



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 100147

Date Received

Repository

07-MAY-2003

Reference No.
10019321

7:46

OWNER INFORMATION (Type or Print)

Name

Address

City ATLANTA

State GA

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date

VEHICLE INFORMATION

17-Digit Vehicle Identification Number (located on the front of the vehicle)

Make CHEVROLET GMC

Model YUKON

Model Year 2002

Date Purchased

Dealer's Name and Telephone Number Hennessy Motors - Pontiac - Buick - GMC 770-968-6800

Engine:

Fuel Type:

Original Owner

Dealer's City Morocco

State GA

Zip Code 30260

No. Cylinders 8

Premium

Transmission Type

Antilock Brakes

Powertrain

Cruise Control

Vehicle Component Code

073000 FUEL SYSTEM, GASOLINE:FUEL INJECTION SYSTEM

Multiple Failure:

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Failure Speed

DEC-2002

800

26

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

Yes No

Yes No

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).

THE VEHICLE'S FUEL INJECTION SYSTEM DOES NOT WORK CORRECTLY. THE VEHICLE HAS BEEN TO THE DEALER ON FIVE OCCASIONS AND THE PROBLEM IS STILL OCCURRING. *NLM

Chirping noise under the hood, pin in roof keeps falling out, door won't shut properly, #5 injector bad, brakes grind, steering shaft bad, burning smell with steering heating system

Since the letter wrote February 6, 2002, I have had numerous other problems with the steering shaft and the fuel injectors.

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-502) 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.

[REDACTED]
Atlanta, GA.
[REDACTED]

February 6, 2002

Dear Dawn L. Wright,

One of your salespeople offended me, and I really felt not appreciated as a customer. I won't be returning to Hennessey Mazda-Pontiac-Buick-GMC to purchase another vehicle nor referring friends or relatives. I felt as if my needs were not considered at all as far as the sell of the vehicle.

I went in to purchase either a white Denali or Yukon XL. I told the salesperson Gary Dukes that I wanted it to be white no matter what I purchased. Gary showed me invoices of two white Yukon XL's and there were several Denali's, but not the ones with the bucket seats in the lot. I had narrowed my selections down to these two types of vehicles. I asked Gary for this color more than once. He continued to show me the invoices, but never once did he try to get the vehicles to allow me to test-drive them. His response was, "I can get any color, it doesn't matter which one you test drive."

Obviously, he was not working in my best interest, but that's no excuse to totally disregard my request. His comments and insensitivity made me very uneasy about the purchase. I should have gone with my instincts.

Upon delivery I explained to him I had scratches in the paint, bumper and the moldings. His comment was that happen during shipping of the vehicle. I wasn't concerned about how the scratches came to be on the vehicle just to have them removed. The vehicle was to be detailed and when picking up the vehicle the inside had something black in the back seats and the vehicle was not WHITE in color either.

Since, I have owned the vehicle the truck did not have even 800 miles on it and it has a very loud noise(squeaking), there also was a burning smell like wires. The door on the driver side doesn't shut properly and when you first turn the lights on there is a loud noise. I have been to the dealership on several times regarding these problems and Gary Grey/Service Man and Mike Johnson/Service Manager of Hennessey have verified the noise.

I am very dissatisfied with the salesperson service I received, but Gary Grey and Mike Johnson in the service department have tried very hard to correct the problem but cannot correct it. I really feel that I have paid too much money to have to drive a vehicle with a very irritating noise on a daily basis.

If there were anyway legally for me to return the vehicle I would. I really hope you view this letter in a serious matter, not as the salesperson viewed my concerns about the purchase. Please respond to my concerns in a timely manner, so I know that someone really cares about the concerns of the customers.

Sincerely,
[REDACTED]

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**