



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 335

Date Received

11-JUN-2003 2003 JR

Repository

Reference No: 48  
10022817

**OWNER INFORMATION (Type or Print)**

Name

Address

City

HAWAII - GALT SHOPS State HI 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?  
In the absence of address to the vehicle manufacturer.

YES  NO

Signature of Owner

Date 6/23/03

**VEHICLE INFORMATION**

Make

CHEVROLET  
GMC

Model

ENVOY

Model Year

2002

Date Purchased

April 2002

Dealer's Name and Telephone Number

Chris Danner

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

Honolulu

State

HI

Zip Code

Transmission Type

Antilock Brakes

Power Train

Cruise Control

Vehicle Component Code

L16300 ELECTRICAL SYSTEM;IGNITION;ANTI-THEFT CONTROLLER

Multiple Failure: 1

**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: DOTM15ABC036)

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

Number of Deaths

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).

DETERRENT SYSTEM HAS FAILED. AS A RESULT VEHICLE WAS STOLEN AND TOTALED. \*AK

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)

My car likes to be from my home, wrong key + air bags did not open up. I call GMC + told them (the Ted) that the air bags did not open. Then I call the Ted + also Co. + told them all that it was the wrong key. The Ted told me who was not worried about that. He wanted to know about air bags.

My frame was bent in 2 places, plus front + back. There was no front end left. They hit a little side air bag did not open. But they say it was working right. I don't believe that about the only thing left was not mess-up was the top of the car.

I want a new car.  
Mr. Ted at GMC was a very nice man.

ATTACH ADDITIONAL SHEETS IF NECESSARY

US Department of Transportation

National Highway Traffic Safety Administration

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

Official Business Penalty for Private Use \$300

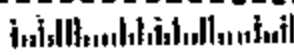


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

**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



**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**

**1-888-327-4238**

DOT Auto Safety Hotline  
(DASH) 2 DOT



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