, but was driving the 2500 that day due to its excellent handling in the snow. It was a miracle that I was able to avoid an accident.

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Thank you for your attention to this matter.

Respectfully,

[REDACTED]
Fincastle, VA [REDACTED]

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Kevin of Little Egg Harbor, NJ September 12, 2010

I have a 2002 Chevy Silverado 1500 ext cab that has had all rotors replaced due to rust. 3 calipers fail due to rust. Entire undercarriage is completely rusted and looks like it is 30 years older than it is. Early this year I had a hard brake line to front drivers side burst from corrosion causing me to almost run into an intersection. After driving to Midas with E-brake I had it replaced thinking it was an isolated incident.

Aug 15th my wife had the rear line burst on her. This is a result of low grade materials in the vehicle construction. I inspected brakes and found all lines severely corroded and in need of replacement. I have done rear but others are falling apart as I remove them. Rear Calipers are in such bad shape that they could not be bled so they have been replaced with aftermarket as well so they will not fail like OEM parts. I have never seen any vehicle corrode like this. It has 45k miles on it is not used as plow or

really even driven in snow at all and looks worse than a 97 Ford that sits next to it. If GM doesn't do something about this issue it will be my last GM vehicle.

Lee of Troy, OH September 8, 2010

I own a 2000 GMC Sierra and the brakelines have rusted through and falling apart. I now need to replace all brakelines to feel safe in this vehicle due to the poor condition of brakelines

Michael of Newport, NJ September 6, 2010

My wife and I were on our way home to New Jersey after a week in South Carolina on vacation . As we were traveling North on I-95 just south of Fredricksburg V.A. a white mororcycle passed us at a high rate or speed. About 5 mins later as we rounded a curve we noticed traffic coming to a stop. Needing to stop within a few hundred feet a had so jam on the brake peddel. Well, It went to the floor, yup no brakes and we were doing about 70 or so.

Scanning at the cars and other vehicles in front of me that stopped wondering what one had the least amount of people in it because this was going to get ugly. Who do i want to run into doing 70. as we got neer impact i noticed a car move on the burm so i shot for the very small hole. as i lined up on the hole i saw the motorcycle to the right side of the hole in the durt on its side. On the left side of the hole was a red mini van. I thouht, his was going to be close. As i neered the mini van i saw the side door open and the hands and feet of a person trying to get out. Thinking i was going to kill this person I laid on the horn and with a flast of red we shot the hole.

As we went through my right rear tire hit sonethin an bounced my trunk a lil sideways. after correcting and over correcting i finally got my truck back on the black top. after using my e-brake and slowly stoppin i got out of the truck and found a had suffered a blown brake line near the gas tank. I limped the truck to the next exit using e-brake and found that the only service station was 1/2 hour away in Fredricksburg. Abon arriving at Firestones service center on Sunday they said that they cant get to it till Monday. So I had to get a hotel room for the night for My wife and I.

Monday afternoon we got a ride back to our truck to find out that wile bleeding the brakes that another line blew out. well late Monday afternoon I finally get my ride back and go home. now i am lookin forward to replaceng the rest of em. After 400 for line repair and 100 for hotel room. 175 for a new bfg 33 inch tire. Two days of feed for two 150. and anothed 1000 to do the rest of the lines im up to allmost 2 grand.

I cant believe there is not a recall on this. Are they waiting for people to start dieing like honda. Im not happy at all with this and think something should be done. Chevy needs to step up! Anyone starts a lawsuit up let me know. iv got all my reciepts. Concerned Chevy driver.

William of Franklin, TN September 3, 2010

Brake line ruptured due to corrosion in my 2004 Chevrolet Silverado. The truck, which I purchased new, has only 48,800 miles. Had truck towed to the dealer, who said all six brake lines are severely rusted and must be replaced at a cost of over 1400. No wonder GM went bankrupt. Cost me 1,430 for repair at Chevrolet dealer.

Johnny of Germantown, OH September 2, 2010

I have a 2002 gmc truck and the brake lines are all rusted. I was pulling a trailer and had to stop when both sides of the lines blew holes in them. Stainless should not rust like this gm must have used inferior parts. Thank god for e brakes

john of lackawanna , NY September 1, 2010

brake lines rusted through. yikes. 300 for new set and LOTS of labor

J of Blandford, MA August 31, 2010

While parking our 2001 GMC Sierra in driveway, lost all brakes. Used E-brake to stop (thank God had that rebuilt a couple of years ago due to corrosion/rust). Brake lines are all completely rusted through, one burst at this time causing complete lack of braking. Called GM--no recall for this defect as of now, would schedule towing (80) and evaluation (89) (you can SEE what's wrong!) before giving us an estimate from their dealer. Loss of use of truck

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While parking the truck in our driveway (thank God at the end of a trip!). Brake lines burst causing complete loss of brakes. Was able to stop using E-brake. The lines are all completely rusted through. Also had E-brake completely rebuilt due to corrosion/rust a couple of years ago.

ABS problems still exist even after GM recall for sensor. Called GM, since no recall right now for this problem, will cost us towing (around \$80) and evaluation (\$89) before estimating what fix cost would be.

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andrea of Wood River, IL May 15, 2010

Excessive rust due to faulty metal rotors manufactured with; faulty braking system while crossing bumps, railroad tracks, speed bumps, etc.; wheel barrings fall out; brake line erupted brake fluid mixed with rust ruining clear coat over paint; rust on aluminum alloys cannot get off, never a brake sensor going off; every year having to re-do brake system

Jennifer of Munith, MI May 15, 2010

My 2002 Chevy Silverado has started having a problem stopping at low speeds. At first I didn't know what was happening. The problem is intermittent and is just as many people here describe. At low speeds, coming to a full stop the brake pedal gets hard and the truck just keeps rolling. When I called the dealer and described the problem they acted like they never heard of it and when I specifically asked about the ABS they said it wasn't that if the idiot light wasn't on.

I then did a quick Google search on the problem and I see so many people have posted here I can't believe it. So I call GM's recall hotline and am told based on my VIN my truck doesn't qualify, not because of where I live, but because I don't have the "part" in my car. I grilled the guy on it for a while but he wouldn't budge. He finally found in his notes somewhere that when I had the brakes done in the past that the Wheel Sensor had been inspected and cleaned, which is all the recall required they do anyway.

This problem is a safety issue just as bad as Toyota's and the recall should be reissued and expanded to include rusting break lines. They won't because they can't afford to, but the government should make them. I will be pulling the fuse on my ABS and hopefully that will stop the problem I have, but who knows about the rusted lines. The scary thing is I can't afford a new truck so I'm stuck with this one.

Regional Recalls



- Federal Court Upholds Regional Auto Recalls
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David of Lansing , MI May 8, 2010

I have a 1999 GMC truck and the brake lines have rusted thru a couple of times and each time my brake's are gone right now. At fist I thought the brake booster went bad I had fluid in the container and no brakes. then I saw the fluid leaking by the rear end. Then it happened on the right front line and no brakes. I had a near miss each time. I read something about they have a problem with them. What do I do??

Philip of Tolland, MA May 7, 2010

My rear brake lines on my 2001 GMC Sonoma SLS corroded and burst rendering my rear brakes useless. Since GMC replaced the tailgate cables on these trucks in recent years, it seems that GMC recognizes corrosion issues on this model. The truck has only 81,000 miles on it. It seems that for something as important as brake lines that more rugged materials should have been used. 200 plus dollars for repair plus loss of use of the vehicle. The line burst when it was in a repair shop for an unrelated issue so thankfully they did not fail when I really needed them. Could have been very serious.

Ricke of Mulliken, MI April 26, 2010

Brake lines rusted out 2000 silverado. I feel this premature. no brakes

william of North Windham, CT April 25, 2010

2003 GMC sierra 1500hd pickup truck brakes lines rusting out. Only 50,000 miles

Charles of Essex, MD April 17, 2010

I am questioning the recall of the 2002 trucks for brakes. I have a chevy silverado that has brake issues. Can you give me some information on where i need to go to try to resolve this issue.

marty of wolfforth, TX April 2, 2010

2000 chevrolet Emergency brake system is of poor design. I have replaced the rear rotors 3 times and had to remove the rear rotors every year and either replace or free up the the linkage just to get the car in spected. Now I find out this is a very common problem for a lot of year models. I'm not the type to go to the trouble to find a site like this and take some kind of action, however gm needs to recall or correct this problem. Very poor design. rotor replacement and trouble getting state inspection

Fitzhugh of Pound, VA March 31, 2010

front discs need to be turned every 5 thousand miles. Bad wheel bearing. Had to replace wheel bearing before 36,000 mi. Trans line from park to reverse does not engage trans. Door locks do not open doors every time. Windshield wipers do not work properly. 2008 chevy hhr. All that comes to mind at this time. assuming this continues the possibilities of great damage to my family and others is a very real thing.

Dan of FOUNTAIN , CO March 26, 2010

Writting to complane about the problem with my 2002 chevy silverado anti-lock brake problem. the vehical has already hade the recall done and the problem is still there. called dealer and thay said that the recall was already done and there nothing that GM will do at this time.

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Issued exclusively for:

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March 28, 2013

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PE10-010

GM

5/31/2012

QUESTION 3

REQUEST NUMBER THREE
DATA PRESENTATION

Ford, Dodge, & Chevrolet
Full Size Truck
Brake System Pedal Travel Testing

NHTSA EA11-001

May 29, 2012











Static Floor Checks

Individual Vehicle Data

2003 Ford F150

Static Floor Check

Normal Apply Ramp Rate







2000 Ford F350

Static Floor Check

Normal Apply Ramp Rate







2002 Dodge Ram 1500

Static Floor Check

Normal Apply Ramp Rate







2004 Dodge Ram 3500

Static Floor Check

Normal Apply Ramp Rate







2002 Chevrolet C15753

Static Floor Check

Normal Apply Ramp Rate

MVSS Effectiveness Stop Apply Rate















2003 Chevrolet K15753

Static Floor Check

Normal Apply Ramp Rate Only







2001 Chevrolet C25903

Simulated using a 2010 C25903

Static Floor Check

Normal Apply Ramp Rate Only







2003 Chevrolet C25903

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Static Floor Check

Normal Apply Ramp Rate Only







2001 Chevrolet K15906

Static Floor Check

Normal Apply Ramp Rate

MVSS Effectiveness Stop Apply Rate















2003 Chevrolet K15936

Static Floor Check

Normal Apply Ramp Rate



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2003 Chevrolet CK 15906

Simulated using a 2006 C15906

Static Floor Check

Normal Apply Ramp Rate Only







Dynamic Ramp Stops

Individual Vehicle Data

2003 Ford F150

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate







2000 Ford F350

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate







2002 Dodge Ram 1500

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate







2004 Dodge Ram 3500

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate







2002 Chevrolet C15753

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

MVSS Effectiveness Stop Apply Rate



















2003 Chevrolet K15753

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only







2001 Chevrolet C25903

Simulated using a 2010 C25903

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only







2003 Chevrolet C25903

Simulated using a 2010 C25903

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only







2001 Chevrolet K15906

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate

MVSS Effectiveness Stop Apply Rate



















2003 Chevrolet K15936

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate





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2003 Chevrolet CK 15906

Simulated using a 2006 C15906

100 kph Dynamic Ramp Stops

Normal Apply Ramp Rate Only





