



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 111

Date Received

Repository ☐

2003 MAR 28 AM 11:51
11 FEB 2003

Reference No.
10006984

OWNER INFORMATION (Type or Print)

Name

Address

City

FRESNO

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized address to the vehicle manufacturer.
Signature of Owner _____ Date 3/16/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make
GMC

Model
ENVY

Model Year
2003

Date Purchased

11/2/02

Dealer's Name and Telephone Number

KITAHARA PONTIAC, GMC (559) 431-2020

Engine:

No. Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

FRESNO

State

CA

Zip Code

93710

Transmission Type

AUTOMATIC

☐ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

162000 STRUCTURE: BODY

Multiple Failure: 3

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THERE WAS A WIND NOISE COMING FROM THE DRIVER SIDE WINDOW. *JB

*see additional
comments on
back side.*

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

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

I bought this GMC ENVY on 11/07/2002. Since I bought it, it has a wind noise at the driver side window. I bought this vehicle from the Kilbarr, Antigua, GMC dealership. I have taken the vehicle in to them on three separate occasions and the problem has still not been fixed. This is a new vehicle with less than 7900 miles on it now.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

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

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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

GMC Service Satisfaction Survey

Please make any corrections to your name, address or telephone number here:

Fresno CA

Home telephone

Change to: ()

Please provide us with your preferred Email address:

Date

Our records indicate that you had your 2003 Envoy serviced at Kitahara GMC Truck on January 27, 2003. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's personnel and services. Your timely response is very important to us and will be used to direct our continued efforts toward meeting the highest expectations of our customers.

Thank you for having your vehicle serviced at Kitahara GMC Truck.

Sincerely,

Charles F. Ugolino

Charles F. Ugolino
Director of Operations

Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

- ☐ Please check this box if you no longer own/lease this 2003 Envoy, and return the questionnaire.

**** PLEASE HAVE THE PERSON WHO TOOK THIS VEHICLE IN FOR SERVICE ON JANUARY 27, 2003, COMPLETE THIS SURVEY. ****

About Your GMC Dealership's Service Department

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|-------------------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| 1. How satisfied were you with the convenience of the Service Department's hours? | ☐ | ☐ | ☒ | ☐ | ☐ |
| | Yes | No | Does Not Apply/Not Required | Don't Know | |
| 2. Were services available to you on both an appointment and non-appointment basis? | ☐ | ☐ | ☒ | ☐ | |
| 3. When arriving for service, were you greeted promptly? | ☒ | ☐ | ☐ | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
| 4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner? | ☐ | ☐ | ☒ | ☐ | ☐ |

About Your Service Consultant/Advisor

- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
|--|-------------------------------------|--------------------------|-------------------------------------|-------------------------------------|--------------------------|-----------------------------|
| 5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request? ... | ☐ | ☐ | ☒ | ☐ | ☐ | |
| | Yes | No | Does Not Apply/Not Required | Don't Know | | |
| 6. Were you <u>offered</u> transportation options? | ☒ | ☐ | ☐ | ☐ | | |
| | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied | Does Not Apply/Not Required |
| 7. How satisfied were you that you were kept informed about the status of your service request? | ☐ | ☐ | ☐ | ☒ | ☐ | ☐ |
| | Yes | No | No Time Promised | | | |
| 8. Was your vehicle ready by the original time promised? | ☐ | ☐ | ☒ | | | |

Please complete other side

About Your Service Consultant/Advisor - continued

Some service consultant was not even there when I picked up my GMC

9. How satisfied were you with the explanation you were given of all services performed?.....
- | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| ☐ | ☐ | ☐ | ☐ | ☒ |
10. Overall, how satisfied were you with your Service Consultant?.....
- | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| ☐ | ☐ | ☐ | ☐ | ☒ |

About Service Delivery

11. When you picked your vehicle up, how satisfied were you with:
- | | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--|--------------------------|--------------------------|-------------------------------------|--------------------------|-------------------------------------|
| - The time it took to complete the transaction?..... | ☐ | ☐ | ☒ | ☐ | ☐ |
| - The ease of getting your vehicle?..... | ☐ | ☐ | ☒ | ☐ | ☐ |
| - The condition in which it was returned?..... | ☐ | ☐ | ☐ | ☐ | ☒ |

problem still exists.

12. Were ALL of your service concerns corrected on this service visit? ☐ *problem not corrected!!*
- IF NO, why not? (check all that apply)
- | | |
|--|---|
| ☐ Condition explained - repair not necessary | ☐ Parts not available |
| ☒ Work performed did not correct the problem | ☐ I declined repair |
| ☐ Service Department could not duplicate problem | ☐ Other (please specify) _____ |
| ☐ Service Department was too busy | ☐ Don't know |

13. How satisfied are you that your vehicle was fixed right on this service visit?.....
- | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| ☐ | ☐ | ☐ | ☐ | ☒ |

14. Were you given a copy of the completed repair order/invoice?.. ☒ *not corrected*

15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership's service?
- | Yes | No | Don't Know/ Not Sure |
|--------------------------|-------------------------------------|--------------------------|
| ☐ | ☒ | ☐ |

Summing Up Your Experience

16. Based on this service visit, overall, how satisfied are you with Kitahara GMC Truck?
- | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| ☐ | ☐ | ☐ | ☐ | ☒ |

17. Would you recommend this dealership for service?
- | Definitely Would | Probably Would | Might/ Might Not | Probably Not | Definitely Not |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|
| ☐ | ☐ | ☐ | ☐ | ☒ |

18. Overall, how satisfied are you with your 2003 Envoy?
- | Completely Satisfied | Very Satisfied | Satisfied | Somewhat Satisfied | Not At All Satisfied |
|--------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| ☐ | ☐ | ☐ | ☒ | ☐ |

19. Do you have any comments/recommendations about your:
- Dealership: *When you buy a new vehicle and there is a problem you expect it to get fixed not to listen to a*

- Vehicle: *bunch of phetone about why it can't get fixed. this is the third time I have taken it in for this*

20. Are you ... ☒ Male ☐ Female *problem and it still isn't fixed. (noise at driver side window).*

21. Your age ... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☒ 55-64 ☐ 65 or older

22. May we include your name when providing this information to your dealership? ☒ Yes ☐ No

Thank You!!

Your opinions will help us serve you better.

Please return this questionnaire in the self-addressed, postage-paid envelope to:

GMC, P.O. BOX 10063, TOLEDO, OH 43699-0063

If you have a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, you may contact GMC directly by calling the GMC Customer Assistance Center: 1-800-462-8782